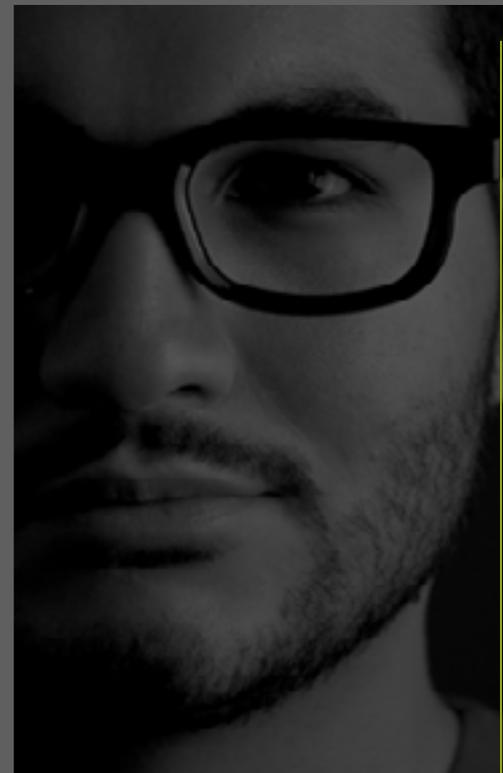


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FEBRUARY 2020

NEWSLETTER

LONEALERT
Overseeing Working aLone



Latest blog from LONEALERT

Honesty is best policy for LONEALERT

The Cost of Lone Working

When you're buying a car, it's a given that the headline figure splashed on the windshield tells just part of the picture when it comes to cost. Service agreements, finance packages, lease deals and insurance quotes are just some of the factors you will consider to ensure you get the best bang for your buck.

Similarly, with lone worker protection, the top line quote can often hide a multitude of other costs and fees that need to be factored in to ensure your lone workers are getting the best protection at the best value. Here's a few areas of costs to consider when looking to implement an effective lone worker protection system in your business:

DEVICE/S:

Your largest outlay will undoubtedly be the devices themselves. Depending on the requirements of your business and your lone working staff, you can expect to pay out anything from £100-£1,000 per device. Are you going to pay for your devices outright or lease them over a set period of time? Some companies may offer monthly lease deals that seem great on paper, but in fact will see you forking out far more in the long run. Long-term leases may be the best option for your business to spread out the cost, especially if you've got a larger workforce to protect - but be cautious of the small print. As the technology for lone working devices is constantly evolving, many need to be regularly updated or renewed - Is your provider going to do this for free, or add on a charge every time an update is required?

CONNECTING YOUR DEVICE/S:

Regardless of which device/s you decide to go for, you will need a SIM card to enable them access to a network. But, whilst the cheapest option is often to purchase your own SIM cards, it is worth considering the cost implications from data charges if you do. Additionally, there's the safety aspect to consider. Whilst a SIM card to a single network - most commonly used for personal Smartphone use - will keep the monthly costs down, this could cause problems if your lone workers are travelling for work and move into an area without signal coverage on that particular network. For those whose jobs require work in various locations, it is worth spending more for a world SIM or multi-network EU roaming SIM with two-way radio system, which will ensure they can raise the alarm - and get help - wherever they are.

IMPLEMENTATION:

Different lone worker providers have different ways of implementing their systems. Some will charge a lower fixed rate for the monthly license, but then add charges to connect each individual lone worker to the network. Others may charge slightly more per month for the license, but throw in each new connection

to the network going forward for free as part of your contract. Make sure you choose the option that's best for your business and workforce.

