



# LONEALERT

Overseeing Working aLone



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# Who we are.

“ There are around 8 million lone workers in the UK. They have many faces and work in many industries. ”  
Are your lone workers safe? ”



**LONEALERT is one of the UK's leading providers of lone worker protection, delivering a range of lone worker alarms, devices and apps to protect people who work alone, remotely or are vulnerable in their work.**

Our range of products (**Access, Instant, Plus and Anywhere**) use complex patented technology and software to help people working alone, whatever their job role. Lone workers come from all industries, ranging from construction to community work, logistics, education, retail, travel, security and government to name but a few. Our devices and solutions can be tailored to meet the needs of each and every one of them.

Behind the scenes, our unique operating system, **The O.W.L.**, enables our devices to send appropriate alerts

in any situation so the right help can be sent to the right location. The fact that **LONEALERT's** software is written in-house enables it to continually evolve, meaning existing devices can be updated with the latest technology to offer workers the best protection at all times.

This unique behind-the-scenes platform means every organisation from every industry can benefit from fully customised lone working procedures, using whichever lone worker solution best suits them - or even a mixture of them all.

**LONEALERT** operates a dedicated 24/7 response centre that can immediately send help or emergency assistance should a worker need it, whilst its devices will escalate pre-determined procedures within companies should customers choose to monitor lone workers themselves.



Logistics

Industrial & Construction

Science & Bio

Healthcare

Facilities Management

Office Work

Government

Community

Charities

Utilities

Education

Retail

Travel

Security

Outdoors

**LONEALERT**  
Overseeing Working aLone

# What is a lone worker?

It is a common myth to think that the term 'lone worker' simply refers to people who work completely alone. Whilst thousands of people do fall into this category, the term 'lone worker' actually refers to a much broader spectrum of people from many industries - including anyone who **works** remotely or **feels** vulnerable in their work. Many of these probably don't even know that they are lone workers.

**The HSE defines a lone worker as “those who work by themselves without close or direct supervision”**, therefore encompassing millions of workers in a range of roles from a full spectrum of industries.

There is currently an estimated 8 million people working alone in the UK and with rapid advances in smartphone apps and other technology continuously improving communication, this is enabling more industries to conduct business remotely. Therefore the number of people whose jobs involve being alone at work is only going to rise.

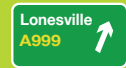


# The LONEALERT effect (1,2,3)



## Step 1: Understanding The O.W.L

The O.W.L helps you supervise, manage and respond to lone workers at all times, wherever they are.



## Step 3: What is your response?

Whatever your industry there are a number of response procedures available designed to provide the most effective assistance to your lone workers should they need help.

## Step 2: The right device

Our vast range of solutions and devices work in conjunction with The O.W.L to give your lone workers the most effective protection, suited to their individual needs.



Who are you looking to protect?



The journey to implementing effective lone worker protection is as simple as 1, 2, 3 thanks to LONEALERT's unique and interactive behind-the-scenes operating system, The O.W.L.

The O.W.L allows you to create an entirely tailor-made lone working system to supervise and manage your lone workers at all times, however diverse their job roles or working situations. Our interactive O.W.L works with all of the devices and solutions in our extensive range - including your own Smartphones - to ensure lone workers have peace of mind that help will be on hand in an instant. It's then just a case of choosing the right response for your workers from the many we have available and voila! Your journey to lone worker safety is complete.

# 1. What is The O.W.L?



The O.W.L is the behind-the-scenes operating system of LONEALERT.

It is the mechanics that enable all of LONEALERT's devices to send appropriate alerts in any situation. This could be a lone worker's check-in expiring, with notifications being sent to supervisors, or someone in distress activating an alarm to our 24/7 monitoring centre. The O.W.L records all of the information needed to ensure help can be sent to the exact location.

The O.W.L also gives authorised users a real-time view of lone worker activity, access to a wealth of both current and historic reporting information and the status of both users and lone working devices on the account. The O.W.L also allows clients to administer the account and escalation responses themselves if they wish, so changes and updates can be made extremely quickly.

LONEALERT's O.W.L uses patented and complex technology so appropriate action is taken to keep lone workers safe, in any given situation. This intelligent, ever improving and ever developing technology, which is written by LONEALERT's in-house team of software developers, allows organisations to customise their own lone worker solutions.

Every organisation - whatever their size or industry - has different lone worker protection needs. Depending on the roles, working locations and circumstances of their workforce, LONEALERT's O.W.L can be tailored to meet all their individual needs and act accordingly to inform the right people with the right information immediately to ensure all lone workers are safe.



