



Reliance  *protect*
A lone worker is never alone

According to a recent British Crime Survey,*
there were an estimated 676,000
incidents of violence at work, consisting of
310,000 assaults and 366,000 threats.

Safeguard lone workers with Reliance Protect

Violence at work is defined by the Health & Safety Executive as: “Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work”. Physical assaults and verbal attacks are among the fastest growing health and safety concerns in the workplace, with verbal abuse often the precursor to physical violence.

Today’s litigious climate and spiralling insurance costs are indicative of the growing risks to lone workers in all sectors. With ever-tightening legislation such as the Corporate Manslaughter Bill in 2007, it has never been more critical to evaluate the use of technology to help address your **duty of care** to your employees, both on your premises and elsewhere.

Reliance Protect is our fully managed lone worker solution aimed at those potentially exposed to harassment, intimidation, or violence in the course of their working day, enabling you to protect both your staff and your organisation’s reputation.

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A safe working environment is a legal requirement

Your legal duty of care:

- The Health & Safety at Work Act (1974).
- The Management of Health & Safety at Work Regulations (1999).
- The Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (1995).
- Safety Representatives & Safety Committee Regulations (1977).
- Corporate Homicide & Manslaughter Act (2007).

With Reliance Protect you are never alone

Reliance Protect is a **service** that can either utilise your existing smart phone, PDA or BlackBerry handsets or specialized lone worker devices that are supplied as part of the service and worn about the person. With either solution the lone worker can discreetly alert our remote monitoring centre to a threat with **a single press of a button** ensuring no suspicion is raised.

By listening to and capturing everything that takes place during the incident, our trained specialist monitoring staff can respond appropriately depending on the severity of the situation – including calling out the police, alerting colleagues/supervisors and archiving recordings as evidence for any subsequent legal action.

Our range of Reliance Protect devices and services feature a number of different functions and designs, depending on the particular requirements of your lone workers.



Who's at risk?

- Bus/taxi drivers
- Cleaners
- Community mental health staff
- Community midwives
- Customer services personnel
- Debt/rent collectors
- Educational psychologists
- Environmental inspectors
- Estate agents
- Field sales representatives
- Financial advisers
- Home helps/care workers
- Housing services staff
- Insurance staff/claims inspectors
- Meter readers
- Pharmacists
- Police community officers
- Postal workers
- Repairs & maintenance engineers
- Researchers
- Security guards
- Service engineers
- Shop workers
- Social workers

We put their safety at the heart of our service


The Reliance Protect lone worker service is delivered by Reliance High-Tech, an established market leader in the provision of technology-led security solutions, from our BS 5879 Cat II accredited remote monitoring centre. Our lone worker protection solution has been certified as fully compliant with BS 8484 and has also been accredited as ISO 27001 compliant, governing both Information Technology and data security.

Our remote monitoring centre is manned 24/7/365 by Security Industry Authority approved specialist operators who manage and record incidents and provide swift and proportional escalation, including police involvement where required. They are committed to owning the incident until the situation is fully resolved.

With the single press of a button your lone worker will 'no longer be alone' and will quickly be connected through the service to:

- A "witness" as the call is recorded which is admissible in court as evidence.
- A dynamic risk assessment as the incident is monitored live.
 - A 999 response if appropriate to the incident.
- A de-brief with a report to key organization personnel within 15 minutes of the incident being closed down.
 - A friendly voice to talk to post incident.





Is your team at risk?

Trust Reliance, the market leader

Reliance Protect is the market leader in lone worker protection solutions and services with over 40,000 users throughout the UK. We believe that by providing the service for a fixed monthly fee it allows our customers to easily and effectively budget to protect their lone working colleagues.

Our all-inclusive managed service comprises:

- BS8484 compliant lone worker device or smart phone applications.
- Mobile network connection and all airtime (for supplied devices).
- 24/7/365 manned monitoring.
- User training and support package.
- Management and implementation support.
- Customer management information system via web portal.
- Management reports monthly, weekly or ad hoc.

There are no hidden costs and the complete solution is charged as a simple monthly fee.

Familiarisation and training

We deliver high quality face-to-face training for lone workers so that they understand how the solution operates and what is expected of them, plus we can offer web-based training as a quick, convenient and cost-effective means of familiarising a large number of staff. We also work with you to ensure that the duty of care remains a shared responsibility between employee and employer, engendering a culture of proactive risk management amongst your workforce.



How Protect works

We offer a range of Reliance Protect devices and smart phone applications with different designs, features and functionality enabling you to choose exactly the right solution for your lone workers.



Stop and check

Before entering a lone working situation check battery power and signal strength.



Press of a button

With the single press of a button the lone worker is “no longer alone” being connected to the Reliance Protect 24/7/365 monitoring & response centre within 10 seconds where the call is monitored live whilst being recorded to DVD for evidence.

Different alerts

Amber alert – the user will leave a voice log of their precise location and appointment before entering a lone working situation. This information will only be used if associated with a genuine incident.

Red alert – if the worker is facing actual physical or verbal abuse, they press the red button. A red alert opens an audible line through to the Reliance Monitoring Centre where an appropriate action and response will be taken by a specially trained operator. With specialised lone worker devices the red alert will also be activated if the device is forcibly removed from the user.

Man down – non-movement, impact and tilt sensors detect when the wearer appears to be in difficulty, for example if they are motionless for a specified time period due to a slip, fall or injury. The device will automatically activate an alarm before entering a red alert state.

Welfare check – a service which is essentially like an alarm clock which checks users are fine at regular intervals. This service is particularly useful for shift workers or those who do not come back to base regularly.



Location fixing

If, during a red alert a police presence is required, the location of the user is verified against the Amber alert information with a Cell Site ID check; once confirmed the police will attend. If devices or handsets are GPS enabled the operators will use the GPS location provided.



All for a single, predictable and cost-effective charge




Framework agreement

Publicly funded organisations, including the NHS, are under mounting pressure to cut costs while maintaining their duty of care to their staff.

The NHS has a Framework Agreement in place with Reliance which any publicly funded body or registered charity is permitted to purchase from. Purchasing from the Framework Agreement reduces the time and costs associated with buying a lone worker protection solution.

The Framework offers the full Reliance Protect package of services and has already been competitively tendered according to EU guidelines; including prices, service levels and quality standards.

For organisations interested in learning more about purchasing through the NHS Framework Agreement we are able to offer an initial discussion with one of our Framework managers.



For more information on Reliance Protect or to arrange a complimentary lone worker review:

E-mail: info@relitech.co.uk
Phone: 0845 121 0802 and quote "lone worker"
Visit: www.relianceprotect.com

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