



Employee and Lone Worker Protection





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Why TrackaPhone?

TrackaPhone was formed in 2002 and is one of the oldest companies in the lone worker protection market. It serves a range of customers from SME's to large corporations and local and national governments.

Our technology is used by 90% of the UK's police forces and two European police forces to protect victims of domestic abuse.

Our smallest account tracks one device and our largest tracks 4600 devices and is still growing.

We were first to:

- Integrate Network Cell ID Locations for commercial use,
- Track a Smart Phone,
- Receive ACPO Secure by Design Accreditation.

Our technology is:

- Securely Hosted in the UK (ISO24001),
- All staff vetted,
- All our own code,
- Global and agnostic to device, network & location technology,
- Proven over 20 years of delivering services,
- Constantly being developed and enhanced,
- BSI (IOT) Accredited,
- Cyber Essentials Accredited.



Do I need an Employee Protection Solution?

When assessing if you need an Employee Protection Solution, you need to consider the different types of roles and the attendant risks in your organisation. Whilst primarily designed for lone worker protection, our Employee Protection Solution can be used across an organisation for employees whose primary role does not include lone working. Working alone is one of many factors that should be considered as part of an overall risk assessment, other examples include:

- driving
- working at heights
- working alone
- working with members of the public
- managing their own diaries, not returning to an office at the end of a day
- working with animals, dangerous substances, or machinery

To assess the risk to an individual, you should consider a typical workday and the activities that they regularly carry out. As part of this assessment consideration should be given to your current systems and how reliable and their effectiveness.

To assist our customers in this assessment we have developed our TrackaPhone Risk Calculator. We work with our customers to produce an internal questionnaire that each employee can complete with their manager, and it will make recommendations based on the answers given. This can be kept on file producing a full audit trail of your assessment.

The Risk Calculator was approved by the Health and Safety Executive during an audit of the procedures of a Government department that uses our Employee Protection System.



Scoping and Implementation

TrackaPhone will help you with the process of scoping and implementation and will bring our experience of delivering these services across a wide range of organisations. Together we will design and implement a service that is fit for purpose and addresses the varying needs of your organisation. The scoping and implementation will normally follow the below steps:

Scoping Meeting - We recommend that you invite us to run an initial scoping meeting to address all the points and ensure that all the key issues have been considered.

Preparations - First you need to evaluate your needs across your organisation, looking at different job types and assessing the risks they face. The TrackaPhone Risk Calculator tool may help you with this.

Stakeholders - Next, identify your stakeholders, this will vary across organisations but be sure to make the end user the focus for the best results.

Solution Design - There are many factors to be considered, TrackaPhone can help you navigate through the technology and the pros and cons of different approaches to your solution and relate it to your specific challenges.

Pilot

Once the solution is designed we always recommend a pilot to test every part of the planned implementation, in this way potential problems can be identified and resolved and then the full implementation can be planned while armed with knowledge you have obtained during the pilot. The pilot will involve:

Technical Trial - To identify any IT issues that need to be addressed before we start the pilot.

Device Set Up and Distribution - If required this can be carried out as part of the initial training, or we can set the devices up in advance and hand them out working out of the box.

Training - A range of training options are available, including video tutorials, printed user guides (which can be customised to your needs), on-line resources, and face to face training sessions all for end users, system operators and internal responders. Train the trainer courses backed by extensive resources.

Personal Data Collection - End user personal data is updated and managed by the end user through a secure portal accessed via the web or through the Alert Client Software on their smart phone. This secure method means no circulating spreadsheets in your organisation with sensitive personal and medical information.

Alert Testing - Initial testing is carried out in an 'off-line' environment allowing users to get familiar with the functions without generating an emergency response. Once users are happy we then carry out live alert tests, we can even create anticipated scenarios to test every aspect of the alert process and ensure all termination points are robust and all involved know their role.

User Feedback - Throughout the pilot we encourage weekly conference calls to address any user concerns and if necessary, make changes to the device set up or alert processes, in this way we



quickly find the best fit for your organisation. In addition, at the end of the pilot we work with you to design an on-line user survey to collate comments and scores on every aspect of the service.

