



Identicom • 24/7 Manned Monitoring • Mobile Network • Training • Support

## SoloProtect provides Unite Group with a total solution lone worker package

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Alastair Weston, The UNITE Group's Health & Safety Compliance Advisor

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# Lone worker security...



UNITE, the UK's leading developer and manager of student accommodation, is prioritising the welfare of its employees with the introduction of SoloProtect, a B58484 compliant lone worker protection service from Connexion2. SoloProtect is supplying UNITE with 154 Identicom lone worker devices as well as providing its security management and training services.

Since it was established in 1991, the UNITE Group has grown to become the largest provider of student accommodation in the country offering modern, safe homes to some 36,700 customers from Aberdeen to Plymouth. The company works closely with universities and colleges to deliver high quality, well-located student accommodation at affordable prices in strong higher education markets.

Aware that its frontline staff could potentially be affected by verbal and even physical abuse, the UNITE Group's Health & Safety Compliance Advisor, Alastair Weston, decided to investigate lone worker devices. Having read about Identicom, he decided to carry out a trial with 30 staff located in Bristol.

Commenting Alastair Weston stated: "We were conscious that once a member of the team left our offices they were working alone. In some instances they are required to meet residents in their flats to sort out problems, which could potentially result in them facing physical or verbal abuse. We didn't want our staff to be put in any form of jeopardy where they could not get help quickly, so we decided to trial SoloProtect".

Chosen by the UNITE Group for its excellent service, Connexion2's SoloProtect combines the five-core elements that are essential for a credible and complete lone worker solution. These include the award winning Identicom device, SIM and inclusive airtime, user training, 24 hour manned monitoring and unique TotalCare™ pre & post sales customer support package.

"We trialled Identicom as part of the SoloProtect package and the feedback was very positive" stated Alastair. "Staff reported that it was easy to use and made them feel safer knowing that they could discreetly summon help if needed. In addition we decided to provide some members of staff with extra support through SoloProtect Services so that they could learn a more comprehensive approach to conflict management", he concluded.

Although technology can aid an employee's personal safety and enable them to quickly obtain help when needed, it cannot prevent conflict situations arising. Recognising this, earlier this year Connexion2 enhanced its SoloProtect service range by including a range of training and consultancy services designed to support and educate lone workers themselves, their managers or other employees in the wider organisation.

The package includes conflict management training as well as guidance and training for managers. Bespoke risk assessment toolkits, lone worker policy development, lone worker safety and communication strategy for large employers of lone workers.

\*Connexion2 is compliant through audit with BS58484, the British Standard for lone worker device services.

## The benefits gained by UNITE Group:

- Greater peace of mind for the lone worker
- Improved worker productivity
- Better 'dynamic' risk assessment
- Better company management of key risks
- Evidence capture of verbal abuse
- Alarm raised discreetly & safely by worker



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