# 2. Our devices

LONEALERT Access LONEALERT Instant LONEALERT Plus LONEALERT Anywhere

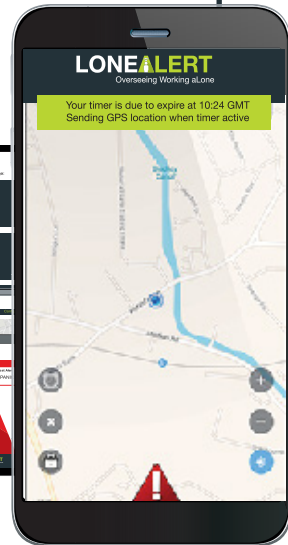
We have arranged our devices into four ranges, each featuring products that are BS8484 accredited and are suitable for different job roles, levels of risks and budgets. All of our ranges work in conjunction with our unique **O.W.L** operating system to offer the best possible protection for lone workers.



**Anywhere**  
Protection starts when mobile signal ends



**Access**  
Using your existing communications equipment



**Instant**  
Raises the alarm when you can't



**Plus**  
Advanced features for every situation

# LONEALERT Access

Using your existing communications equipment

Access is the service or license needed in order to access LONEALERT as a lone worker. It works in conjunction with existing communications equipment, such as smartphones or computers, to keep lone workers safe. It also enables organisations to use other products within the LONEALERT portfolio.

- Same day go live
- Ideal for low risk / infrequent lone workers
- Cost effective lone worker solution
- Access to The O.W.L



I'm a sales rep and I am always out on the road visiting customers. I find it reassuring that The O.W.L has my back, so to speak.

I simply check in and out via my smartphone, it literally takes about a minute. My safety is priceless.

# LONEALERT Instant

Raises the alarm when you can't.

The instant range provides lone workers with a simple-to-use solution that provides extra protection for those working at a higher risk from job-related injuries or verbal and physical abuse.

- Entry level lone worker protection
- Simple and easy to use
- Range of accessories available
- 1 button check-in



## SOS Fob

A small, lightweight and durable safety device. **Ideal for those with a public facing role that need added protection.**



## Man Down X

A robust, hard wearing safety device with tilt activating alarm and dedicated panic alarm. This device is **ideal for those working in an industrial setting or roles that involve manual labour.**



## ID Card

The ID card is a small yet powerful high performing ID safety device with built-in GPS technology, bluetooth, hybrid indoor locating feature and a rip cord alarm. It is **ideal for lone workers that need a discreet, lightweight solution.**

I love working for the community, but being a district nurse means not only do I have to work unsociable hours, I can also find myself in very vulnerable situations. Using the

ID Card means my LONEALERT device is discreet, so I can easily press the alert if needed without raising any suspicion, plus if my lanyard is pulled The O.W.L

automatically creates an alert. It's just a reassuring device to have.

# LONEALERT Plus

Advanced safety and location features for every situation.

The Plus range features advanced technology and numerous hi-spec safety features to protect lone workers. The range has been designed for workers who face higher risks or who need high-performance devices.

- Geo-fencing
- Extended battery life
- Real-time location
- Advanced level lone worker protection

# LONEALERT Plus

Advanced safety and location features for every situation.

- Robust IP67 weather protection
- Ideal for demanding environments
- Premium product at a competitive price
- Simple, quick-to-learn operation

## What does ATEX mean?

The term ATEX refers to atmospheres that are potentially explosive due to the possible presence of dusts, vapours or gases that are likely to ignite or explode. Once an area is classified as potentially explosive, a risk analysis will normally dictate that only electrical and mechanical equipment that is suitably certified can be used.



Working as an engineer on an oil plant means I can find myself in a wide range of environments - working at height, in confined spaces and sometimes with challenging

weather! Knowing that I can be easily located is priceless. With the Twig One we use the indoor location beacons, so all I have to do is swipe the RF tag and The

O.W.L knows my exact location and it automatically sets a timer.

## Twig One

An IP67 certified high performing, fully remote configurable, hard wearing and robust safety device. The Twig One has high-power speaker which boasts two-way communications and powerful vibrating and alerting alarms that help to notify lone workers working in demanding conditions such as construction, forestry, maintenance or utilities.



## Twig One ATEX

An intrinsically safe, ATEX certified lone worker device that is designed for lone workers working in hazardous or potentially explosive environment such as gas, print, petrochemical



Using the Twig One ATEX as a construction worker who works all over the country around noisy machinery, in dusty and at times hazardous conditions it's perfect.