Final Report - You receive a full written report which covers all aspects of the pilot including issues identified and resolved, best practices uncovered, end user feedback, system reports and emergency response centre reports of each incident. This makes the pilot money well spent as the report can be used as a business case to proceed or not and you can even take the information and use it elsewhere if you decide to.

Roll Out

Using the final report, we will then plan the roll out accordingly ensuring we have addressed any issues identified to make the process as smooth and as successful as possible. By adopting this method, we find we get higher end user buy in to the solution, quicker uptake and more positive adoption of the system by users leading to overall better end user compliance, more robust processes and a safer workforce. The system typically will evolve over time and we will always be there to help you with any future transitions.



Sustainability

It is important to know that once you have introduced employee protection system into your organisation, that the system can address your needs now and into the future. This needs to be considered in terms of scalability, changes in your organisational structure, changes in technology and changes in your geographical presence, and can it all be done without escalating budgets every time you make a change.

The TrackaPhone system is a global service that is designed to be device, location technology, network and mapping agnostic. This means that our service is extremely flexible, and we continue to develop and exploit changes in technology and to meet customer requirements.

We strive to help you maintain a reliable and fit for purpose service regardless of the challenges you may face in the future.

Design by Department - The TrackaPhone system can be designed and managed by department, meaning two departments in your organisation can have totally different processes, technology, devices or device setting. If an employee moves department, their service automatically changes with them. As new departments in your organisation adopt the service, we will work with you to design the system to suit that departments requirement.

Technology Upgrades - Many of our longstanding customers, have changed their mobile network provider, upgraded devices from standard feature phones and Blackberrys, to newer smart phones or even specialist devices, some having made several changes during the life of their contract. Due to the agnostic nature of our service your employees do not all need to have the same device nor be on the same mobile network to be tracked together on our platform. This means there is no delay waiting for all staff to be issued with a new device or SIM card.

You can change device, change network, change operating system and our service will continue unhampered and under the same contract.

Organisational Changes - As your organisation changes you may find that you need to alter the structure of the account, the access levels and the number of people with access to the system. The TrackaPhone system is charged per device subscribed to the service, the organisation of these subscribers and the number of logins to the system are in your control, but we can help, and we do not charge for user licenses to access the software.

Some of our longstanding clients have introduced overseas requirements, added new departments with different needs, and all have made changes to the system as new challenges have emerged. All have which has been done with minimal disruption.

Operational Changes - As you become an established customer you may find there are other areas our service could help you to meet changing operational needs. This could be a range of requirements, on our system the same platform can be used for asset and vehicle tracking, mobile phone tracking, workforce management, offender tracking, victim support, protection of adults and children at risk, the elderly or the infirm. All of this can be presented on the same screen, or in any combination that you require.

With a vast range of devices and features included in the system we normally have the solution, but if not, we are happy to integrate new devices or carry out development work on your behalf as we



have done for many customers in the past. See our other service offerings under the G Cloud 13 Contract for more information or contact us directly.

Scalability - The service is massively scalable without loss of service, and our management tools allow you to stay on top of your organisations needs as your requirements grow. Our largest customer has currently more than 5,000 subscriptions on a single account delivering service to over 95% of the UK police forces.

Forward Planning - Your account manager is always available to discuss your future requirements and help devise a plan to ensure that the transitions you face are smooth and that your service is not impaired in any way. Whether this is simply refresher training sessions, or product development requests we are happy to assist in any way we can.



Reporting

Regular Reporting is an important way to ensure the system is being used correctly and regularly by the end users. The TrackaPhone systems has a free reporting suite where you can download, and archive data as required with up to 3 months history accessible to report on. These reports can also be regularly emailed to your inbox as required and can be generated for individual groups to aid managers to oversee and manage their own departments.

Media Archives

All pictures, and audio recordings can be archived.

User Alert Activity

Shows all alert activity total for the period by end user.

User Compliance

Shows users who have disabled or enabled the system and when this was done.

User Details Report

A restricted report that allows authorised persons to view all the end user personal details held by our system to ensure information is correct and has been updated by the end users.

Management Report

A summary of activity over the period as shown below.

Bespoke Reports

Design your own reports from our report wizard.

Live Alert Reports

Automatically or manually generated email report when an alert is activated summarising the event and location.

