



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

Everyone Able To 'Sleep Tight' As Travelodge Improves Staff Safety With Identicom[®]

“

Our personnel find the device easy to use and it gives them confidence knowing that it could quickly raise the alarm if their safety is compromised.

”

Clare Shinton, Head of Safety, Travelodge

Lone worker security...



The UK's fastest growing budget hotel chain, Travelodge, has underlined its commitment of care to its staff by adopting the market leading lone worker security device, Identicom. Implemented to replace Travelodge's existing hand held solution, Connexion2's award-winning Identicom is supplied as part of a managed lone worker solution complete with a host of support services.

The solution comprises of fixed and inclusive monthly billing, and includes the SIM Card, all network usage*, a 24/7 audio-link facility to an Alarm Receiving Centre, Device Training, Monthly Reporting on usage and a dedicated Customer Support team.

Travelodge's Head of Safety, Clare Shinton said: "There are occasions when staff members, working alone on reception, behind the bar or dealing with a customer's query – perhaps in their room, feel they need additional support. Travelodge takes its duty of care very seriously and whilst our previous solution had been in place for a number of years, we wanted to explore other options to ensure our people feel protected and have the most appropriate and comprehensive support available".

Travelodge is rolling out Identicom devices in over 500 hotels, which are being deployed across a mixture of the company's existing and brand-new hotels.

Identicom looks like an ordinary identity badge but it allows a user who is feeling unsafe to request monitoring or specific assistance in line with a situation they are currently facing through the ability to discreetly open a live audio channel to an Alarm Receiving Centre – this is called a 'Red Alert'. During such an alert, dedicated staff at the Alarm Receiving Centre can discreetly monitor what is happening, capture the audio evidence, and make an assessment as to the level of support required – involving the police if necessary. All audio captured through the device is recorded for future use as admissible evidence in court if required.

"We are aware that Identicom functionality has achieved compliance in line with BS8484 and also has 'Secured by Design' accreditation (the UK Police flagship initiative) which means that it has undergone vigorous evaluation", concluded Clare Shinton. "Our personnel find the device easy to use and it gives them confidence knowing that it could quickly raise the alarm if their safety is compromised. We are delighted with Identicom and the SoloProtect service provided by Connexion2".

As the manufacturer of Identicom, Connexion2 supply solutions direct to market through the SoloProtect brand while supplying indirectly through a number of authorised reseller partners. Connexion2 is fully approved against BS8484 through audit and as such all solutions are guaranteed an escalation to Police level through a URN at a regional level where appropriate.

*Fair usage policy applies.

The benefits gained by Travelodge:

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



Identicom from Connexion2 Limited has been awarded ACPO Secured by Design status. Secured by Design, SBD and the Secured by Design logo are trademarks of and are solely owned by ACPO Crime Prevention Initiatives.