I just clip it on my belt and carry on with my job. Just the other day I tripped on a patch of uneven concrete. This triggered the device which then started to emit

powerful vibrations and a loud alarm which I could hear even through my ear protectors. Luckily, I wasn't hurt, but this loud noise reminded me that I needed to

confirm I was ok. Simply shaking the device cancelled the alert and prevented a false escalation.



# LONEALERT Anywhere

Protection starts when mobile signal ends.

LONEALERT's Anywhere solution has been designed for lone workers who spend their time working remotely or outdoors. It features advanced GPS locating capabilities to pinpoint the exact location of workers, even in areas where they are unable to raise an alarm via mobile phone due to lack of signal.

- Advanced GPS tracking
- Ideal for working outdoors
- Does not rely on mobile signal
- Access to The O.W.L



Built-in GPS



Accessories available



Waterproof shock resistant dust resistant



1 button check in



Dedicated panic alarm



## Spot

The Spot is a small, yet robust device that is perfect for outdoor workers, including those in remote locations where mobile phone signal cannot be guaranteed. As well as advanced GPS locating, the Spot is also waterproof, boasts battery life of up to three months, panic button that connects via satellite, the ability to check-in regularly and set different GPS report intervals.

I work in an area with poor mobile signal often for very long periods, which can be challenging. I broke down once in a very remote area.

With no phone signal, I could not

call for help. Thankfully, I pressed the panic button on my device, which alerted colleagues that I needed help. They arrived at my exact location before the situation became critical.

## 3. What is your Response?

There are a number of response procedures available to organisations and their lone workers, all designed to provide the most effective assistance in any circumstance.

Thanks to our intuitive **O.W.L** system, all of the response methods can be mixed and matched to suit the needs of every organisation at various levels, such as individual team, individual lone worker or even the time of day. Is your organisation happy to rely on colleagues looking out for lone worker alerts during from 9-5 but needs **LONEALERT's ARC** throughout the night? No problem.





## Your Staff?

There are many occasions when your own employees can be the best solution for answering an alarm raised by a lone worker. Accidents can and do happen but having an employee as a responder can be the quickest way to get your lone or remote workers help when needed.

### Key benefits

Get help quickly from staff who are on site but in a different area.  
Alert colleagues vis SMS, email, phone or visually in The O.W.L.



## Your Control Room?

Implementing The O.W.L alongside existing software means that in-house operators can keep track of large workforces with staff working different shift patterns, allowing them to respond quickly and effectively if needed.

### Key benefits

Staff who understand your infrastructure respond to alarms.  
The operator is presented with procedures in real time.

## Our ARC?

The LONEALERT ARC is a fully managed response solution giving you peace of mind that your lone workers have the support of highly-trained staff 24/7 to respond to your alerts effectively and efficiently. With our BS8484 range of devices, a verified alarm can be escalated straight to the emergency services. Unverified alarms can be escalated according to your protocols, drawing in appropriate resource to verify or close out an alarm.

### Key benefits

Operators trained to verify and escalate alarm to emergency services via URN.  
Effective & immediate response for out-of-hours lone workers



## 999. It's an Emergency

In some cases, a situation may require the response of emergency services. All of the operators in LONEALERT's ARC are highly trained to deal with each alarm call they receive and will call for an emergency response should it be needed.



Due to the unique capabilities of The O.W.L you can mix & match your responses and escalation procedures to suit your needs. Speak to a member of our team to discuss your requirements.



**DON'T  
FORGET  
TO ADD  
YOUR  
BOLT-ONS!**

Our range of bolt-ons give additional support and flexibility to your lone workers and respondents by improving the convenience or the performance available from the lone worker device.

Visit: [www.sjcininstall.co.uk](http://www.sjcininstall.co.uk) | call: 0121 769 1064 | email: [info@sjcininstall.co.uk](mailto:info@sjcininstall.co.uk)

The Bluetooth Switch is a small, lightweight, IP67 Bluetooth button. Once connected to the LONEALERT Access app, the Bluetooth Switch detects fall, it allows a user to trigger a panic alarm and bypasses the smartphones keypad lock which will initiate an alarm on The O.W.L. The Bluetooth Switch will even notify you if it is out of range of the smartphone.

Weighing in at just 8 grams, 32mm wide and 10mm thick it can be worn as a wrist strap or as a pendant, or you can purchase an additional belt clip. The replaceable battery can last up to 12 months, the Bluetooth Switch is a great companion for LONEALERT Access. Range is 75ft indoors and 300ft outdoors. It is compatible with Apple 4s onwards and Android 4.3 or higher, as long as your phone has Bluetooth LE capability.