TrackaPhone Management Report

Date: 01/11/2017 to 01/12/2017
Account: Track001
Report Generated by: David Leadbitter
Report Generated Time: 04/01/2018 14:02

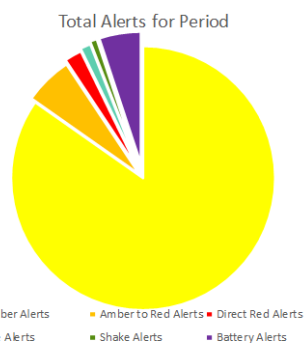
Total Subscriptions in Report	221
Total Inactive Subscriptions	12
Total New Subscriptions	2
Total Removed Subscriptions*	1
Red Alerts % of Base	11%

* Removed subscriptions are not included in the report

Alert Activity for Period	
Alert Type	Total Alerts for Period
Amber Alerts	200
Amber to Red Alerts	14
Direct Red Alerts	5
Idle Alerts	3
Shake Alerts	2
Battery Alerts	12
Total Red Alerts	24

User Compliance for Period	
Incident	Total Incidents
Reporting Disabled	14
Reporting Enabled	12
Consent Given	2
Consent Removed	0
Location Disabled	2
Location Enabled	0

Account Access for Period		
Login User	Access level	Login Events
David Leadbitter	Restricted	14
Chris Davidson	Admin	10
Phil Derry	Restricted	1
Simon Derry	Admin	3

