



# LONE AND REMOTE WORKER PROTECTION

---





# LONE AND REMOTE WORKER PROTECTION

---

## THE BACKGROUND

With working practices continuing to evolve, staff are exposed to new risks which require addressing in order for employers to meet their duty of care.

This means traditional security delivery needs to evolve to continue to be relevant to the modern professional environment.

Lone and Remote Worker Protection from G4S will allow you to meet your duty of care and adapt your security plan to modern working practices



# THE RISKS

If the professional environment includes any of the following, significant risks result.

## STAFF WORKING ALONE

For staff temporarily left alone locking and inspecting premises, travelling to different appointments or transporting valuable assets, maintaining security is critical. Furthermore, other staff may operate more permanently on a solitary basis but the nature of their work may leave them exposed to risk.

## EXPOSURE TO DANGEROUS INDIVIDUALS

Employees who may be exposed to potentially aggressive or violent individuals require immediate support to protect their wellbeing, build an environment of trust and allow you, the employer, to meet your duty of care.

## OPERATING IN HARSH ENVIRONMENTS

If the working environment leaves staff vulnerable to traffic accidents, slips and trips or even exposed to harsh and dangerous chemicals, adequate provision needs to be made in order to engage the workforce and meet your duty of care.



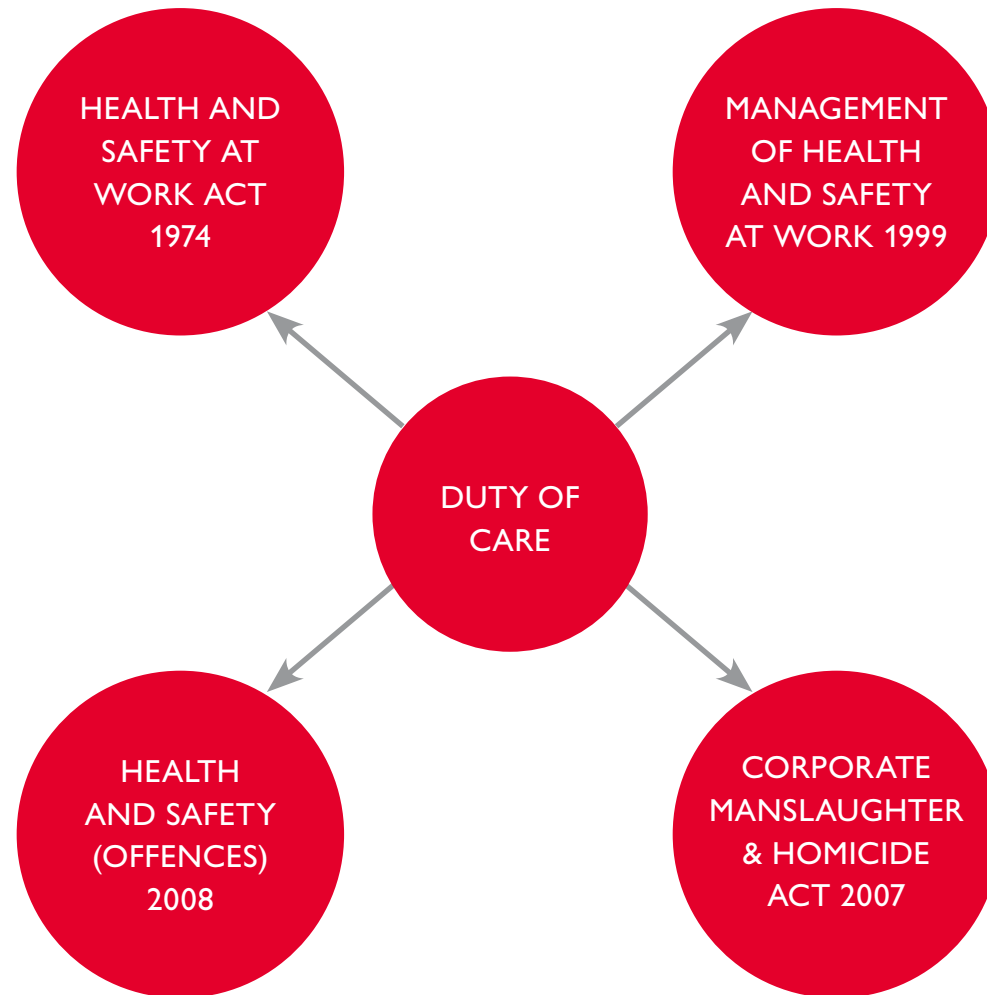
# YOUR DUTY OF CARE

## YOUR RESPONSIBILITIES

Legislation imposes a duty of care upon you to take reasonable measures to safeguard your workforce.

## THE CONSEQUENCES ...

Failure to have acceptable measures in place may see you become liable under law.