Speak to us today for more details.

Visit: [www.lonealert.co.uk](http://www.lonealert.co.uk)





**Carry Pouch**  
SOS Fob Carry Pouch with attached clip for attaching to clothing



**Charging Dock**  
Replacement base station for charging SOS Fob



**ID Badge Holder**  
ID Badge Holder to wear the SOS Fob around your neck with discreetly



**Charge Pack**  
SOS Fob Charging Pack, contains dock USB lead, plus adapters for 12v vehicle and mains charging



**Charge Cradle**  
Trickle charging when device is not in use. Great for pooled devices



**Twig One - Multi Charger**  
Desktop charger for 5 devices with adapter. Not to be used with Twig One Ex.



**Charging Adapter**  
Charging adapter to connect the mini-USB cable to device. Compatible with Twig one and Twig Ex



**Belt Clip**  
Robust belt clip that keeps Twig One and Twig Ex by your side. Rotates 90 degrees. Clip is firmly fastened to device with screws, adhesive and brace.



**MDX Leather Case**  
Carry case for Man Down X lone working device with belt clip



**Charge Pack**  
Man Down X Charging Pack - USB lead, plus adapters for 12v vehicle and mains charging



**Spring Clip**  
To enable Man Down X case to be clipped to clothing



**MDX Belt Loop:**  
32mm | 38mm  
50mm | 60mm



**Leather Case**  
Replacement leather carry case for lone worker devices



**Leather Case (ATEX)**  
Replacement leather carry case for ATEX lone worker devices. ATEX rated.



**Indoor Beacon**  
Allows large internal spaces to be segmented to provide more defined areas to speed search and response



**Indoor Beacon (EX)**  
As Indoor Beacon but for use in ATEX rated zones



**Stick on Dock**  
Adhesive mount for Man Down X to be docked on - e.g. as central location for shared use



**Screw through Dock**  
Screws through work wear to provide fitting option



**Aquatic Case**  
Waterproof Case for using the Man Down device underwater



**Chest Harness**  
Alternative wearing position with comprehensive harness



**Battery Set**  
If unit is needed for 24/7 operation spare battery can be hot swapped and charged outside of MDX device



**RF Door Tag**  
Connect to door frames to automatically record as Plus wearers pass through doors. Aids internal locations



**RF Tag**  
Allows user to swipe to advise attendance at specific points. Ideal for internal locations where GPS signal is not available



**Mains Charger**  
Plus charging pack: USB lead, charge connector, adaptors for 12v vehicle and mains charging



**Charging Cradle**  
Charging station for the ID Card when not in use. Ideal for pooled devices.

## What is a lone worker?

The HSE defines a lone worker as “those who work by themselves without close or direct supervision”, therefore encompassing millions of workers in a range of roles from a full spectrum of industries.

## Why is it important to have a lone worker policy?

Employers have a legal duty to carry out risk assessments of any work-related activities which present a risk to personal safety. This policy should identify who might be harmed, the dangers they face and any measures that can be taken to prevent and reduce the risk of injury.

## How do I access LONEALERT?

To access LONEALERT, you will first need the Access license, which will enable you to access The O.W.L through your smartphone, P.C, laptop. From here you can then choose which range of devices will best suit your needs.

## What is The O.W.L?

The O.W.L is the behind-the-scenes operating system of LONEALERT. It is the mechanics that enable all of LONEALERT's devices to send appropriate alerts in any situation. This could be a lone worker's 'check in' expiring, with notifications being sent to supervisors, or someone in distress activating a panic alarm to our 24/7 monitoring centre. The O.W.L records all the information needed to ensure help can be sent to their exact locations.

## How can I encourage staff to use their devices?

In our experience, together with your lone worker policy, we recommend clearly outlining not just the benefits of the devices, but what staff expectations are as well. However, we are more than happy to talk this through with you.

## Am I being tracked?

We often hear this. The purpose of these devices is not to be “big brother”, it is to ensure that if something was to happen, your employer would be able to get help to you quickly.

## What lone worker solutions are available to me?

The Access range is LONEALERT's base package, which allows you to benefit from a Smartphone app, text-in service and check calls using your own communications equipment. LONEALERT's extensive range of devices are then designed with added features, each suitable for specific working conditions to benefit lone workers, but importantly they all still link into the Access services. This means that, should your device get lost, stolen or damaged, you have peace of mind that you still have a back-up lone working solution available to you at all times.

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