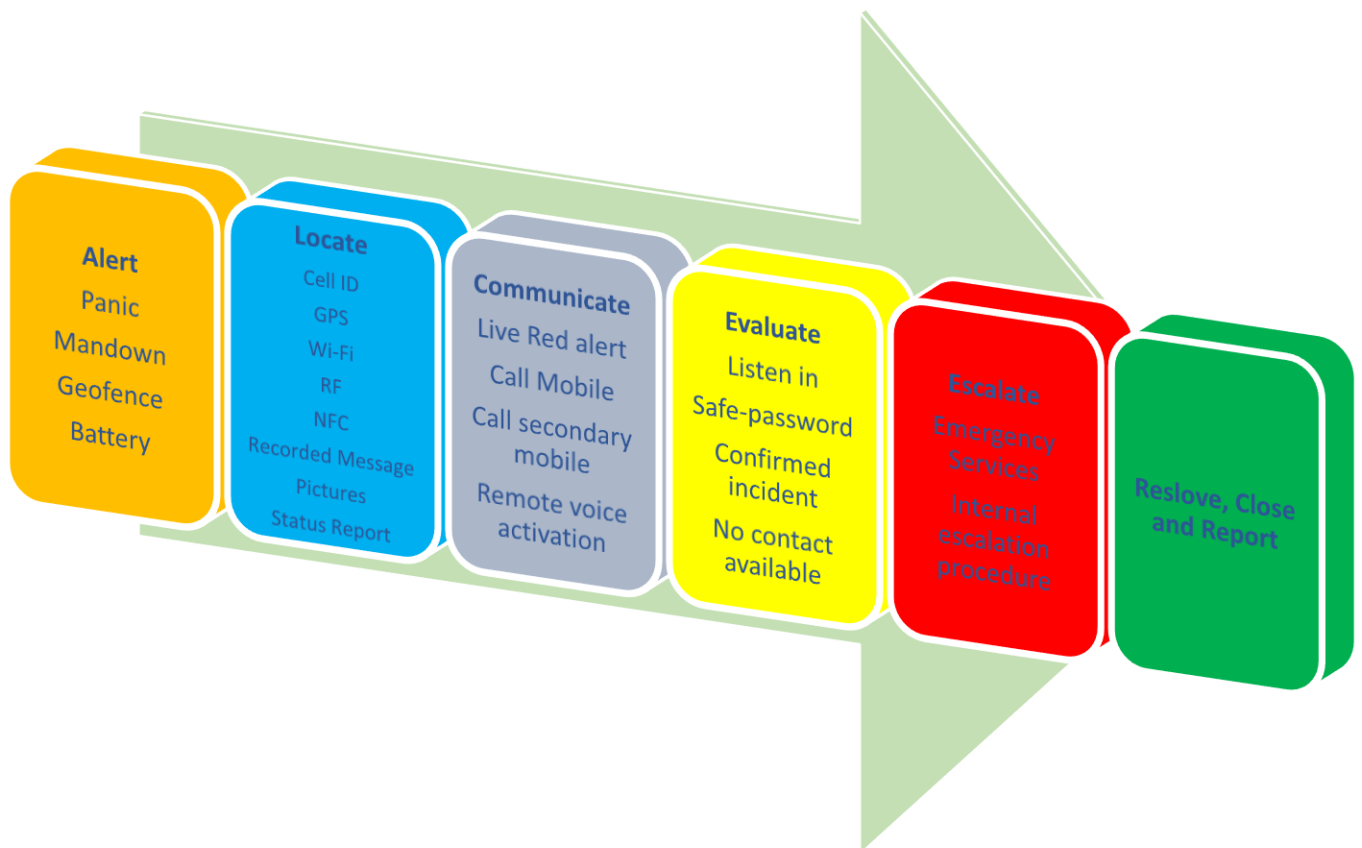




Alert Handling Process

Alert Handling Process

The alert handling process can be tailored for each customer's particular requirements. The process can differ within an individual organisation. When implementing the Employee Protection system we design the alert response process with you to ensure it complements your existing procedures and is appropriate to the type of operations and working environment the employees will be in. The flexibility of our service means you can have a bespoke design response across departments, regions, individuals and different types of alert as required. The actual process used to respond to an incident will be agreed in the scoping meeting and then refined in the pilot to meet your requirements, but it may well look something like this:

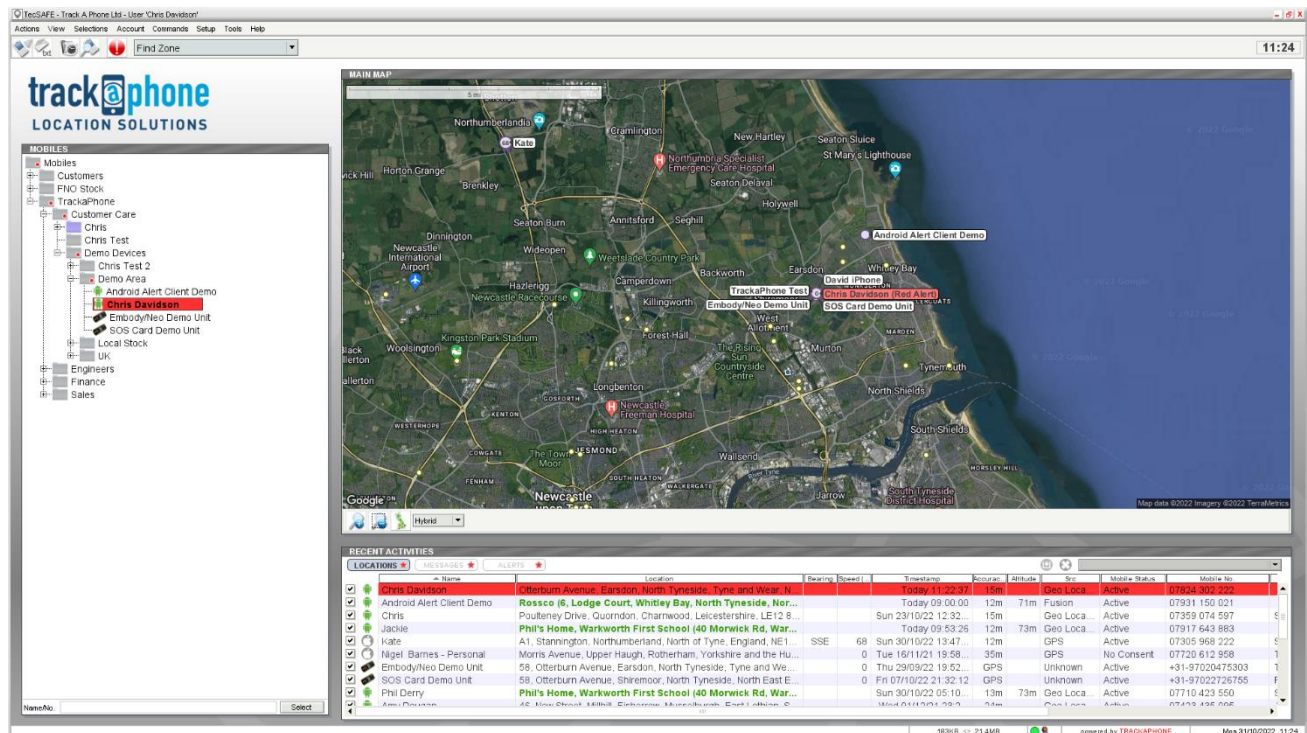




Alert Response Methods

Buddy System - Alerts automatically generate Email and SMS notifications with location details to buddies or line managers who then lead the process of contacting and resolving the situation using live conference facilities, and mobile interfaces to locate them.

Internal Management - The alert management interface can be housed within your existing ARC, office or security team allowing you to manage the whole system as an internal process.



24/7 Emergency Response Service - Either your own preferred supplier or through our own recommended BS8484 services you can manage the whole system with trained and experienced control room operators to ensure there will always be someone to deal with every alert situation.

Combination - You may also have a more complex requirement where a combination of the above approaches can also be implemented.

24/7 Emergency Response Service

Our emergency Response Service is fully accredited, and all their operators are fully vetted and trained in the use and correct interpretation of the information collected from the devices to ensure a speedy and accurate resolution of any incident in line with your alert procedure.

ISO27001	Information and Security
ISO9001:2015	Quality Control
BS5979	Alarm Receiving Centre Gold Standard
BS8484	Lone Worker Protection Accreditation



Alert Activation Methods

Our system can manage many different types of alerts and different devices can generate alerts in different ways some alerts may require a full emergency response whereas other alerts such as battery threshold alerts may only require a simple notification to the user and/or manager rather than a full alert response.

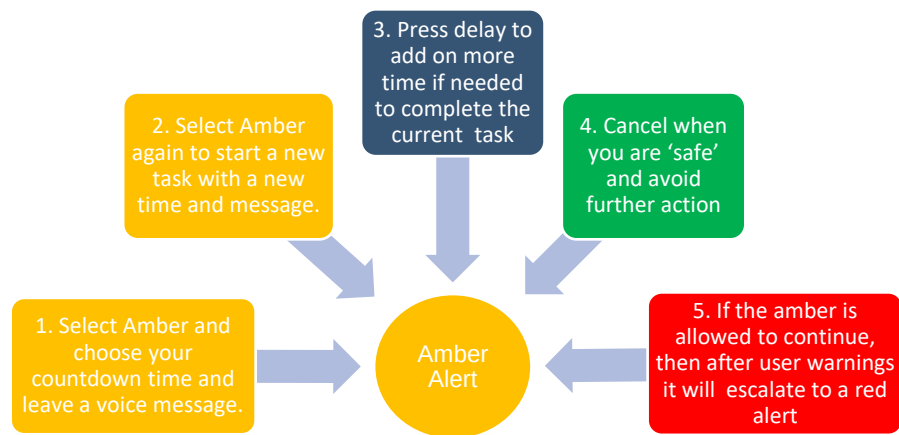
Alert Types

Red Alerts

Top priority alert demanding an emergency response. When activated the device opens a live conference call facility which is recorded. This allows responders to dial directly into the call and listen to the events to properly evaluate or provide assistance as required.

Amber Alerts

A man down system that allows users to pre-arm the system with a countdown timer, failure to cancel this generates a red alert even if the device is then out of network coverage or compromised.



Movement Alerts

Alerts generated by movement such as shaking a device, tilting, or falling or a combination of these.

Idle Alerts

Alerts generated by lack of movement for a pre-determined period.

Battery Alerts

Alerts to notify when a battery reaches a pre-determined threshold.

ETA Alerts

Alerts when an employee fails to arrive at a location where they are expected e.g. home by the end of the day.

Location Alerts

Alerts when an employee enters a pre-determined location, e.g. known dangerous area.



Alert Activation Methods

The alerts can be generated in many ways depending on the device you have elected for. This ranges from discreet panic buttons, to wearable devices, speed dials and more.

Automated Alert Escalations

Automated alert escalation rules allow emails and/or text messages to be sent to responders, buddies or even the user themselves as well as an audio and visual alert pop up on the People Locator Interface. These automated escalations can be different for different people, alert types, groups etc.

