



PROTECT

Lone Worker Protection

End User Guidance



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Welcome to the end user guidance for Totalmobile's lone working solution: **Protect**. The goal of this guidance is to answer the key questions you may have.

What is the Protect solution?

- ✓ Available across a variety of lone working devices or easily installed on most modern smartphones, our lone worker app is a complete safety toolkit accredited to the latest BS8484:2022 standards including SOS alarm activation, Red and Yellow Alerts, Timed Safe Check-ins, worker down and 24/7 Alarm Receiving Centre (ARC) connectivity.

Why should I use this system?

- ✓ Your organisation has purchased this solution to help keep you safe. It can provide you with an enhanced level of personal safety without impacting your day-to-day tasks. The solution operates 24/7/365 thus is available to you day or night regardless as to whether you are working. It can also be used on behalf of members of the public.

Am I being GPS tracked?

- ✓ Your GPS data is only used in the event of an alarm or if you lose your device. The ARC operator will have access to the last known location provided by the solution you use. This information will be shared with emergency services if required. GPS data is only sent to our platform if you have your device turned on, interact with a feature in the app or if you raise an alert to the ARC.

Is my use of the solution monitored?

- ✓ If your organisation has provided managers or other employees with access to the management portal, they will be able to access a system usage report providing the last 6 months of data. They are advised to monitor system usage and reach out if it is not being used to address any potential issues. Report access is provided on a permission / restriction basis to ensure your usage information can only be looked at by your manager and superusers.

What happens if I accidentally raise an alert?

- ✓ Don't worry, let the alert go through and speak to an operator to close the call as a false alert. There are no consequences to raising a false alert. However, if you hang up once you've pressed the button, we will still need to speak to you, or an escalation contact before closing the alert to ensure the alert was not genuine.

WHAT ARE THE KEY FEATURES OF PROTECT?

The following are the key features available to the you via your lone working device or smartphone app:

- **Alarm Receiving Centre (ARC):** Our state-of-the-art Alarm Receiving Centre is the heart of our service. Our partners trained experts answer every call within 10 seconds—ensuring rapid risk assessment and emergency dispatch 24/7. In emergencies, our Unique Reference Number (URN) directly escalates incidents to the police - bypassing conventional 999 calls to save crucial time. Plus, if it's a false alarm, workers can simply instruct the ARC to stand down.
- **Safe Check:** A safe check acts as a timed check-in to ensure that all is ok with the lone worker. Should there not be any response received within a set time period, it will raise the alert for you, assuming you are unable to.
- **Worker Down:** The Worker Down alarm uses motion sensors and orientation to detect movement and / or impact. If there's no movement for a prolonged period of time or the device detects an impact which might indicate an emergency like a fall, the system automatically alerts the Alarm Receiving Centre (ARC). ARC operatives then check the worker's GPS location and attempt contact via phone or device. If the worker responds, they can inform ARC to disregard the alert or escalate. If there's no response, the ARC follows the worker's specific escalation procedure, potentially dispatching emergency services to their location.

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- **Group Alert:** A message that can be sent to a predefined group of staff or specific individuals to ensure they are updated on any ongoing situations or information they should be aware of. They are commonly used to notify lone workers currently operating within a defined radius of a particular location.
- **Safe Beacon:** Safe Beacon's geofencing and virtual perimeter features offer additional safety for workers in complex environments. As workers enter a Safe Beacon-protected area, they receive customisable alerts on their lone working devices, compatible with smartphones and intrinsically safe devices. These alerts range from proactive safety warnings to dynamic risk notifications, adapting to the specific environment.
- **Home Safe (Android):** Home Safe enhances safety by providing optional scheduled welfare checks and confirming when workers have finished their shift or returned home safely, with automatic alerts and emergency escalation if responses are missed.
- **Yellow Alert:** Yellow Alert allows lone workers to leave a voice memo about their location or task, providing context and information to the ARC operatives. This assists in offering improved support if the worker raises a Red Alert or becomes unreachable.
- **Red Alert:** Red Alert provides immediate two-way communication between the lone worker and highly trained staff at the Alarm Receiving Centre (ARC). It's activated when a worker feels at risk, ensuring rapid response and support in critical situations.
- **Virtual Buddy:** Red Alerts can be used as a virtual buddy connection to the ARC. The ARC operative will stay on the call with a worker should they feel at risk.
- **Management Portal:** Effortlessly manage all lone worker activity through one unified interface, regardless of the device used. Our intuitive web-based system supports unlimited customisable staff profiles across multiple devices. Each profile features personalised escalation and response

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protocols based on individual risk assessments. Easily adjust protection and monitoring settings as roles evolve

WHAT IS THE BEST PRACTICE FOR ME TO GET THE MOST OUT OF THE PROTECT SOLUTION?

The following guidance is provided:

1. Read & follow any guidance / policy provided by your organisation in relation to lone working
2. Make sure your device or mobile phone is charged regularly. If you use a dedicated device, we recommend charging at least every 2 days
3. Ensure you always have your device with you, turned on and charged. You could need it at any point
4. Don't just carry your device, engage with the features available to get the best out of the solution
5. Leave regular and relevant Yellow Alert messages. We recommend a Yellow Alert when you change location as a minimum
6. Conduct an annual test by raising a Red Alert to the ARC, staying on the line to advise them this is a test alert and they can stand down

FURTHER HELP:

If you need further information or help, please initially review the help information as below:

- Free weekly training sessions – see published schedule
- Our lone worker protection playlist on [YouTube](#)
- User guides available for all products. Click [here](#) to view and download the user guide for your solution

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If you need further help, please contact your Organisations' supervisor in the first instance and then if appropriate, the Totalmobile Protect team between 08:00 to 18:00:

protectsupport@totalmobile.co.uk / +44 (0) 161 885 2122