ONGOING COSTS AND SUPPORT:

Choosing and connecting your devices is just the start of the process. For any lone worker protection system to be effective, it's vital that all of your workers and managers know how to use it. You need to know exactly how much training an support your lone worker protection provider is going to give. Will they be providing any training at all for your staff? Is this a one-off session, or will they be hosting further training when features are updated? Is it free? Can you call at any time for advice and support, or will charges start being introduced if you've reached a certain number of enquiries? You should then also consider the costs involved with ongoing training going forward, including designating an internal 'trainer', or instead paying for an external company to host sessions. Then there's Telecomms and Fair Usage charges to consider. Make sure you're aware if there's any potential hidden costs in your lone worker protection agreement. Some providers may put a limit on the number of times alarms can be escalated before charges are made, for example. Similarly with repairs/maintenance/service charges, it's always best to be sure of exactly what service you're getting before signing, and then being hit with an unwelcome bill if you wrongly thought it all came as part of the package.

LICENSING AND MONITORING:

You will have to pay a monthly license fee for your lone worker protection, whichever provider you choose. However, this fee - and what you get for your money - varies depending on which supplier you choose. Some will throw in the full service - including unlimited access to a 24/7 Alarm Receiving Centre (ARC), for example - for a flat rate per month. Some, however, will charge additionally for services such as this. In some cases, providers may also charge extra for the use of certain device features, such as the timer function or

'Man Down' feature that detects when a worker has a fallen. Always check what services are included within your license fee - and don't just assume that because your chosen devices have certain functions, that they all come for free.

THE COST OF PICKING THE WRONG PARTNER:

The actual cost of introducing a lone worker protection system is generally minimal, and unlikely to break the bank. The real costs come when the system you have chosen is not effective for your business or your workforce in the long run. That's why choosing the perfect provider as your partner is key. Whilst selecting the right devices for your workers is of course important, there is little that is unique between the devices available from one provider to the next. It is the quality of the operating system, and of the support your provider gives you, that is going to make all of the difference to the effectiveness of your system, and the ultimate safety of your workers. What is the point in saving £1 a month at implementation stage if your manager is having to waste 30 hours of work time to access a complicated system that doesn't work for your business? What price will you be paying for a provider who has failed to deliver timely and effective advice and support when you've asked for assistance? Investing slightly more in a system that has been tailored to the demands of the business, and to providing the features you require in a format that is easy to understand and use - as well as a provider who will be with you every step of the way - is one that is definitely worth making.



More people using lone worker protection across the world

The market for lone worker protection solutions and services across Europe and North America is forecast to soar from €154 million in 2019 to €284 million in 2023, according to new research from the analyst firm Berg Insight. The company's research also shows that the number of users of dedicated lone worker safety devices based on GPS and cellular technology on the European market is estimated to grow from 645,000 users in 2019 to 1.1 million users at the end of 2023.

CORONAVIRUS STATEMENT FROM LONEALERT

LONEALERT is working closely with our partners in China to avoid any issues with stock supplies following the Coronavirus outbreak, which has halted production across the country. A number of Chinese companies halted or severely reduced production following the outbreak of the virus, as workers were instructed to stay at home to stop it spreading. In turn, companies in the global supply chain have faced disruptions with stock shortages. LONEALERT Director, Clive Wheawall, reassured customers that regular contact was being made with our Chinese partners to minimise any potential stock issues. He added: "As many workers in China have been instructed to stay at home during the spread of Coronavirus, we are maintaining a close connection with our supplier in order to ensure that we can receive further stock as soon as it becomes available."

What's new in lone worker protection?

In Europe, app-based solutions are estimated to account for around 25 per cent of all solutions, while in North America more than 40 percent of the solutions are based on apps for smartphones and tablets. In both regions, app-based solutions are forecasted to account for an increasing share of lone worker safety solutions in the coming years. Rising numbers of lone workers due to evolving technology and remote working opportunities has led to a huge increase in awareness of the risks associated with it - and with it, an increase in those requiring safety solutions. The lone working safety market is led by a handful of specialist companies based in the UK, including LONEALERT, which provides a range of lone working devices and solutions, tailored to meet the needs of businesses and their lone workers.



LONEALERT Sales & Marketing Manager, Mathew Colley, said: "Lone workers have many faces from many industries, and organisations are now questioning whether they really are doing enough to keep them safe. "Years ago, you would expect to be providing safety solutions for lone workers in industries with the highest environmental risks, such as security, social care or heavy industry. However, there is now an increasing demand for lone worker safety solutions from many other industries, such as retail, education, charity and local government, as lone working becomes more standard in society."

