



 **Identicom<sup>®</sup> mobile**

BlackBerry

iPhone

Windows Mobile

**Lone Worker Security For Your Smartphone**

# Identicom<sup>®</sup> mobile

**The smart way to protect lone workers exposed to infrequent risk.**

The Health and Safety Executive (HSE) define lone workers as those who work remotely or 'outside of close or direct supervision'. Lone workers, like all employees are owed a duty of care by their employers. Should employers fail to make provision for the safety of staff then a number of possible negative outcomes can occur.

Taking precaution against physical injury sustained through an accident or an abusive situation is a consideration for people working alone. In addition, workers that feel isolated or uncared for are more likely to suffer stress which can lead to illness. All of the aforementioned risks can lead to a range of costs to a business such as lost productivity, higher levels of sick pay, temporary or replacement staffing costs and lost management time – all of which erode profit.

Due to the increasing popularity of smartphones, Identicom mobile was created for lone workers who face risk on an infrequent basis and can integrate with smartphones and rugged PDA's for ease of use where it is necessary for the user to carry a single device. Connexion2 developed Identicom mobile specifically for use by lone workers with a risk profile that may not warrant a dedicated lone worker device but where the worker is able to utilise a smartphone based application.

There are an estimated four million lone workers in the United Kingdom completing a wide range of activities as part of their job roles. Tens of thousands of these lone workers are attacked in the UK every single year whilst other workers are potentially at risk of slips, trips and falls.

Connexion2 is a market leading BS8484 approved, UK based lone worker specialist. The company developed and manufactured the award-winning Identicom which is now the UK's most widely-used dedicated lone worker device range. Connexion2 was established in 2003 and now supply fit for purpose products worldwide through a network of partners, aiming to improve the safety and productivity of lone workers.



Identicom mobile can be supplied as part of a BS8484 approved lone worker solution. It is an application for smartphones and is designed for use as part of a dynamic risk assessment and to ensure lone workers receive assistance should their personal safety be at risk.

Identicom mobile is available on Android, BlackBerry, iPhone\*and Windows Mobile smartphones and the Rugged PDA, Psion EP10. The application uses the same key features as the Identicom lone worker device, including the 'Amber Alert' and the 'Red Alert' for 24/7 monitoring and appropriate escalation.

\*Please note – due to the functionality of iPhone it is not possible for a solution featuring that device type to be compliant against BS8484.

- Around 160 attacks on lone workers are made daily\*\*
- In 2009, 23.4 million working days were lost due to work related ill health and 5.1 million due to workplace injury (HSE)
- An estimated 603 000 workers had an accident at work in 2010/11 - 200 000 of these injuries led to over 3 days absence from work and 150 000 to absence over 7 days (LFS)
- Slips and trips cost UK employers £512 million every year



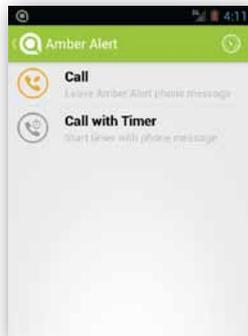
\*\* Source:  
Attack Statistics taken as an average for 2008/09 from a variety of sector sources including the NHS, Retailers against crime, and Inside Housing.  
Slips, Trips and Falls statistics are taken from the Health & Safety Executive.  
LFS: Labour Force Survey, HSE: Health and Safety Executive

# Features and Benefits

**Identicom mobile was updated in 2013 and is designed specifically for users facing risk on an infrequent basis.**

The Identicom mobile application is easy to install, has an intuitive and comprehensive user-interface, integrates into a user's current routine and enables a worker to raise an alarm if they feel their safety could be compromised or they become incapacitated.

Like the Identicom lone worker device, Identicom mobile uses the same key functions including:



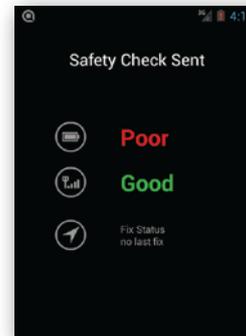
## Amber Alert

Allowing lone workers to leave contextual messages including where they are and any possible risk.



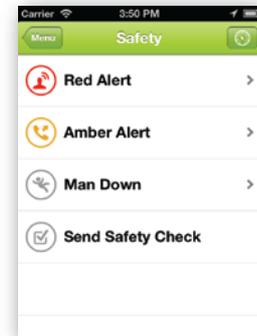
## Red Alert

A live audio link to 24/7 alarm monitoring.



## Status Check

Allowing workers to receive feedback on their GSM connectivity and GPS status.



