



CSS SOS Device - Lone Worker & Vulnerable Person Alarm Protection

Connolly Security Systems Ltd is a leading UK safety and security monitoring service provider- Helping to keep you safe with simple to operate and easy to use solutions,

The CSS SOS Lone Worker & vulnerable person monitoring solution is designed to provide a fast response and a reliable level of protection, with its value proven across a number of organisations. The CSS SOS solution utilises a combination of standard mobile technology together with specialist monitoring software and engineering, and uses three signalling paths – voice, mobile data and SMS – to ensure that calls for help are securely communicated. The subscriber's location is identified to within a few metres, using the Global Positioning Network Systems (GPNS), and a voice channel opened to enable the operator to listen in, verify genuine SOS calls and provide assistance.

CSS LONE WORKER & VULNERABLE PERSON MONITORING SOLUTION

The systems, which support compliance with BS8484, comprises a number of elements –

- CSS SOS GPS DEVICE and/or Locator App
- Mobile network connection
- Gemini GPS receiver interface
- Audio server with line cards

The solution provides an end-to-end means of protecting persons at risk, enabling the control room to view their location and listen in to verify the SOS alarm.



The ARC is NSI ARC Gold Approved BS EN ISO 9001:2008, NSI SSQS 102 BS5979:2007, & BS7858:2012 is operational 24/7 and covers aspects such as the security of the building or business premises & personal monitoring for complete hours of operation & security of data.

Device or Smart Phone App?

The choice of a **rugged device** or a **Smart Phone app** is available, according to the user's role and environment. The most popular is the **CSS SOS device**, compact, lightweight and very simple to operate using one large, centrally located SOS button. When activated, with a long press to avoid accidental use, the device vibrates and flashes to indicate that it is in alarm.



At the control room, the voice call is answered automatically with instant recording. The operator picks up the call, listens in to the recorded audio, views the location and then follow the protocol agreed to protect the lone worker's safety. All events, audio, operator actions and events are logged and can be reported.

As well viewing the subscriber's location, the operator can also see other connected users who may be able to provide assistance, on an Overview Map.

The **CSS SOS Locator Smart Phone App** provides all the functionality of the devices but also offers a scheduled check call feature. Users can send a timed location message to the control room which is logged and the location co-ordinates stored. If the timed message is not cancelled or extended, or the lone worker activates an SOS call during the timed period, the logged call is then escalated and a response procedure followed as above.

For the phone App, a Bluetooth option enables the device to be activated without having to operate the mobile handset. CSS offer a competitive airtime tariff designed specifically for lone worker comms or the user can provide their own.

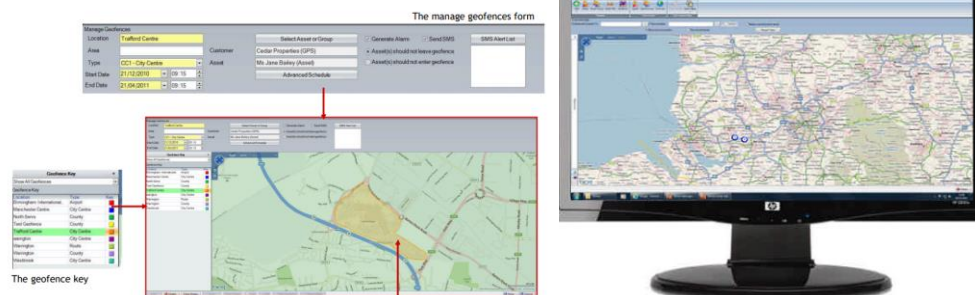
A selection of further features are available –

- Geo-spatial geo-fencing with scheduling
- Tracking over ground – recent user locations
- Health and medical data logging
- Silent call option (CSS SOS device)
- 'Nearest to' and duress feature

Complies with all BS and EN Standards

Geofence Management

Manage any number of geofences using an easy to use, form-based approach



Accurate location fixes are achieved by means of satellite navigation networks and assisted mobile network data.

For the **CSS SOS device**, we offer a custom, low usage Lone Worker non-steered, roaming tariff SIM, or you can supply your own SIMs if preferred.

CSS SOS Lone Worker Receiver Module with Audio. The Audio server provides a means of voice communication between the control room and the user.

In addition to verification of the SOS signal, with caller ID the voice call provides a communications backup in the event that the mobile data or SMS signal fails.

The incoming call is auto-answered and recording starts as soon as it is received. When the operator picks up the alarm, the clip can be played back with an option to put the call on hold or to open two-way audio with the user.

