



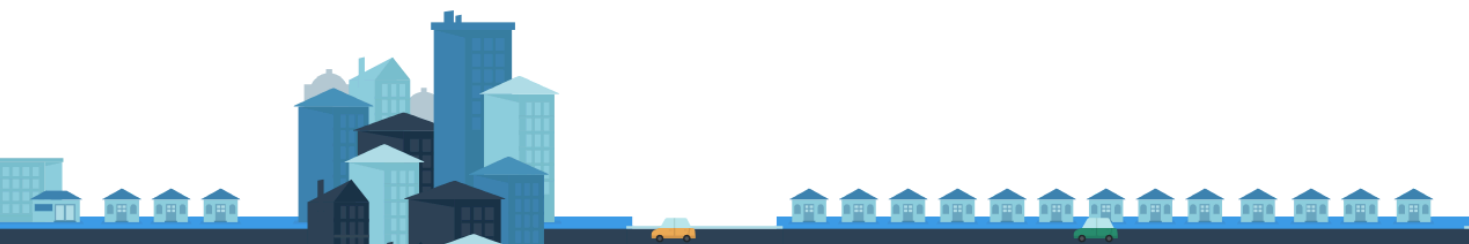
Service Definition

SafeTeam Guardian is an NHS specific, lone worker solution offering world first operational improvement benefits. The solution deploys en masse, over the air to existing NHS smartphones, rapidly improving lone worker safety and compliance. Once deployed, trust managers gain real time awareness of where staff are and how long they have been there which means patient contact, frequency and duration become trivial to evidence.

SafeTeam Guardian has been proven in multiple NHS trusts – 100% of users say it's very easy to use, 80% say it makes them feel more safe. Safeteam has improved training compliance fro NHS community teams from less than 35% up to to 100%.

Benefits:

- Safe – users are safer and feel safer.
- Compliance – improved compliance with Standard Operating Procedure (SOP), proven in NHS.
- Insight – unique data, creating automatic evidence for clinical activity
- NHS NetZero – unique real time data for actual engine on duty mileage in the Grey Fleet, helping to identify opportunities for reduction and identifying hidden carbon savings.
- Improved operations – capacity & demand insights allow better planning
- Releases capacity





Data Storage, Retention & Backup

We will store your historic data for 12 months as part of the standard service. We can provide longer storage (at additional cost) for your data if you require.

Onboarding & Offboarding

Onboarding is simple and Free Of Charge (up to 30 calendar days), with a dedicated account manager to support you. We'll train your trainers and help you get set up and configured so that the service runs smoothly from day one. Documentation and help is built into the product.

Offboarding is simple – there's no contract tie in so if you choose to stop using the service, you can stop accessing it or tell us to close it.

Your data is yours. We will return your data to you and delete it, should you require, within 30 days of your request. We reserve the right to charge for our time in servicing such a request, at published rates and may exclude our proprietary or derived data. We reserve the right to delete your data after 30 days of cancellation.

Service Levels

Uptime Target: We will provide 99.5% uptime for the service, excluding any planned maintenance.

Support: We provide helpdesk support during office hours 09:30 – 17:30, Monday to Friday under our basic service.

Refunds: If we fail to meet the uptime target, we may provide a refund, on a pro rata basis, should you request.





Device Minimum Specification

Your devices must meet or exceed minimum specification to use the service. Technology changes rapidly and our recommended devices and minimum specification can be found with the FAQ section of the product. At the time of writing, minimum specification is as follows:

Browsers

We support up to date versions of Chrome, Firefox and IE
<https://www.whatismybrowser.com/guides/the-latest-version/>

We recommend that your device config has whitelisted the service. This may include browser, phone and network environments.

Smartphone Handsets & Mobile OS

We recommend Moto G5 or better, having Android version 7.1 or better and GPS Location Services, Gyroscope & Accelerometer.