# THE LEGISLATION

---



## HEALTH AND SAFETY AT WORK ACT 1974

The Health and Safety at Work Act 1974 is the primary piece of UK health and safety legislation. It requires employers to ensure, so far as is reasonably practical, the health, safety and welfare at work of all of their employees as well as others on the premises.

### The main requirements of this Act are:

- The safe operation and maintenance of the working environment, plant and systems
- Maintenance of safe access and egress to the workplace
- Safe use, handling and storage of dangerous substances
- Adequate training of staff
- Adequate welfare provisions for staff at work



## MANAGEMENT OF HEALTH & SAFETY AT WORK 1999

The Management of Health and Safety at Work Regulations 1999 requires employers to assess and manage risks to their employees and others as a result of any work activities. Employees also have duties under this act to take reasonable care, use equipment as trained and report any shortcomings in health and safety protocol.

### The employers' duties to ensure a safe working environment are:

- Establish procedures that should be followed in an emergency situation
- Provide adequate training and information for employees
- Provide health and safety surveillance where appropriate
- Appoint appropriate people to assist in the above measures
- Ensure employees aren't given tasks beyond their competence and physical capabilities



# CONSEQUENCES OF A BREACH

## HEALTH AND SAFETY (OFFENCES) 2008

The Act gives lower courts the power to impose and/or imprisonment for the following health and safety offences:

- Breaches of general duties under HASAWA Sections 2-8
- Making a false statement or entry in a register
- Non-compliance with an improvement notice a prohibition notice or a court order
- Breaches of general duties under HASAWA Section 9
- Obstructing or pretending to be an inspector.

## CORPORATE MANSLAUGHTER & HOMICIDE ACT 2007

The Corporate Manslaughter and Corporate Homicide Act 2007 clarifies the criminal liabilities of organisations where failures in health and safety have resulted in a fatality. This means that organisations can be found guilty of corporate manslaughter as a result of how activities are managed and organized by senior management

The organisations to which this legislation applies are:

- A corporation
- A partnership
- A department or other body
- A trade union or employer's association that is an employer
- A police force



# BEWARE OF THE RISKS IN 'BUSINESS AS USUAL' ...

In what may appear normal to many, professionals operating alone or remotely are exposed to significant risk. **Here are just some examples.**



## BEWARE OF THE RISKS IN 'BUSINESS AS USUAL' ...

---

### 1 Construction Workers

Often working alone in harsh or dangerous environments, construction workers appreciate the peace of mind and support that a constant communication device provides.

### 2 Logistics Drivers

Those involved in the long distance transportation of expensive assets are often exposed to theft and criminal activity. Constant communication provides a means of requesting urgent assistance even in the remotest of locations.

### 3 Medical Professionals

Those involved in mental health and social care provision can often be exposed to dangerous situations. A constant communication device provides a vital layer of support and assistance should it be required.

### 4 Remote Workers

Many individuals work in remote locations and work alone for long periods of time. These individuals require a constant communication so should an accident or criminal activity occur, they receive immediate assistance together with site attendance when needed.

### 5 Security Professionals

Many security officers are left alone inspecting dangerous or vulnerable properties. A permanent connection provides immediate assistance in the event of a breach.

### 6 Public Facing Workers

Individuals in retail or public facing roles will recognize that the general public can be aggressive and demanding. For those who operate alone for long periods, a constant communication device will provide peace of mind for hostile

### 7 Charity Collectors

Often charity collectors handle volumes of cash that leave them exposed to criminals and theft. A constant communication device provides an important means of support when working alone.