All signals, operator actions and audio are logged in the system.



CSS Lone Worker SOS Device - is a rugged and reliable device providing effective protection for lone workers and other vulnerable persons. The device is small, reliable, discreet and simple to use.



CSS SOS Device & SIM Card connection fee –

- **one off cost for device :**
- CSS SOS lone worker device £115.00 + VAT
- 1 SIM/CONN SIM connection fee £5.00 + VAT
- **= Total £120.00 + VAT**

CSS Roaming SIM & Locator Map licence - annually recurring cost per device

- Roaming SIM service (see bundle below) – per annum and locator licence
- 1 GEM/070 Locator mapping licence
- **£13 Monthly = £156 annually**

- SIM contracts can be provided by the customer or CSS
- 3 SIM Bundle – if supplied by CSS GEMINI SYSTEM
- • Fully roaming, ie. non-steered, SIM
- • Contract period = 24 months
- • 2MB Data per month
- • 7 minutes Voice Calls per month (pooled for all customer devices together)
- • 2 x SMS messages (SOS calls only) per month
- • Voice call overuse = 24p per minute
- • Users may use their own SIM provider if preferred

There are also options available to use existing mobile phones as a device using APP technology – useful for lone workers where there is a high volume of users v initial costs outlay although the CSS SOS DEVICE with included SIM is the most popular.

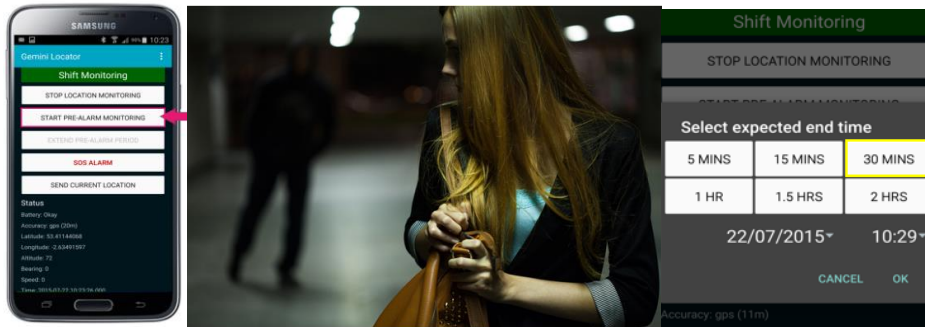
CSS SOS Lone Worker Android App

- The CSS SOS Locator app uses the onboard Smartphone Location functionality to send a location fix at the same time as opening a voice channel. The receiving centre, using Bold Gemini monitoring software, can listen in to assess the situation and view the user's location on an online map. No special training is required, just a simple, agreed protocol between the user and the control room.
- The app is activated either by pressing the SOS control on the app, pressing the on/off control on the side of the handset three times or, optionally, using the Bluetooth control as below.



APP OPTIONS (Using own mobile sim/phone device)

Includes : Tag + Check-in + Falls Management + Geo-Location reporting – current + history



- ***£10/month – *BS8484 Police Response & Keyholder Response**
- **£8/month – Keyholder ONLY Response**
- **(*URN for Police Response; one-off registration fee approx £43.49 + vat if required)**
- **Bluetooth Discrete Activating Option £36+vat**



- The Bluetooth button provides a means of activating the Locator Smart Phone app without the user having to handle their phone in a moment of crisis.
- The button can be worn on a clip, stuck to the back of a ID badge holder or carried loose. Even if the user's phone is snatched, the Bluetooth button will still activate the app while within range – up to 50 feet.
- The Bluetooth button supports three functions –
 - • Start location monitoring – single click
 - • Send location report – double click
 - • Send SOS Alert – click and hold
- Users can verify that the phone and button are actively paired by operating either the single or double click, then checking on the handset.
- **Bluetooth button for Bold Locator app £36.00 +VAT**

Please note : ***Connelly Security Systems*** see this as a valuable service that should be accessible to all our customers and so for domestic vulnerable person orders on all above device and monthly contract prices - CSS will pay the vat.

See attached Lone Worker FAQ's including legislation and employer guidance below;



FAQ's for Lone Workers

1. Lone Working, Legislation and Guidance

1.1. What is Lone Working?

Lone workers are those who work by themselves at any time without close or direct supervision. They are found in a wide range of situations and include:

- people in fixed establishments where only one person works on the premises
- people who work separately from others
- people who work outside normal hours
- Peripatetic employees working away from their fixed base.

This includes people in isolated areas of sites or premises where other people are present elsewhere.

