

Training and Consultancy Services

A unique suite of professional services, designed to provide comprehensive support in respect of all aspects of lone worker protection

Introduction	1
The Benefits	2
Training	
1. Lone Worker Safety Presentations	4
2. Lone Worker Safety	5
3. Conflict Management	6
4. Lone Worker Manager	7
Consultancy Services	
1. Risk Assessment Toolkit	9
2. Lone Worker Policy Review and Development	10
3. Communication Strategy	11
Other Services	13
1. Project Management Services	
2. Train the Trainer	
3. Mobile Network Assessment	
SoloProtect Solutions	15
Summary	16

Contents

Introduction

SoloProtect is a name synonymous with lone worker security. SoloProtect's all-inclusive lone worker protection solutions have fast become the market leader bringing together best-of-breed technology and support services. The SoloProtect portfolio also includes a unique suite of professional training and consultancy services, designed to provide comprehensive support on all aspects of lone worker protection. These services have been designed to support and educate lone workers themselves, their managers or other employees in the wider organisation.

Technology can help to improve the personal safety of staff and enable them to get help when necessary; however, it cannot prevent conflict situations. In recognition of this, and to directly benefit lone workers, the SoloProtect service range includes comprehensive and practical lone worker safety and conflict management training.

With increasing health and safety legislation there is even greater emphasis on employers to safeguard their employees. Therefore it is important that managers understand the unique challenges that face their staff in lone working environments and their legal duty of care towards these workers. SoloProtect services offer training which is specifically tailored to meet the needs of any manager who has responsibility for lone workers.

SoloProtect services also includes professional and flexible bespoke consultancy and support services. These include policy review and development, lone worker solution project management, project implementation, risk assessment toolkits and communication strategies that delivers a clear message to all staff about lone worker safety, dynamic risk assessment and business risk mitigation.

All SoloProtect services are tailored to and meet the exacting needs of your organisation and are delivered by experienced professionals.

a fully managed service provided by  **Connexion2**
LONE WORKER SECURITY • THE SAFEST OPTION



**Connexion2 Limited is audited and approved against BS8484
(The British Standard for Lone Worker Device Services).**

The Benefits

SoloProtect provides a unique suite of professional services designed to provide education and comprehensive support on all aspects of lone worker protection – for the employer; the manager and the lone worker.

An educated workforce will better appreciate risks and how to mitigate them, thereby improving their safety. At management level, an appreciation of specific issues will improve communication, help support front line staff and remove business risk.

The chart below indicates who would gain the greatest direct benefit from our training and consultancy services:

		Manager	Organisation	Lone Worker
Training Services	SECURITY AWARENESS SEMINARS	•	•	•
	LONE WORKER SAFETY			•
	CONFLICT MANAGEMENT		•	•
	LONE WORKER MANAGER		•	•
Consultancy Services	RISK ASSESSMENT TOOLKIT	•	•	
	LONE WORKER POLICY REVIEW & DEVELOPMENT	•	•	
	COMMUNICATION STRATEGY	•	•	
Other Services	PROJECT MANAGEMENT & IMPLEMENTATION	•	•	•
	TRAIN THE TRAINER			•
	NETWORK ASSESSMENT		•	•



Lone Worker Safety Presentations

We will develop and deliver bespoke Lone Worker Security Awareness Presentations for your workforce. The sessions are tailored to incorporate all of your in-house security policies and procedures and may be delivered to all types and levels of staff.

The aim of these sessions is to raise awareness; engender a pro-security culture and equip delegates with the skills to better protect themselves and their employer from security incidents.

The presentations incorporate identity theft and security of portable data and delegates also take with them skills they can apply in their personal lives to protect themselves.

The presentations are usually delivered as 1 – 1½ hour sessions, to a maximum of 20 people per session. We can run up to 3 sessions per day, at a time and place that suits you and your business demands, to enable all of your staff to attend. Early morning, lunchtime and early evening sessions are often popular.

Who Should Attend:

All members of staff, regardless of their position within the company or whether they work alone.



Lone Worker Safety Training

Working alone can potentially put staff at greater risk. Therefore it is essential that staff are provided with sufficient training to enable them to deal with increased risks and empower them to take responsibility for their own safety.

This training has been designed to help lone workers perform dynamic risk assessment and raise their awareness of lone working security. The practical issue of when and how to use technology (e.g. Identicom) may also be incorporated where it is in use or planned for future implementation.

Course Aim:

To enable 'Lone Workers' to recognise potential risks to themselves within their work environment and to effectively implement strategies to mitigate those risks.