### 8 Park Rangers

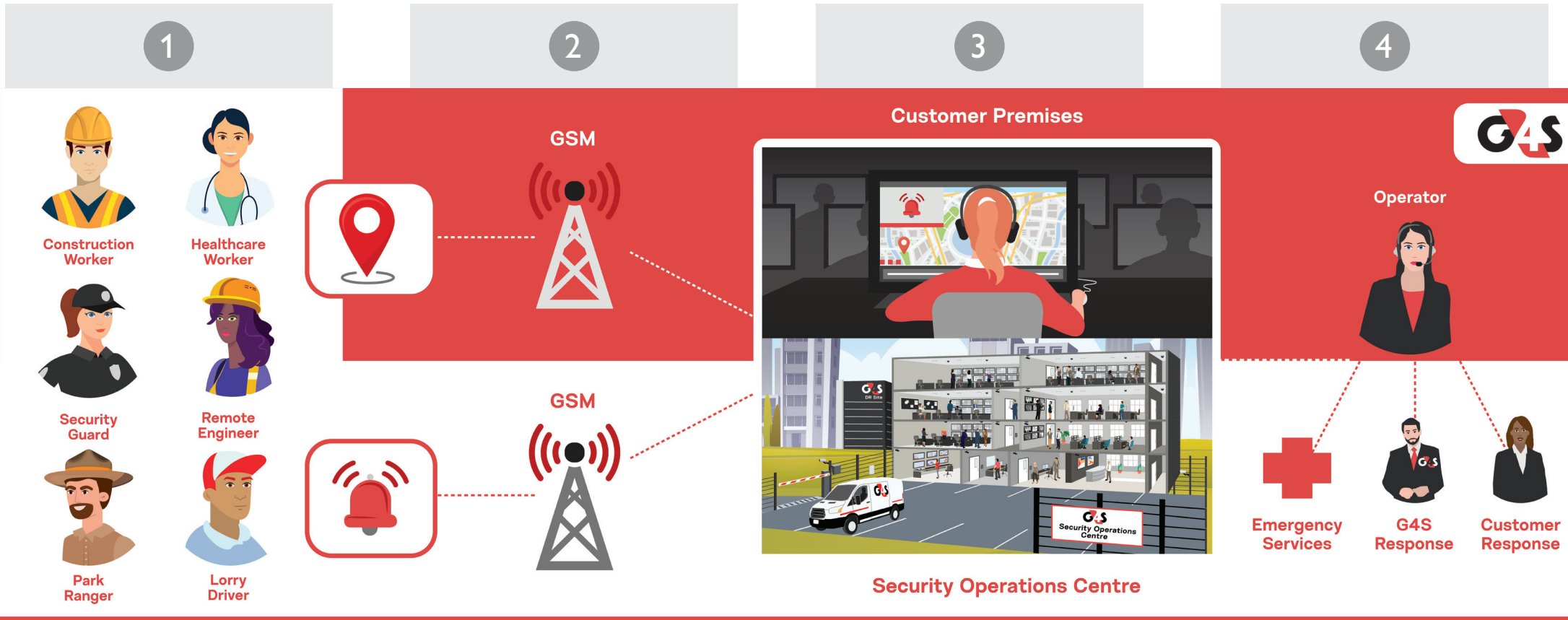
Park rangers work in remote locations, often in dangerous and hazardous terrain. When working alone, a constant communication device will facilitate immediate intervention in the event of an accident or injury.

### 9 Dangerous Workers

Those individuals whose profession leaves them exposed to injury require constant communication to facilitate a response should an accident occur.



# HOW IT WORKS



**1**  
Your staff are equipped with their lone worker mobile phone application or device.

**2**  
They remain in permanent connection with your control room and / or our Security Operations Centre

**3**  
We monitor whereabouts in real time on a 24 \* 7 basis and take action when required

**4**  
When required, we coordinate a physical response, liaising with emergency services, your staff or our mobile response teams, where appropriate.

# SOLUTIONS

IN PARTNERSHIP WITH PICK PROTECTION, OUR LONE WORKER PROTECTION SERVICES CAN BE DEPLOYED ACROSS A RANGE OF SOLUTIONS.



The most popular approach to lone worker protection in the modern age. This app based solution offers high location accuracy, high user adoption and a cost effective approach to meeting duty of care.

**Functionality:**

- SOS Alarm
- Pre-Alert
- Time at Risk
- Fall Detection
- Tracking



The PG Click is a Bluetooth SOS trigger to be used in conjunction with the PG Smart.

**Functionality:**

- Discreet SOS activation
- 12 month battery life
- Wearable
- Anti false-alarm design

*Add this to the PG Smart to make the most comprehensive lone worker protection solution.*



Dedicated device solution. The PG Pebble is fitted with a roaming sim card offering enhanced connectivity. Ideal when employees cannot carry smartphones.

**Functionality:**

- SOS Alarm
- Pre-Alert
- Time at Risk
- Fall Detection
- Tracking



Satellite device solution. The PG X offers connectivity in the most remote and rural locations in the world. Using satellite communications no phone network connection is required.

**Functionality:**

- SOS Alarm
- 2-way free text
- Tracking



# FUNCTIONALITY

---

## SOS Alarm

### FOR USE IN AN EMERGENCY

Using the PG Smart and PG Pebble when an SOS alarm is activated the user's GPS location will be sent and a two-way audio call will open connecting the user to the G4S ARC. The operator will listen in and then follow the pre-agreed escalation procedure to provide the appropriate response to the individual. When using the PG X the SOS alert, along with GPS location will be sent to the operator to then follow the escalation procedure.

## Pre-Alert

### MESSAGING CAPABILITY

A pre-alert is a mechanism for the employee to communicate with the operator by text. For example, if an employee is working alone on the 3rd floor of a building they may want to let the operator know their location within the building in case they subsequently activate an SOS alarm. This would let the operator know not only their GPS location but vertical position within the building to reduce response time. Information is typed in using the PG Smart and a voice recording is left on the PG Pebble.