The messages contain a map and description of the location of the individual as well as other details. In addition, they can include details of how to dial live into the red alert conference facility to listen in to live events.

These Automated Alerts can be used in conjunction with a predetermined alert handling process.

Notifications

As well as the alerts there are many notifications that are recorded showing diagnostics or user actions such as powering on off. Loss of network coverage or location availability and many more. All of which can be viewed in real time or viewed in historical reports.



Devices

Device Agnostic

The TrackaPhone system is device agnostic, in that not only does it already support many devices, phones and smart phones; but also, that new devices can easily be added.

This can be done by TrackaPhone, or via our Application Programme Interface which allows customers or 3rd party developers to integrate new devices to work with the TrackaPhone service. In this way the service remains future proof and sustainable regardless of changes in technology or strategy as well as been capable of supporting devices that you may have already invested in.

Specialist Lone Worker Protection Hardware

Over the years we have integrated many devices for the protection of lone workers and employees in high-risk roles. The capabilities and features of these devices vary considerably, and TrackaPhone will be happy to guide you on the pros and cons of these should you wish to go down this route.

Mobile Phones/Feature Phones

At the most basic level we can provide a service using standard mobile phones and using speed dials to interact with the system. This is often an attractive solution for employees working in fixed indoor locations where accurate location technologies do not offer any benefits. Examples are night shift workers in a warehouse or isolated offices.

Smart Phones

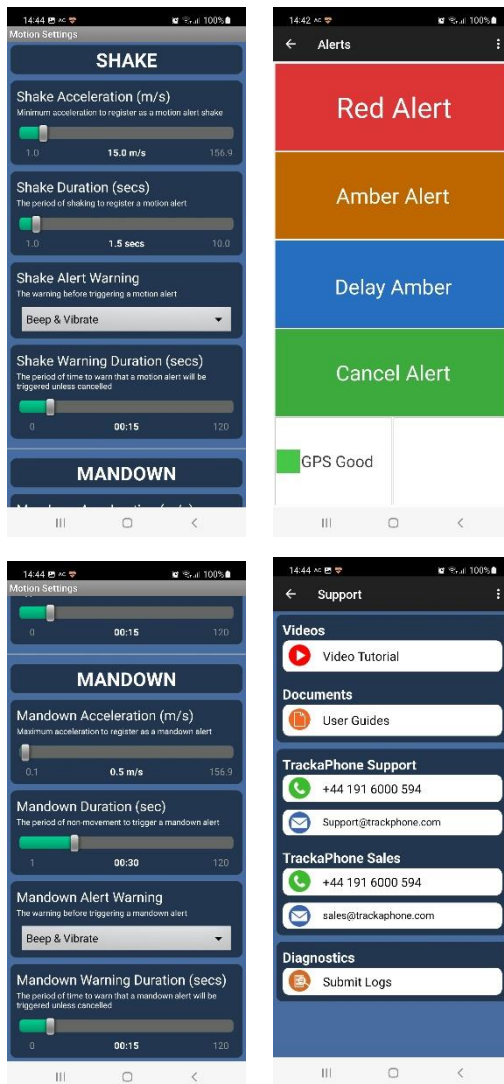
By far the most popular approach is to run the TrackaPhone Alert Client on existing smart phones. This adds many benefits including extensive diagnostics, accurate and diverse location technologies, easy deployment and an easy-to-use interface using existing technology.

When TrackaPhone will discuss the pros and cons of each option with you relating to your employees' individual requirements, and the needs of your organisation as a whole.



TrackaPhone Alert Client

The TrackaPhone Alert Client is an App that can be downloaded from the relevant App store for iPhone or Android devices (and Windows and Blackberry) to enable a smart phone to be used for mobile phone tracking and employee and Lone Worker Protection services. The majority of our customers prefer this approach to reduce costs, improve user uptake and compliance and also the sustainability of the solution. As well as all this, the Alert Client is over the air configurable and rich with features.



The easy-to-use alert interface enables users to activate alerts and manage the countdown timer generated by the amber alert. The app synchronises with the TrackaPhone servers so that the user can keep track of their status. This also means that if the device fails due to damage or network coverage that any countdown timers continue to operate providing maximum protection. The status icons on at the bottom of the screen keep the user informed of location availability and the current.



