

## Purchasing within a framework agreement

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

Purchasing within a framework agreement from Reliance High-Tech reduces the time and costs associated with buying security products. It offers a trusted package of services - "Reliance Protect" - that has already been competitively tendered according to EU guidelines (including prices, service levels and quality standards) and can be called off as needed throughout the duration of the agreement.

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

E-mail: [info@relitech.co.uk](mailto:info@relitech.co.uk)

Phone: 020 8391 2200 and quote "lone worker"

Visit: [www.relianceprotect.com](http://www.relianceprotect.com)



## Safeguard lone workers with Reliance Protect

According to the Home Office British Crime Survey, in 2006/7, there were over 684,000 reported incidents of violence at work in the UK.

### A safe working environment is a legal requirement

"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 the fastest growing health and safety concern in the workplace, with verbal abuse often a 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 introduction of the Corporate Manslaughter Bill in 2008, it's never been more critical to evaluate the use of technology to address your **duty of care** to your employees, both on your premises and elsewhere.

### 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 and Dangers Occurrences Regulations (1995)
- Safety Representatives & Safety Committee Regulations (1977)
- Corporate Manslaughter & Corporate Homicide Act (2007)

That's why we have created **Reliance Protect** - a fully-managed lone worker solution for those potentially exposed to **harassment, intimidation or violence** in the course of their working day, so you can protect your staff and your corporate reputation.

### 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 advisors • Home helps/care workers
- Housing services staff • Insurance staff/claims inspectors
- Pharmacists • Police officers • Postal workers
- Researchers • Security guards • Service engineers
- Shop workers • Social workers.



Lone worker:  
Community Nurse

## With Reliance Protect, they're never alone

The range of Reliance Protect devices are worn about the person. They can be tracked via GPS over a mobile network and enable the wearer to 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 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 legal action.

Our range of Reliance Protect devices features a number of different functions and designs, depending on your lone workers' environment, including:

### Stop and check

Checks battery power and signal strength.

### Amber alert

The user speaks into the device to provide remote monitoring staff with details of their precise location and appointment in advance. In the event of an emerging threat, they simply press the button to activate the red alert.

### Red alert

If the worker is facing actual physical or verbal abuse, they press the red button. Red alert instantly opens an audible line through to the Reliance Monitoring Centre with appropriate response by a specially trained operator. 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) and the device will automatically activate an alarm before entering a red alert state.

### Location fixing

Mobile phone network (GSM) or satellite positioning (GPS).



Lone worker:  
Housing Services  
Officer

## All for a single, predictable and cost-effective charge

Our all-inclusive managed service comprises:

- lone worker device
- 24 x 7 manned monitoring
- mobile/wireless network connection and airtime
- user training and support package
- management support
- 24/7 manned monitoring
- customer management information system.

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

## We put their safety at the heart of our service

### Assistance day and night

Reliance High-Tech is an established market leader in the provision of manned services and electronic security solutions. As well as ISO 27000 certification governing Information technology Security techniques, our BS 5979 Cat II accredited remote monitoring centre combines the latest electronic surveillance technologies with rapid mobile response capabilities. It is manned 24 x 7 by Security Industry Authority approved operators who manage and record incidences and provide swift and proportional escalation, including police involvement where required. They are committed to owning the incident until the situation is fully resolved.

### Your mobile network connection

Selected to give the best coverage for your workers, we are able to offer a reduced tariff structure that responds to the unique characteristics of lone workers with all costs built into a fixed monthly fee. This means you don't have to sign additional agreements with an operator and provides a single point of billing. Through partnership with our network providers, we have negotiated the ability to use location data from network operators to verify the worker's location and compare it with that provided in their amber alert recordings to aid in taking the appropriate action in the event of an activation.

### 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 are also able to offer web-based training as a quick, convenient and cost-effective means of bringing a large number of staff up to speed. We also work with you to ensure that duty of care remains a shared responsibility between worker and employee, engendering a culture of proactive risk management amongst your workforce.

### Customer management information system

Our customer management information system enables nominated account holders access to a secure web portal where they can view and change settings for their lone worker devices. Device owner changes, escalation information and contact details can all be edited remotely and recent activity history can be viewed. The portal can also be used to generate ad hoc reports, or regular reporting can be scheduled for automatic delivery via email on a daily, weekly or monthly basis.

## Why not just equip your staff with a mobile phone?

ACPO guidelines don't recommend the use of mobile phones for a number of reasons:

- they are rarely within immediate reach when needed
- overtly raising an alert may exacerbate the threat posed
- they are unlikely to help in capturing evidence
- it is costly for employers to issue mobile handsets to all staff
- it can be difficult to prevent employee misuse of mobile phones.



The Reliance Protect Identicom™ lone worker device, ACPO (Association of Chief Police Officers) approved.