## Fall Detection

### FOR DETECTING FALLS OR INCAPACITATION

The PG Smart and PG Pebble use advanced fall detection technology to provide proactive protection to employees. Offering 9 levels of sensitivity settings and an easy way to deactivate a false alarm this feature provides unparalleled protection. Detecting motion and impact, from vertical to horizontal positions if your employee has a fall or becomes incapacitated an SOS alarm will be raised.

## Time at Risk

### PROACTIVE WELFARE CHECK

When an employee is undertaking a task of increased risk e.g. home visit, they should set a time at risk period. They can set the expected duration of the risk event and they have the option to extend this at any time. If they do not extend or confirm their safety by the end of the set time their phone or device will alert them, they need to confirm their safety. If the employee does not confirm their safety this will escalate to an SOS alarm and the operator will be contacted and sent GPS location information.

## Tracking

### REGULAR LOCATION UPDATES

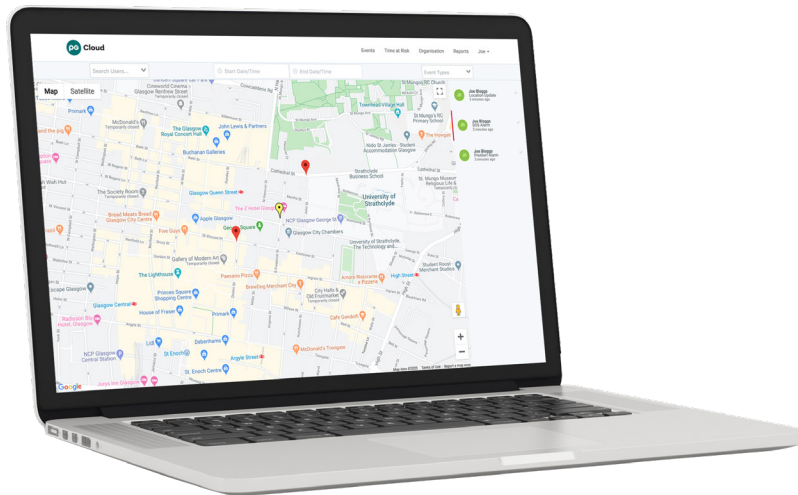
All solutions offer the optional functionality of tracking. This feature is configurable for how often location updates will be provided.



# MANAGEMENT INFORMATION



The PG Cloud management portal comes with all solutions. The management portal provides a real time activity information, easy user management and reporting.



## Functionality:

- View real time insights
- Simple user management
- Comprehensive reports

## The portal enables:

- Managers to easily monitor usage rates
- Audit trails for compliance to H&S legislation



# RESPONSE CO-ORDINATION

At the heart of our lone worker support offering is our Alarm Receiving Centre. Our Cat II NSI Gold Standard BS5979, BS8484, IS228 accredited continuous monitoring service, operates from a secure location 24 hours a day, 7 days a week, 365 days per year, protecting you, your assets and property.

Monitoring over 64,000 critical connections the site is highly secure with access tightly controlled and managed.

Fully resilient, the site operates in partnership with a disaster recovery premises to ensure that our customers can rely on continuity of service whatever the unforeseen circumstance.





## ALERT AND RESPONSE SERVICES

---

400

RESPONSE OFFICERS

9,000

UK AND IRISH CUSTOMERS

140

MOBILE RESPONSE VEHICLES

40

SERVICE CENTRES

IDENTIFY → ALERT → RESPOND

Where your lone workers require urgent physical assistance, our security operations centre will act swiftly to assist.

Our mobile response service is co-ordinated from our 40 service centres across the UK and Ireland. We deliver a swift and agile service, backed by a national support network and unmatched global resources.

We have more than 400 security-screened and trained response officers dedicated to delivering quality service to over 9,000 local and national UK and Ireland companies.

Our state-of-the-art Alarm Receiving Centre uses the latest technology to monitor and deploy our fleet of GPS tracked vehicles. The 24/7/365 service is managed by a team dedicated solely to what we call 'patrol and response'.



## OUR SERVICE CENTRE RESPONSE NETWORK

We put the entire weight of our combined experience behind you, as well as our commitment to never leaving a staff member vulnerable.

In addition to lone worker support, our mobile response services include:

- Site attendance & investigation in response to an alarm
- Accompanying a key holder to site
- Locking and unlocking your premises
- Site attendance & investigation in response to a surveillance alert
- Physical response to assist a remote worker in distress

In all cases we provide detailed documentary reporting on our interventions which evidence our actions and results of any investigation.



## Contact Us

08000 859 899

[sales@uk.g4s.com](mailto:sales@uk.g4s.com)

2nd Floor, Chancery House,  
St. Nicholas Way,  
Sutton,  
Surrey,  
England, SM1 1JB