## Man Down

Available on Android, iPhone and Windows Mobile. This is an automatically raised 'Red Alert'.

## Benefits

### Operates When the Key Lock Function is Activated

Unlike Identicom mobile, some smartphone applications do not allow a user to raise an alarm through a designated key whilst the key lock function is activated. However, Identicom mobile allows the manual opening of a 'Red Alert' through the menu and discreetly through a definable key.\* (\*Device permitting)

### User Friendly and Easy to Install

The product also marks an improvement on many lone worker smartphone applications in terms of its user interface with a comprehensive design. Identicom mobile is easy to install - a user can simply download from the relevant application store and follow the instructions provided.

### BS8484 Approved\*

BS8484 is the British Standard for the provision of lone worker device services. Its official title is the 'Code of Practice for the provision of lone worker device services' and was introduced in September 2009. Unique Reference Numbers (URNs) are allocated by Police Forces for security systems that are BS8484 approved to ensure a timely response to users.

Identicom mobile can be deployed as part of a BS8484 approved solution ensuring a guaranteed Police escalation at a regional level through a URN where appropriate. This is currently the most effective way to elicit a Police response in the UK, one level above a 999 call, saving valuable time. For more information, ask your solution provider.

### Mobile Workforce Management Platform

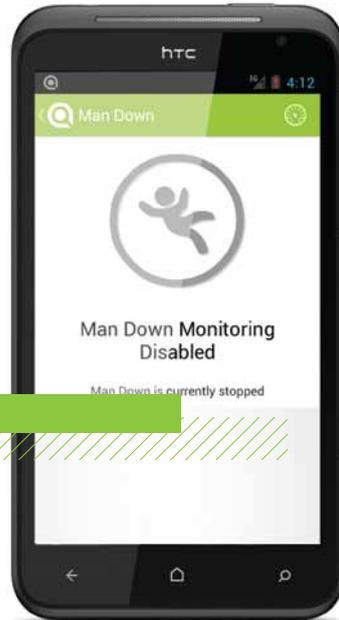
Identicom mobile is available as a stand-alone product or in tandem with the . For more information please speak to your supplier.

The platform provides a range of new options and benefits for the coordination of lone workers - both for those responsible for large teams of staff, down to the management of an individual working alone in the community. The platform provides greater safety benefits to the worker and proves a powerful tool to a lone worker manager due to the ability to access comprehensive location data on individuals through GPS and GPRS technology.

\*Only relates to UK.

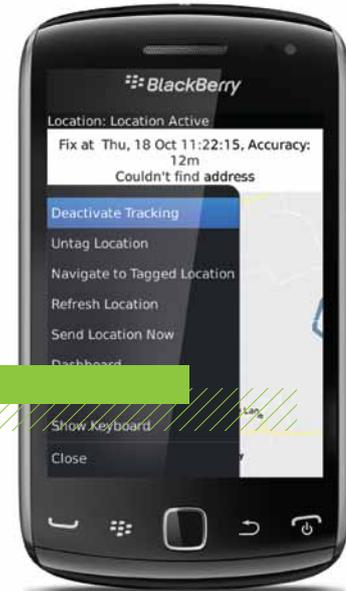
# Operating Systems

Identicom mobile is available on Android, BlackBerry, iPhone and Windows Mobile devices.



## Android

'Man Down' functionality is available on Android and Windows Mobile variants of Identicom mobile.



## BlackBerry

GPS functionality can be enabled or disabled in line with user requirements.



**iPhone**

The application uses visual cues common to the operating system to increase usability.



**Windows Mobile**

The application is easy to use and utilises touch screen functionality.

# Identicom Mobile On Ruggedized PDAs

Identicom mobile with automatic  
'Man Down' function on Rugged  
PDA devices.

Man Down functionality is available through the use of tilt sensors in the device (functionality permitting), which enable the application to detect a 'Man Down' situation should a user become incapacitated due to illness or a slip, trip or fall.

Identicom mobile is also suitable for use on rugged PDAs and can integrate with a user's current PDA allowing a combination of lone worker protection and job allocation. Many job types require a sturdy smartphone and lone worker protection so could benefit from using a ruggedized PDA with Identicom mobile.

The 'Man Down' function works when the device is placed horizontally for the standard agreed time of two minutes\*. It then begins to intermittently vibrate for another two minutes\* making the user aware of the alert and then escalating to a 'Red Alert', where it is transferred to an Alarm Receiving Centre for an escalated response in line with the requirements of the situation.

