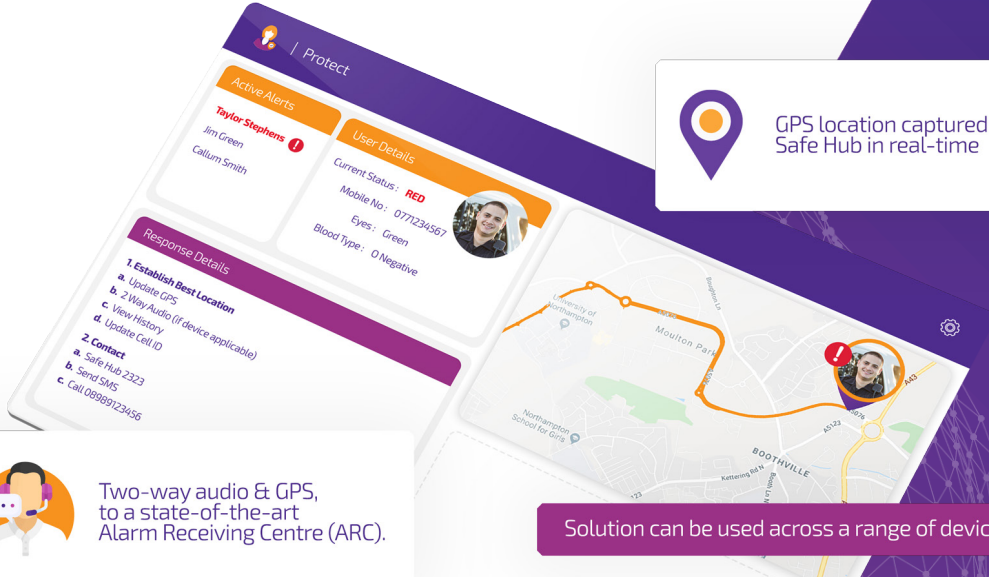


Protect

LONE WORKER SOLUTION

Totalmobile's lone worker protection solution that enables organisations to ensure the wellbeing of employees and enhance compliance



Protect

Active Alerts
Taylor Stephens
Jim Green
Callum Smith

User Details
Current Status: **RED**
Mobile No: 0771234567
Eyes: Green
Blood Type: O Negative


Response Details
1. Establish Best Location
a. Update GPS
b. 2 Way Audio (if device applicable)
c. View History
d. Update Cell ID
2. Contact
a. Safe Hub 2323
b. Send SMS
c. Call 08989123456

GPS location captured in Safe Hub in real-time

Two-way audio & GPS, to a state-of-the-art Alarm Receiving Centre (ARC).

Solution can be used across a range of devices

Multiple Alert Levels



Introduction

As we move towards a more 24/7 service lead society, many organisations have experienced an exponential growth in field-based working. With more employees delivering a greater range of services, mobile workers have established themselves as the number one asset of any organisation that provides field-based services.

Employees are the people who are responsible for delivering crucial services while acting as a front-line ambassador for their organisation. They are the people that ensure that both customer's expectations and business objectives are met.

However, as we experience an increase in field-based staff, we also experience an increase in the number of employees that work in high risk environments. These include employees that:

- Operate with dangerous machinery or within a hazardous location (i.e. heights)
- Undertake visits within areas that are known to have a high crime rate
- Work with high risk individuals that potentially pose a threat
- Spend their entire days working alone with limited contact with other staff

Because of this, employers have a responsibility to take all possible precautions to ensure the safety of their staff and provide them with the support that enables them to undertake their job with confidence.



An Introduction to Protect

Protect from Totalmobile is a lone worker protection solution that enables organisations to ensure the wellbeing of employees and enhance their compliance as a responsible employer.

Providing a fully managed lone worker service, Protect offers a range of integrated devices and apps that enable employees to request assistance and highlight potential, or occurring emergencies, as they undertake their daily role. These alerts can then be immediately actioned and escalated, ensuring that lone workers are fully supported and that organisations are taking proactive steps, in real time, that enhance the safety and wellbeing of their staff.