For ease of use the interface is replicated as a 'widget' which can be accessed even when the screen is locked, making it easy for users to activate a panic alert without having to enter a password to unlock the phone.

The client can also be configured to use the device accelerometer to activate alerts based on movement such as violently shaking the device to activate a panic alert or alerting when the phone is motionless for a period of time. The user can change the sensitivity of the client to suit them or their normal working activities.

One of the many advantages of using a smart phone is the superior location technologies that can be used compared to most bespoke tracking devices. Using a combination of

GPS, mobile network locations and Wi-Fi, the devices can be geolocated even when indoors.

Other features of the alert client include the ability to record voice messages, capture pictures, update your personal details through a secure portal and change your status from a list of preconfigured status reports.

The client also captures diagnostic information such as battery levels, network availability, connection failures, location availability and detects if users turn features on or off if this ability is made available to them.

Security

Cyber Essentials - TrackaPhone is certified as complying with cyber essentials.

BSI IOT - TrackaPhone has been certified BSI IoT.



IT Security - TrackaPhone adheres to strict security principles to protect the confidentiality of TrackaPhone, its partners and customers, and to maintain the availability of its services to the highest reasonable level. This includes the implementation of network security measures, anti-virus, and email filtering applications. TrackaPhone maintains a separation of business and service provision systems to prevent the possibility of infected systems from compromising critical data and services.

Physical Server Security - Servers are held in a UK data centre facility that is ISO 27001 certified/audited.

Privacy

Data Protection - TrackaPhone Data protection registration no is Z8204522.

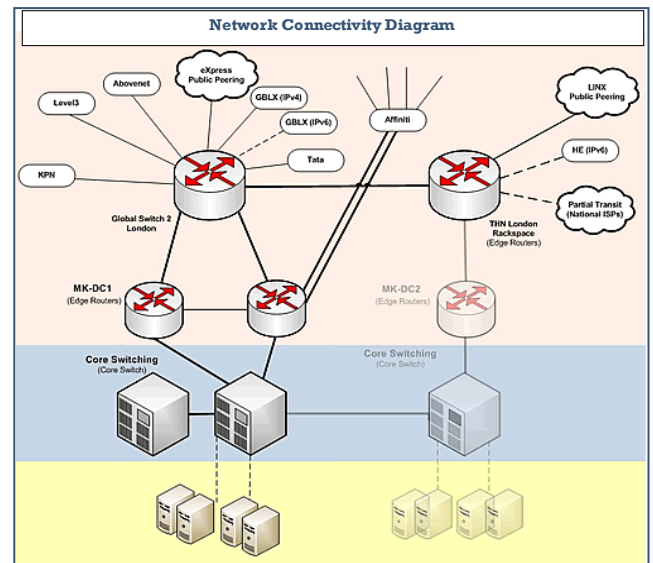
UK Codes of Practice for location privacy - Our services comply to the UK codes of practice for the use of location technologies which means no one is located on our service without the knowledge and consent of the individual.

GDPR - All our data handling meets the new GDPR regulations, all personal data collected about an individual, for the purpose of running the service is updated, edited and deleted by that individual through a secure portal.

Emergency Response Centre - All staff are vetted, and the ERC is accredited to ISO 27001, BS5979 and BS8484

Resilience

Network - Multiple diversely routed dedicated fibre connections linked directly to the adjacent two main internet switch facilities that take separate routes and enter the data centre from opposite ends, approaching our main communications racks from opposite directions. Our internal network is designed with redundancy and performance in mind. We closely monitor each and every major element and have several levels of software to monitor, report and graph performance.



Power -

- Supplied by two x 4000amps (3 phase) on site sub stations.
- Standby Generator located within the internal plant room with fully automatic auto change over panel and sufficient fuel for at least 32 hours service (24/7-4hr fuel supplier is on contract).
- Hot fill pipe to an external secure fuel fill inlet.
- Changeover panel - The system has an auto changeover panel which automatically and seamlessly switches the power source from the mains to the generator in the event of a power failure and then back to mains supply once stable power is restored.





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LOCATION SOLUTIONS



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