\*time can be changed as required by the user/employer



Psion EP10

**Potential Users Include:**



**Logistics**



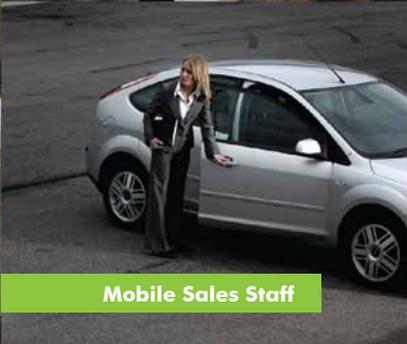
**Maintenance**



**Transport Drivers**



**Utilities Staff**

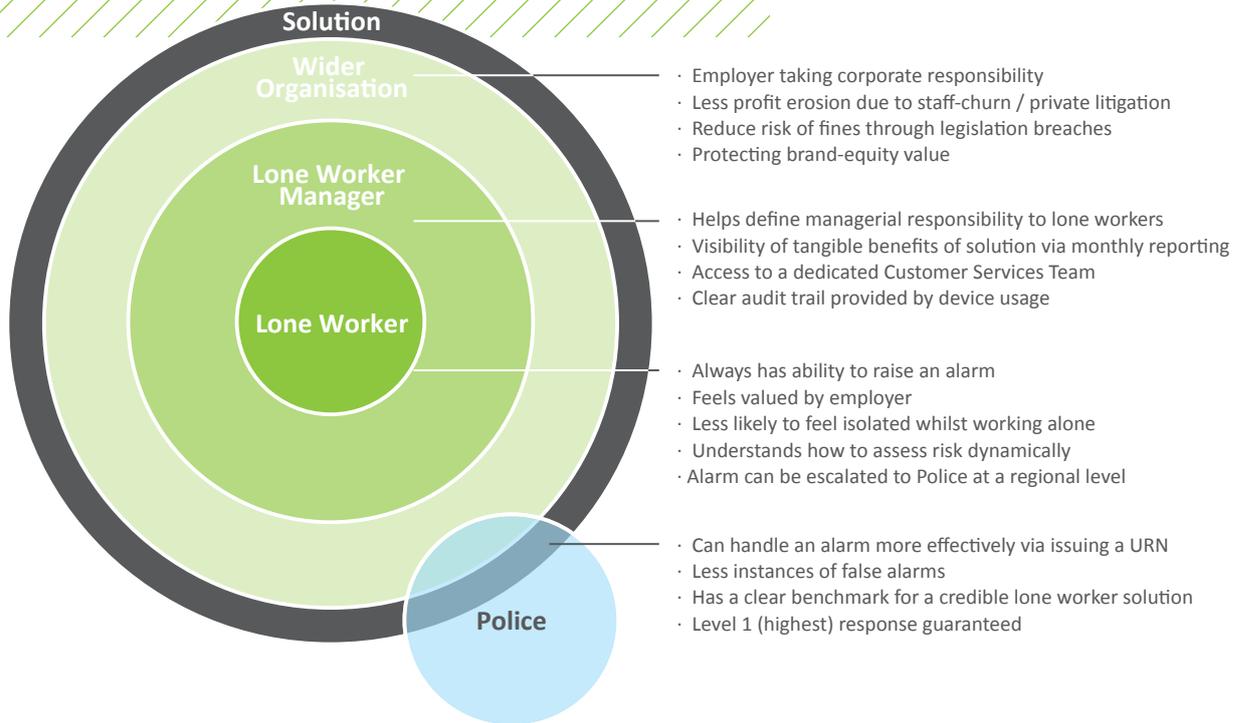


**Mobile Sales Staff**



**Executives**

## Who Benefits From a BS8484 Approved Lone Worker Solution?



## Meeting Your Duty of Care and the Legislative Landscape

**The HSE Estimates the cost of a single physical attack to be in excess of £20,000.**

Statutory legislation for Health and Safety in the UK, such as 'The Health and Safety at Work Act 1974' and 'Management of Health and Safety at Work Regulations 1999', is regulated by the HSE. Any investigations uncovering breaches of a relevant act can result in substantial fines being levied against an organisation, often being hundreds of thousands of pounds.

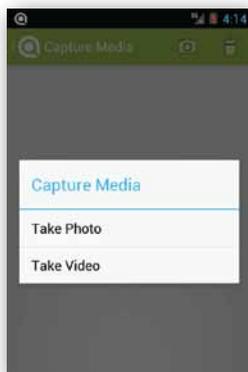
Criminal Legislation in the form of the Corporate Manslaughter and Corporate Homicide Act 2007, means that any company suffering a death in the workplace will be investigated jointly by the Police and the HSE. Any organisation found guilty of breaching the act can be charged a fine of more than £500,000. Catastrophic brand equity and share-price damage can also result from the enforcement of Publicity Orders announcing the conviction.

