



Safe Shores Monitoring

INTRODUCING : SOLO A LONE WORKER PROTECTION SERVICE

www.safeshoresmonitoring.co.uk



Who is Safe Shores Monitoring?

Safe Shores Monitoring Ltd is the UK's leading innovator of lone worker solutions. Formed in 1998, and originally trading as 'Argyll', we are the UK's longest established lone worker provider. We Deliver 24-hour monitoring and response services which support employers, lone workers, security agencies and those targeted by crime.

About Us

Our aim is to protect individuals and organisations around the country by providing a comprehensive service that guarantees legal compliance and provides effective coverage for lone workers in all scenarios. We provide complete assurance and peace of mind for managers and workers on the front line. Employees who feel safe and considered are the ones which work the hardest, they are the most motivated and most importantly, have the greatest level of workplace retention.

A circular logo with a purple background and a white border. The text "Safe Shores" is in a large, white, sans-serif font, and "monitoring" is in a smaller, white, sans-serif font below it.

Safe
Shores
monitoring

Why Do I Need A Lone Worker Service?

Safety and Compliance

According to The British Crime Survey (2016), as many as 150 lone workers throughout the UK are attacked every day. Although there is little management can do to prevent the intent of others, the law requires that they must ensure adequate action has been taken to guarantee the safety of their workers. These actions must include, adequate risk assessments and the implementation of a robust risk management solution. Failing to do so may result in severe financial penalties and commercial risk.

Legislation

There are a number of laws and regulations which affect employers and employees. Regardless of the environment and role, employers must consider the safety of workers while in their employment. Primarily, an employer is expected to ensure that workers are safe and must take steps to mitigate any potential threats to their health and overall wellbeing.

The main laws affecting lone worker policy are as follows:

- ▶ The Health and Safety at Work etc Act 1974
- ▶ The Management of Health and Safety at Work Regulations 1994
- ▶ The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- ▶ Safety Representation and Safety Committee Regulations 1977
- ▶ Health and Safety (Consultation with Employees) Regulations 1996
- ▶ The Corporate Manslaughter and Corporate Homicide Act 2007

What is SOLO?

SOLO is a secure Lone Worker service which provides 24-hour monitoring, instant response and a selection of device options including mobile phones, smartphone applications and a GPS device.

Running on our cloud based portal, Archangel®, administrators are able to manage the day to day risk of their employees using features such as Clock, Tag and Location which monitor the start and end of a work period, the level of risk during this time and the whereabouts of an employee after an alarm has been raised.

Most importantly, SOLO is an SOS service. Each version of our service is complete with an SOS option which allows workers in danger to alert a nominated responder whether that be a manager, colleague or Safe Shores Monitoring’s managed alarm service, ARC24.

Accreditations	
SSAIB and UKAS	BS 8484 (Part 4,5,6 and 7) BS 5979 Category II BS7858
Secured By Design Award	A Police Preferred Specification

The Service

Safe Shores Monitoring recognises that every organisation is different and lone worker policies will differ depending on which sector, industry or environment they exist within. It is for this reason that we take the time to understand your specific needs, barriers and risk, before tailoring our service.

To ensure we deliver the right service for the right business, we have divided our offerings into three categories. We have a standard service for a basic mobile device, our application designed for Android and Windows smartphones and our purpose built GPS device, Chaperone.

Each service is tailored to accommodate budgets, policy and risk.

SOLO : Service Only

Our most affordable Lone Worker solution, "Service Only", is ideal for organisations who have already issued basic mobile phones or would prefer to implement a bring your own device policy. This offering comes with standard features such as SOS, CLOCK and Welfare Check, all of which ensure security and compliance with legislation.



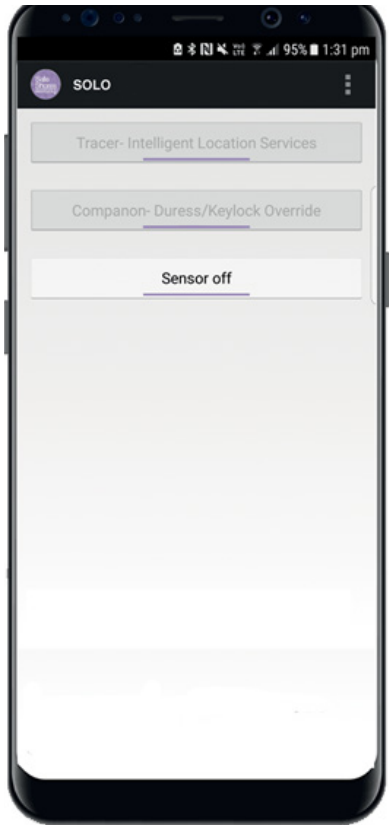
Standard Features	Optional Features
ARCHANGEL®	ARC24
SOS	
CLOCK	
TAG	
WELFARE CHECK	
COMFORT MESSAGE	
LOCATION	

* For full details see page 14

SOLO : APP

SOLO: APP is an integrated application which transforms Windows and Android mobile devices into a lone worker safety device. This state of the art application overrides your smartphone display lock, turning it into an SOS button after multiple presses. As well as standard features such as "CLOCK" and "Tag", SOLO: APP utilises the devices GPS and WiFi signal creating more accurate location reports which are delivered for ARC24 or first responder use.