Protect provides a fully customisable solution that can be designed for the specific needs of each lone worker. This ensures that any solutions implemented is both easy for the organisation to deploy and easy for the lone worker to use. This approach is imperative as it is evidenced to lead to high adoption rates and the improved safety of high-risk employees.

In addition to this, Protect is provided as part of a fully integrated suite of Field Service Management products, providing your organisation with a diverse range of capabilities that not only enhance the safety of your lone workers, but enable additional processes to be automated and optimised.

Ensuring the Safety of your Staff is Key to an Efficient, High Performing Service

As any responsible employer is aware, the safety of employees is invaluable. However, by taking a proactive approach to lone worker safety and embracing technology as a means to enhancing the wellbeing of employees, organisations are presented with a range of positive outcomes:

- **Employee Wellbeing** – greater visibility of staff and improved support and safety processes ensures that organisations improve the safety of their remote workforce, especially those that operate in high risk environments
- **Compliance Assurance** – organisations are provided with greater compliance assurance that enhances their reputation as a responsible employer, while mitigating against the risk of potential penalties
- **Cost control** – a fully managed service ensures a high quality solution, with a low cost of ownership, that also removes any risk around the need for unplanned or budgeted costs
- **Employee Experience** – an easy to deploy solution, with high adoption rates, meaning your employees can undertake their role with confidence, increasing their morale and improving your reputation as an employer of choice

An Overview of Protect

Protect offers a comprehensive lone worker protection solution that consists of a range of features, supporting devices and a state-of-the-art Alarm Response Centre (ARC).

Features:

Red Alert – Developed to efficiently deal with emergencies, this feature enables a lone worker to raise an alarm if they feel at risk. This immediately opens a call with the ARC which can then assess the situation and escalate as necessary



Yellow Alert – Acting as a buddy system, staff can leave a voice message with specific information before entering a potentially high-risk environment. This information can then be accessed should a Red Alert, or other warning occur



Safe Check – A proactive approach that enables lone workers to set up timed welfare checks which can lead to escalation should the wellbeing of the employee not be confirmed



Worker Down – Enables organisations to react to any unforeseen developments by monitoring employee movement via the motion sensor on their device



Group Alert – Provides organisations with the ability to push out notifications to pre-defined groups, individual employees, or staff within a defined radius of a certain location



Safe Beacon – an alert system which is based on a lone worker's proximity to a beacon. Alerts can be sent to the employee and their line manager to ensure awareness



Devices:



Solution can be used across a range of devices enabling the organisation to pick the device that is best suited to the needs of their lone workers

Devices available include SOS Fobs, Badges and Buttons

An app is also available on the lone worker's mobile device, providing them with all key lone worker protection features

Alarm Response Centre (ARC):



State of the art ARC that provides lone workers with over 100 phone lines that are prepared to provide support

All requests for help are answered within 10 seconds by a support officer located at the ARC

Robust processes and approval procedures that ensure that all lone worker issues are effectively managed

To enable organisations to receive maximum benefit from Protect, every implementation offers

7 day a week support

Access to a range of real time reports that enable organisations to monitor and analyse key information such as usage and escalations

Comprehensive training to help staff adopt the solution immediately

An Established, Trusted Solution

Totalmobile take great pride in providing a solution that enables organisations to ensure the safety and wellbeing of their employees. It's a responsibility that we do not take lightly.

That's why we are trusted by some of the largest employers in the UK:



What's Next?

Totalmobile would like to speak to you about how our Protect solution can support your staff, enhance their safety and empower them to deliver great services.

To learn more about Protect, please visit

<https://www.totalmobile.co.uk/software/protect>

or contact us via the details on the back of this document.



Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

Belfast Office

Pilot Point
21 Clarendon Road
Belfast
BT1 3BG
+44 28 9033 0111

Belper Office

Ironstone House
Kedleston Close
Belper
Derbyshire DE56 1TZ
+44 (0) 1773 596

Bury St Edmunds Office

22 Park Farm
Fornham St,
Genevieve
Bury St Edmunds IP28 6TS
+44 (0) 1284 330 164