1.2. What are my responsibilities as an Employer?

Employers have responsibilities for the health, safety and welfare at work of their employees and the health and safety of those affected by the work, e.g. visitors, such as contractors and self-employed people who employers may engage. These responsibilities cannot be transferred to people who work alone. It is the employer's duty to assess risks to lone workers and take steps to avoid or control risk where necessary.

1.3. What are my responsibilities as an Employee?

Employees have a responsibility to take reasonable care of themselves and to cooperate with their employer under health and safety legislation. This includes making full use of training and any other information, instructions, equipment and advice from their line managers regarding lone working. Employees have responsibilities to take reasonable care of themselves and other people affected by their work and to cooperate with their employers in meeting their legal obligations.

1.4. What Guidance and Legislation Exists?

An employer has a legal Duty of Care under Health & Safety legislation to provide for the safety and security of their employees. The Health and Safety Executive (HSE) leaflet 'Working Alone in Safety' will help anyone who employs or engages lone workers. It gives general guidance on working alone and offers advice on how to comply with duties towards lone workers under the Health and Safety at Work etc. Act 1974 (HSW Act) and the Management of Health and Safety at Work (MHSW) Regulations 1999.



The Corporate Manslaughter Act also exists under which an organisation can be prosecuted and face an unlimited fine, particularly if an organisation is in gross breach of health and safety standards and the duty of care owed to the deceased.

2. Activation of the device

2.1. What will happen when I press the SOS button?

The alarm receiving centre will silently monitor the situation before taking the appropriate action. This could be activating the 2-way communication, contacting your line manager or next of kin and/or the emergency services.

2.2. How will the alarm receiving centre inform the Police (if required)?

When dealing with Emergency Services the ARC operator will ask to be put through to the emergency services local to the device location.

The last known location fix and all user information will be made available to the emergency services, including known user medical conditions, and a synopsis of the actual incident taking place.

2.3. What warrants a Police Escalation?

The Police will be contacted in 4 scenarios only:

- We can determine an assault is taking place
- We believe an assault is likely to happen
- User sounds distressed
- User requests Police attendance

2.4. Can the taped conversations be used for legal prosecutions?

Yes - The ARC will record all SOS activation data and audio in accordance with the contractual archiving requirements, and in a format that can be used in court for evidential purposes.

2.5. Does the device use GPS technology?

This is an assisted GPS solution using a network of global satellites and GSM location networks to provide the most accurate possible location fix.

2.6. Is there a system in place to report any faults on the device?

Yes – *CSS have their own secure ARC (Alarm Receiving Centre)*

Telephone: 0800 783 6486

Email: css-boldsafe@cssltd.co.uk

Web: <https://www.cssltd.co.uk/>

<https://www.cssltd.co.uk/security-systems-for-business/intruder-alarms-for-businesses/lone-worker-alert-alarm/>

2.7. Where is the ARC based?

The ARC is located at 100 Glentamar Road, Glasgow G22 7XS

- The ARC operates 24 hours a day, 7 days a week, 365 days a year.



2.8. How will the provider ensure signal coverage for devices used in rural/remote locations?

In the first instance, if you are concerned that your device consistently suffers from poor network service provision, you should contact the ARC. Where inadequate coverage for a user is identified, the ARC will monitor the level of coverage achieved for a defined period, and where appropriate, if you could achieve better coverage on another network, the ARC will arrange a 'SIM swap' onto that network.

3. Financial/Contractual

3.1. What is the SIM card usage for the device?

The voice minutes for the CSS SOS lone worker device is 7 minutes aggregated per month. This is 84 minutes per annum of outgoing calls from the device.

3.3. Can I pool or share devices?

Each device has been programmed to an individual's specific data. If that employee leaves the organisation and you want to allocate the device to someone else, a change of details form needs to be completed prior to transfer.

3.4. Can the device be used whilst not at work? If Lone Worker system....

Not normally. The device is meant for use by lone workers during their normal working day/night. This can include travel to and from work but is not intended for use outside of working hours although it is available 24/7 for shift work variances.

4. Devices

4.1. It's great but I'd prefer a device with two-way communication

The lone worker protection system is designed to operate principally with one-way communication to avoid alerting an assailant that an alarm has been raised and somebody is listening in to the situation and initiating an appropriate response. However, two-way communication is possible via the device; if, for example, the operator needs to talk to the user to provide advice or warning. Please discuss with your Supplier if required.¹

***For more information on these or any of our security services,
please call on 0800 783 6486 and ask to speak with one of our surveyors;***

1