Course Objectives:

At the end of the training sessions, the delegates will:

- Have an awareness of the responsibilities of the employer and employee under Health and Safety legislation
- Understand what defines a 'Lone Worker'
- Have a greater awareness of the potential risks faced by a 'Lone Worker'
- Know what options are available from a 'Lone Worker' perspective in order to mitigate these risks
- Have an understanding of the term 'Dynamic Risk Assessment'
- Know how to complete an individual 'Dynamic Risk Assessment'
- Understand the value of reporting an incident

Who Should Attend:

Any member of staff who may work regularly, or occasionally (planned or unplanned) in lone working situations.



Conflict Management Training

It is important for your staff to feel safe in their working environment, wherever that may be. This training has been developed to help staff deal with challenging situations in a professional and timely manner and can be adapted to incorporate the practical issue of when and how to use technology.

Course Aim:

To raise the delegates' awareness of the ways in which conflict can manifest itself together with strategies on how to resolve such conflicts.

Course Objectives:

At the end of the training sessions, the delegates will:

- Be aware of the common causes of conflict
- Explain three communication models which may assist in the management of conflict
- Understand how and when to use lone worker safety technology in a conflict situation (optional)
- Know the three ego states in transactional analysis
- Be aware of what is meant by the term 'danger triangle'
- Understand how to recognise the difference between warning signs and danger signs
- Understand the term 'Impact Factor' and be able to give examples
- Know how to implement the 'Reactionary Gap'
- Have an understanding of reasonable force and how it relates to conflict management

Who Should Attend:

Any member of staff, including lone workers, where it has been identified that their work may expose them to confrontational situations.



Lone Worker Manager Training

It is important that managers understand the unique challenges that face their staff in lone working environments. This training has been developed to give managers an insight into the unique and sometimes greater risks lone and mobile workers are faced with, and aid them to assist their staff to deal with matters effectively.

Course Aim:

To enable managers of 'Lone Workers' to identify potential risks to staff within their work environment and to effectively implement and maintain strategies to mitigate those risks.

Course Objectives:

On completion of this training, you will:

- Know the employers' responsibilities towards an employee as defined within relevant Health and Safety legislation
- Understand what defines a 'Lone Worker'
- Know the potential risks faced by a 'Lone Worker'
- Understand the term 'Dynamic Risk Assessment' and how it can be used effectively in the workplace
- Understand the benefits of having a proactive incident reporting system in place
- Recognise how work related violence can affect staff and the detrimental impact this can have on an organisation
- Have a greater awareness of the benefits of successful implementation of violence prevention measures and staff support

Who Should Attend:

Anyone who has managerial responsibility for staff who work all or part of their time in lone working environments.



Risk Assessment Toolkit

Lone workers may be affected by many of the same health and safety risks as other workers. But there are potential risks which are more likely to affect lone workers, or may have more impact in a lone working situation.

It is important that employers perform a health and safety risk assessment for lone workers, to assess where further action or training may be needed to remove or minimise risks to their health and safety.

SoloProtect can develop a bespoke risk assessment toolkit for you and work with you throughout the risk assessment process to identify the right solution for each lone worker.

The toolkit will assist you to:

- Identify hazards
- Assess risks
- Consider and assess appropriate control measures (to treat, transfer, tolerate)
- Monitor effectiveness of control measures
- Review, evaluate and revise control measures

The Lone Worker Risk Assessment Toolkit is designed to meet your specific requirements and is a tool that will remain valuable to you both now and in the future.

As an additional service, we can perform an annual review of the toolkit to ensure any changes to your business and/or legislation are reflected.



Lone Worker Policy Review and Development

If you employ staff who work in lone working environments, in either a full, part time or voluntary capacity, you should have a Lone Worker Policy in place.

One of the many benefits to having such a policy in place is that it makes clear both the employer's and the employee's responsibilities in respect of health, safety and wellbeing, in accordance with Health and Safety legislation.

We will review and evaluate your existing lone worker policies and provide constructive advice and guidance to enhance them, where and when any perceived shortfalls are identified.

Alternatively, where there is no policy in place, we will work closely with you to develop a bespoke policy that meets the specific needs of your business.

Our annual review of your policies ensures any changes to your business and/or legislation are incorporated, to maintain their integrity.



Communication Strategy

The importance of effective, clear communication should never be undervalued. There are many methods of communication and it is important that the right communication tools are chosen to reach the widest target audience. Your strategy should enable all recipients to receive the key messages you are aiming to convey, in a timely and efficient manner.

To ensure your lone worker policies and procedures are communicated effectively to your employees, SoloProtect will work with you to develop the most effective communication strategy for you and your business.

We will assist you to:

- Identify the core objective of your communication, in line with your organisations objectives
- Identify your audience(s)
- Highlight the key messages in your communications
- Establish the most effective methods of communicating your messages and the tools you need to do this
- Establish the right time for you to communicate your messages and identify the timescales and resources required, to meet your target deadlines
- Review and evaluate the effectiveness of your communication strategy

In short, we will help you to plan your communications, use the appropriate tools to target your audience and monitor and evaluate the effectiveness of the strategy.