Whilst cases of Corporate Manslaughter and Corporate Homicide can only relate to a business, cases of Gross Negligence Manslaughter against individuals can also run concurrently where deemed in the public interest if an individual is deemed culpable.

# Tagging Risk and Your Lone Worker Community

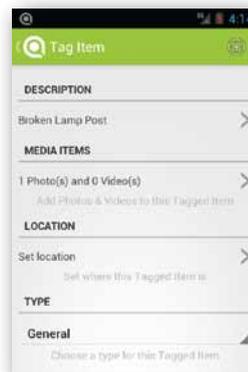
**Identicom mobile now allows a user to share a raft of useful information to other colleagues in the same lone worker community through a host of new functions.\***

All link into a client's Mobile Workforce Management Platform and allow colleagues to access relevant information about colleague activities, points of interest or risks to lone workers. This proves to increase cohesion between teams of lone workers, and helps an organisation create a consistent and valuable audit trail.



## Upload Pictures

Take a picture or video and upload direct to your platform to share with colleagues – this can be around points of interest, perceived risks, locations, environmental conditions etc.

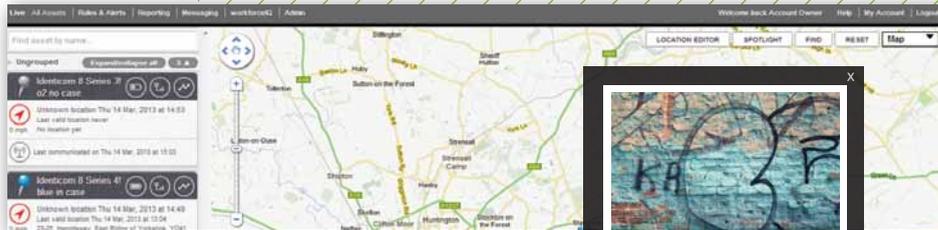


## Tag Risk

Assign a level of risk to a picture or location in order to inform the relevant personnel. Users also have the ability to provide notes of supporting information on why such an item has been tagged. This is then available across the whole community.

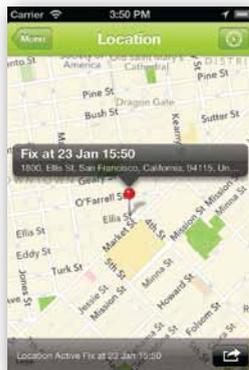


Capture images and upload directly to MWMP and share within your lone worker community.



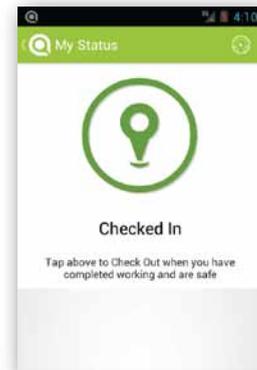
### Share Location

A user can upload their current location to help inform colleagues of their whereabouts, or to inform as part of an audit trail on works progression.



### Check In and Out

Users have the ability to log in and out of the application in order to confirm when they are at work. This function is also supported by a 'Privacy Mode' setting where a user retains control of their location information whilst on breaks etc.



\*New functions referenced on this page are not available on the Windows Mobile version of the product.

## Partner Contact Details:



\* For any technical queries relating to your lone worker solution please contact your solution provider in the first instance.

## **Connexion2** Contact Details: LONE WORKER SECURITY • THE SAFEST OPTION

### UK Head Office:

**Connexion2 Limited**  
**Unit 5 Carrera Court**  
**Church Lane**  
**Dinnington**  
**Sheffield**  
**South Yorkshire**  
**S25 2RG**

**Tel: 0844 856 6606**  
**Intl: +44 (0)1909 518020**  
**Fax: 0844 856 6605**

**E: [info@connexion2.com](mailto:info@connexion2.com)**  
**[www.connexion2.com](http://www.connexion2.com)**

### UK Southern Office:

**Connexion2**  
**Riverbridge House**  
**Guildford Road**  
**Leatherhead**  
**Surrey**  
**KT22 9AD**

**Tel: +44 (0)1909 519278**

### USA Office:

**Connexion2**  
**2100 MT ST NW**  
**Washington**  
**DC 20037**  
**USA**

**Tel: +1 202 559 8285**  
**Fax: +1 202 550 8294**

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