



mitie

SECURITY

CASE STUDY

LONE WORKER MONITORING

On Friday 6 May, at 02.41am, a mobile engineer for the customer was suddenly hit with severe abdominal pain after taking some medication.

He immediately activated the push for help Red Alert alarm on his mobile device, and a Mitie operator responded straight away. Lying beside his work vehicle on Blinkhorns Bridge Lane, Gloucester, the worker requested emergency medical assistance. After verifying the worker's age, date of birth, precise location and vehicle registration, the Mitie operator called an ambulance.

Remaining on the call with the lone worker, the operator tried to contact his line manager. The worker had also requested that his wife be contacted; however, he was unable to retrieve the number from his mobile phone. Fortunately his wife contacted him and was apprised of the situation. After the worker complained of being cold and impaired breathing, the operator phoned the ambulance for an estimated time of arrival - to be told that no ambulances were available at the time.

After attempting to contact the worker's line manager once again, and as the worker had been waiting more than 25 minutes for help, Mitie made the police aware of the situation at 3.13am. The operator remained on the call with the worker to ensure his wellbeing until the ambulance arrived, just over an hour after the initial alarm had been raised.

We're delighted to be able to report that the worker made a full recovery. This is an excellent example of an efficient lone worker alarm response. As part of Mitie's Total Security Management business and powered by our LoneWorker Manager platform, we have a range of modules to suit the lone workers including pro-active protection with desktop and mobile heartbeat, and re-active protection with push for help.

Our modules work on existing devices and networks which means preliminary costs may be lower than you think, and our BS 8484 accreditation guarantees a police response if required.