As a tailored service, the app comes with optional features including "Man-Down" and "Tracer". Man-Down has been developed to detect impact or falls in the workplace, then sends an appropriate alert to a nominated first responder. "TRACER", delivers regular location data and provides responders and administrators with detailed location history reports.



Standard Features	Optional Features
ARCHANGEL®	TRACER
SOS	ARC24
CLOCK	MAN DOWN
TAG	
WELFARE CHECK	
COMFORT MESSAGE	
ADVANCED LOCATION	

* For full details see page 14 and 15

SOLO : Device

A standalone Lone Worker Device and service package complete with our standard features as well as options including a highly configurable man-down feature and advanced LBS which can be used to produce regular location reports and optional roaming sim card technology to overcome weak mobile phone signal areas.

The Chaperone

Chaperone is a purpose built lone worker device which has been designed specifically to manage the risk associated with poor signal and accessibility.

Chaperone has a large SOS button, it has an integrated GPS (Global Positioning System) for accurate location reporting and has an impressive battery performance that can last, on average, up to 200 hours on a single charge. It is designed with a highly configurable ‘man-down’ sensor option, and a roaming sim card option enables the Chaperone device to connect to any available UK mobile network.

The device is Small (65mm x 40mm x 18mm), portable and discreet. Weighing only 49g, The Chaperone can be worn on your person via a lanyard, waist-belt, or as a keyring. Waterproof to an IP67 and completed with a large SOS button, Chaperone is the perfect Lone Worker solutions for any sector.



Standard Features	Optional Features
ARCHANGEL®	TRACER
SOS	ARC24
CLOCK	MAN DOWN
TAG	ROAMING SIM
WELFARE CHECK	
ADVANCED LOCATION	

* For full details see page 14 and 15

Response Management

Safe Shores Monitoring understands that every organisation is different. As such, we allow each of our customers to select a tailored response service that suits their risk, budget and overall requirements of their business.

The available response options businesses can choose from are as follows:

Local Response Service - Self Managed Alarm

Local Responder Service enables a local responder, such as a manager or contact centre, to act in a time of need. This service requires no capital outlay. These are delivered using our cloud-based platform, Archangel®, which can be accessed using any Internet browser. A self-managed service provides end user profile information and alert location details.

It is important to note that the role of a first responder comes with responsibility. They are the first person made aware of an emergency situation. When an alert has been raised, a first responder will then be notified. It is then their responsibility to listen, assess and react accordingly using the information available on our portal.

Managed Response Service

Local management of incidents is an arduous task for an organisation to undertake. It is for this reason that Safe Shores Monitoring offer its very own state of the art Alarm Receiving Center (ARC) designed specifically to support vulnerable people including lone workers and those at risk of crime.

Based within our National Operations Centre in Scotland, ARC24 is a professionally managed response service that is available 24 hours a day, 365 days a year. As part of this service, our highly trained operators monitor lone worker activities, respond to alarms and react accordingly. All calls are answered by an operator immediately after an alarm is raised.

Safe Shores Monitoring is the most experienced provider of lone worker monitoring services within the UK. It is fully integrated within your lone worker service and process. Our unique and integrated approach ensures the highest quality of service and offers valuable day to day operational feedback which contributes towards a more refined service and inclusive Lone Worker policy.

The ARC itself is a high-security BS8484 and BS5979 CAT2 Alarm Receiving Centre which provides an emergency service response including UK wide level 1 police response which bypasses the standard 999 emergency system. The building design, infrastructure and services have been awarded the prestigious “Secured by Design” standard by National Police Chiefs Council (NPCC).

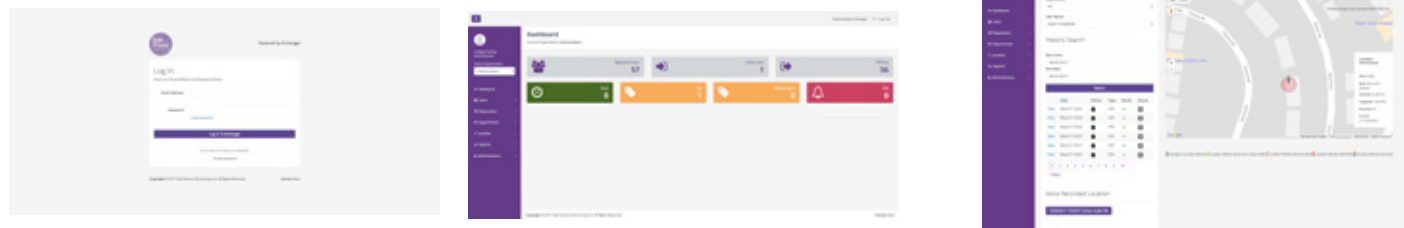
As part of this comprehensive response service, ARC24 will also gather, record and archive legally compliant evidence for incidents and provide professional witness statements to support civil or criminal prosecutions.