Project Management & Implementation Services

We will assign a Project Manager to oversee every element of the roll-out of a SoloProtect solution on your behalf, providing a clear and comprehensive project plan at the outset. The Project Manager will keep you regularly updated with progress of the implementation and take responsibility for keeping the project on time and within budget.

The Project Manager will effectively communicate and liaise with all parties involved in the implementation process, including users and departmental managers and any union representation to effectively resolve any queries or concerns.

This is an all encompassing service, which includes co-ordination and planning of training and liaison with users and managers in respect of user profile forms and escalation points of contact.

Regular post-implementation review meetings will take place, where we will deliver report analysis and suggest proactive measures you may wish to employ (such as conflict management training or SoloProtect refresher courses) to mitigate risks and better protect lone workers.

Train the Trainer

We will train your own trainers to effectively cascade SoloProtect user training to their colleagues.

We will provide your trainers with training objectives, lesson plans and trainer notes to equip them to effectively deliver SoloProtect user training. This will help you to manage and maintain the system in-house and helps to ensure ownership of the SoloProtect solution across the workforce.

Mobile Network Assessment

We will help you to establish which mobile network will provide the best coverage for your users and provide onsite network assessments.

Going beyond the review of information provided by the network operators, we will physically conduct onsite network assessments; visiting individual postcode areas and assessing network coverage. We will furnish you with our results so that you are in the best possible position to decide which network or networks is best for your users.



Implementing a technology based solution maybe something you are considering. Any such solution should be fit for purpose and meet the needs of both the user and the employer. It must also meet the increasing demands of the police so that their involvement in any response is most immediate.

Based around Connexion2's Identicom® lone worker protection device, a SoloProtect Solution is a fully inclusive managed service comprising an Identicom, 24/7 manned monitoring, mobile network connection*, full user training and our TotalCare™ support package. SoloProtect ensures that lone workers can discreetly call upon the support they need, where and when they need it.

Disguised as a standard identity card holder, Identicom provides a discreet means of alerting SoloProtect's 24 hour manned monitoring centre to your situation. Whether physical or verbal abuse, the monitoring centre will be able to listen to, and record, what is said during the incident, to ensure proportionate and immediate action including a Police response where appropriate. Recordings are admissible as evidence in court or may be used to support changes in working practices. Workers with environmental risks such as slips and falls, working with electricity, chemicals or machinery can also benefit from automatic 'man down' alerting.

Unlike mobile phones or other dedicated lone worker devices, Identicom is completely discreet and has been awarded 'Secured By Design' status from the Association of Chief Police Officers (ACPO).

SoloProtect puts you in control, assists you with your dynamic risk assessment and is there for you when you need help. With no hidden fees, SoloProtect combines all of the elements essential to protecting you with the safest option.

* mobile network connection includes SIM card and all airtime/texts, fair usage policy applies



Summary

Recognising the need to protect your workers is an important step towards meeting your organisation's duty of care. Additionally, protecting your workers can be cost effective as well as being 'the right thing to do'. You will be aware of the many costs or potential risks that arise from issues including:

Absence through stress or injury, resulting from frequent verbal abuse, single physical attacks or 'man-down' incident:

- The direct financial cost of absence may not always be obvious. It affects a business from many different angles. There are the costs of sick pay, temporary staffing, higher insurance premiums, missed deadlines and potential customer dissatisfaction. In addition there is the increased workload and stress on existing staff providing cover which directly affects their productivity and health.
- Any business that tackles absence effectively will reap substantial financial and social rewards by increasing productivity and raising staff morale.
- Costs of defending litigation from 'at risk' lone workers including damages payable (in or out of court) if pursued legally.
- Management time spent reporting and investigating incidents.

Escalating employee liability insurance costs for 'at risk' workers:

- Leading insurers now tell us that it isn't just the case that costs will rise but, that unless they are satisfied that the employer has proactively taken steps and provided their lone workers with an appropriate protection solution, they may refuse or alter their terms of cover.

Risk from corporate manslaughter legislation:

- An organisation that is guilty of corporate manslaughter is liable on conviction to a fine. The amount of the fine is not defined by the Corporate Manslaughter Act and will be decided by the prosecuting court. It is anticipated that fines will be deliberately higher than historically levied and be linked to the severity of the breach and not to the size or profitability of the organisation.

The Health and Safety Executive estimates the cost of a single physical attack to cost an organisation in excess of £20,000.

The reasons why you need to better protect your most vulnerable members of staff may be obvious; how you provide the necessary protection isn't.

Every organisation needs to provide a safe working environment for their staff; let us help you protect yours...



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