Health and Safety Event 2020 unveils packed agenda

The Health and Safety Event has officially released the agenda for its 2020 event, featuring more than 50 hours of CPD accredited content and a line-up of keynote speakers and industry experts. Backed by industry; British Safety Council, Health and Safety Executive (HSE), IOSH, NEBOSH, Access Industry Forum, British Safety Industry Federation, UK Asbestos Training Association to name a few, will be contributing to the content programme to inform and educate practitioners in delivering the highest standards of health and safety in the workplace. With more working days in the UK lost to ill-health than injury, health and wellbeing will be one of the key themes that will be discussed in the programme. Now that the UK has left the European Union, questions remain on how this will impact health and safety standards. A number of sessions will address changes to regulations and standards in the wake of Brexit. The Lone Worker Theatre (in partnership with Lone Worker Safety Live!) will address the three key issues faced by lone working health and safety, personal safety and security, and wellbeing and mental health. Expert speakers will share their knowledge and experience to provide visitors with actionable insights and practical strategies

on how to assess and manage the risks. Visitor will get the chance to question panels of expert speakers in a range of health & safety fields throughout the event, whilst the Safer Logistics and Machinery Safety Theatre will make its debut. Also new for 2020 is the HSE Recruitment Network's Professional Development Zone, featuring live onstage interviews and a series of training, workshops and presentations focused on career, culture and community. The Health and Safety Event, which is free to attend, will attract 14,000+ visitors and is uniquely co-located with The Security Event, The Fire Safety Event and The Facilities Event. Registration to The Health and Safety Event will give you free access to the co-located events.

LONEALERT will be exhibiting at the event, from April 28th-30th at Birmingham NEC. Make sure to come along to stand M70 to say hi and discuss all of your lone working needs.

Making a Difference: How LONEALERT is helping lone workers

A world leading London-based university has chosen LONEALERT to provide its students, scientists and researchers with a lone working solution.

Many of the university laboratories (which are accessible 24/7) have access controls and poor visibility into them from the corridor. Even if someone chose to look through a window into the room, certain areas would not be visible.

This led to situations where someone could be working in a restricted lab without anybody else knowing they were in there. Considering the hazardous substances being used, there was always the potential for a situation to turn very quickly.

Our Protector Pro Devices (from the Plus Range) were selected – granting the device users fall detection and a panic alarm. These devices were pooled and stored on trickle charge docks at strategic locations, meaning as people arrived, they were passed on fully charged lone

worker devices which they simply picked up and clipped to their belts.

As all lab work is completed internally, GPS locations were not a suitable means of locating people. Because of this, our RF Tag bolt-on was used.

RF Tags were strategically placed on each lab door, meaning that as people moved through the university and entered labs, they simply swiped the tag, which recorded their exact location and sent it to the O.W.L.

Should an alarm be raised, the device user's location is communicated to campus security, who would then ensure that somebody who is appropriately trained (and has the correct access controls to the laboratory) could be promptly despatched to their location.

CASE STUDY: World leading university



Protector Pro

In the spotlight

BS8484
CERTIFIED



Dedicated panic alarm to get help quickly



1-button check in for ease of use



Built-in GPS for advanced locating



Real-time location for advanced locating



Voice activation for two-way conversation



Bolt-ons to give added protection



IP67 certified Waterproof, dust and shock proof



Works with the O.W.L for advanced locating

Our Protector Pro devices are high performing, fully remote configurable, hard-wearing and robust. These devices are also IP67 certified.

High power speaker boasts two-way communication and powerful vibrating alarm helps to notify lone workers of an alarm in noisy working environments. The Protector Pro is ideal for lone or remote workers working industries such as forestry, maintenance, utilities and construction.

This product also offers:



Powerful Audio Alarm for extremely loud environments



Powerful Vibrating Alarm for extremely loud environments



Tactile Silicone Keypad for a firm grip with a glove

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