ARCHANGEL®

SOLO is powered by Archangel®, a cloud based platform developed by our dedicated team of software engineers and designers.

Archangel provides a tailored back-office solution comprising:

- ▶ User Centric - a detailed understanding of the end user, their physical description, the vehicle they drive, and any risks they need to manage - eg occupational, environmental and health.
- ▶ Personal Welfare rules - enabling the end user to set specific parameters for managing their safety
- ▶ First Responder List - a prioritised contact list to identify who needs to be notified in the event of an alarm being raised and how they wish to be notified
- ▶ A Location Portal - a map driven view of end user location and status - eg at work, available, busy, SOS etc. Data contains historic location, breadcrumb trails, geo-fencing, nearest resources etc.
- ▶ A device management service - enabling multiple devices to be allocated and managed
- ▶ Your data is stored in a ISO27001 secure data centre environment, meaning any and all personal data is secure.



Data Management

Safe Shores Monitoring does not subcontract any part of our SOLO service to other suppliers. Our single service provider status is unique, and this enables us to exclusively limit those who process or access your data to just you and our own staff.

Our Data Security and Management Policies adhere to current EU and UK regulations, specifically the Data Protection Act 1998 and will be GDPR compliant. Our services adhere to the International standard ISO27001 for data security.

The hosted service uses cloud based servers within the UK or EU (this can be specified) to ensure full compliance with the Data Protection Act 1998 and the company is registered with the Data Protection Registrar under registration number Z5432702. Your data is stored for a minimum of 90 days before being purged. You can download or export your data or you can request it to be archived for a longer period.

You control personal and system data via the secure Archangel® portal. This enables customers to manage data associated with: user profile details, tracking, audit of system, and alert management rules. Archangel® is optimised for mobile devices using a single step secure log-in process.

You're in Good Company

When you purchase your SOLO solution, you are joining a growing group of happy Customers. We are proud to say that many of our Customers have been with us since 1998.



SOLO : Standard Features

Glossary

Standard Features	Description
ARCHANGEL®	Archangel® is a secure cloud based platform which: Enables customers to manage end user profiles via a web portal Provides comprehensive end user activity and system performance reports Provides access to first responder alarm management.
SOS	The End User can summon immediate assistance from responders by activating the designated SOS fast-dial button, or by sending an SMS from their device at any time.
CLOCK	The End User can CLOCK ON using a designated fast-dial button or via sms (text message). This indicates the start of a full working period. Users 'CLOCK OFF' when they have safely completed their working period.
TAG	The TAG operates independently of the CLOCK function. It is a record of an activity that poses a higher personal risk over a short time frame. EG a new customer visit; a task within a confined space; a visit with historic risk.
WELFARE CHECK	This is a check-safe function followed at the end of the Welfare Timer period for both CLOCK and TAG functions. If end users fail to communicate with administrators at the end of an allotted period of time then a welfare message is sent after an agreed grace period. Once lapsed, a series of messages will be sent to encourage the user to contact their first responder before an alarm is raised.
COMFORT MESSAGE	COMFORT MESSAGES are reassurance messages sent to the End User. Messages confirm the current system status and are sent to the End User's mobile phone after each change of status received by the system. EG after each TAG is set.
LOCATION	In any alarm situation, location-based services will aid responders and emergency services. Using the devices SIM, we will assess your lone worker's whereabouts using the mobile phone mast network and display this via the Archangel® platform
ADVANCED LOCATION	Advanced location services provide more accurate location data using a combination of GPS, Wifi and CELLID. The data provided is accurate within metres and can be stored to create 30-day reports.

SOLO : Optional Features

Glossary

Optional Features	Description
TRACER	TRACER is an advanced location service available for Smartphones and GPS devices. TRACER is used to find current device location 'on-demand', and it is used to store, manipulate and view the reported End User's device location data which remains in place for up to 90 days.
ARC24	ARC24 is an optional Alarm Receiving Centre (ARC) service. This can be used to manage and respond to all welfare alarms and SOS situations. The ARC operates 24 hours, 365 days and is certified to BS484 and BS5979 CAT2 and has direct communication links with all UK police and emergency services.
MAN DOWN	Man-Down has been developed to detect impact or falls in the workplace, then sends an appropriate alert to a nominated first responder.

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The logo consists of a white circle containing the text 'Safe Shores' in a large, bold, sans-serif font, with 'monitoring' in a smaller, lowercase sans-serif font below it, separated by a thin horizontal line. The background of the entire page features a geometric pattern of purple triangles of various shades.

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Get in Touch

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