

# jobtrac<sup>+</sup>

The ultimate in Lone Worker protection and productivity solutions



# jobtrac+

Jobtrac+ will transform even the most basic Android smartphone into a cutting-edge, lone worker protection tool, with built in productivity features.



## Lone Worker

Provides a comprehensive employee protection solution, underpinning your duty of care obligations.



## Safety & ERC

Your employees are looked after by our dedicated 24/7 Emergency Response Centre.



## Productivity

Our wide and growing range of productivity features provide a compelling ROI.



## ICED by Speed

Enhances your distracted driving policy to protect you, your company and your employees.

# Lone Worker



“Lone Workers should not be put at more risk than other employees. Establishing a healthy and safe working environment for lone workers can be different from organising the health and safety of other employees.”

HSE Lone worker guidelines 5/13

Until recently, Lone Worker protection has been provided through standalone devices such as key fobs and identity badges with little or no ability to upgrade or enhance their capability compared to smartphones.

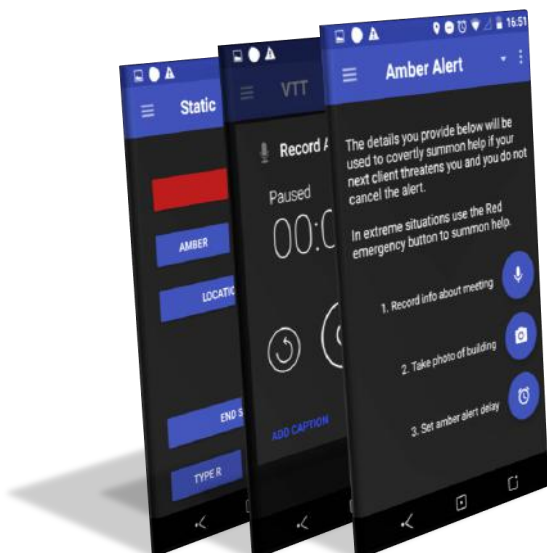
For data protection reasons, many users in the public and private sectors are required to have a screen lock on their smartphone, this has made it an unsuitable device from which to summon help.

To overcome this, we developed “Shake to Dial”. A vigorous shake of the phone overrides the lock screen and makes a call to our 24/7 Emergency Response Centre whilst leaving all data encrypted.

Since launching Shake to Dial in 2016, we continue to develop a wide and growing range of innovative safety and efficiency features, which are seeing Jobtrac+ win business against the industry incumbents.

Our “Ubitrac platform technology” is extremely robust yet incredibly flexible enabling us to provide solutions for multiple sectors. Most of these features are included as standard within Jobtrac+.

Critically, our efficiency tools create a compelling return on investment that more than justifies the cost of looking after employees.





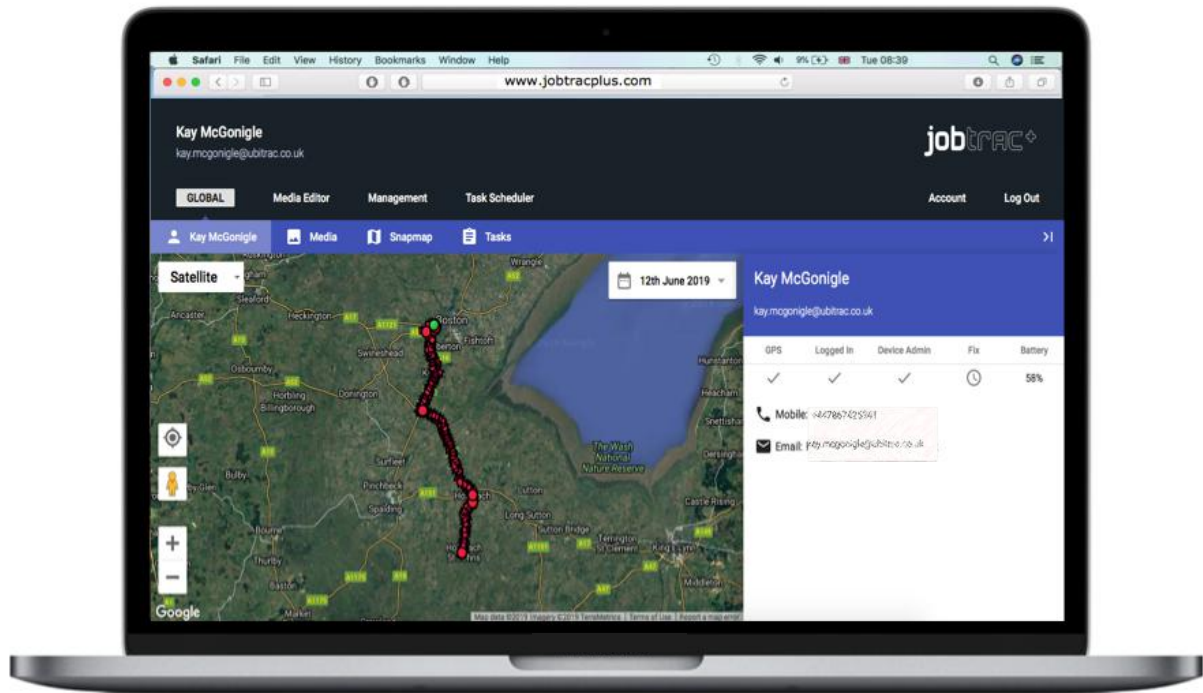


**Shake to Dial:** A vigorous shake of the device overrides the lock screen and makes an overt call to our emergency response centre. We refer to this as overt as your phone will announce "calling emergency response". This has proven to be an excellent de-escalation tool.

**Covert Emergency Call:** This also overrides the lock screen for those instances when the overt announcement call may inflame an attacker further. The user will feel one vibration when the call is placed and another when it is answered. Covert calls are sometimes used to record abusive or threatening behaviour. Clients set up a duress word to call for immediate assistance providing a sense of security for those times when they feel at risk.

**The Arm:** This enables users to call the Emergency Response Centre on a non-emergency basis, creating a protective 'arm around the shoulder'. A Controller will stay on the line until the caller is safely in their car or at their destination.

The Arm is not able to prevent an attack, but in the worst-case scenario we know who the user is, where they are and that they are in trouble. We can then direct the emergency services to their location.



**Live Mapping:** Authorised users can view the live location of employees or colleagues. Multiple levels of Authorisation are available, but we recommend that members of teams can see each other as they will recognise any unusual behaviour.

**Amber Alert:** This should be used on every appointment, in reality it is used only for visits where the user feels there is a risk. A message is recorded on the phone listing the address, their concerns etc. If the property is hard to determine, they can take a photo for greater clarity, they then set an Amber Delay.

If they are happy when they are in the property, they can simply cancel the alert. In the event of immediate threat, you can *shake to dial* and this will override the delay.

If the user lets Amber Delay expire, an automated covert call will be made to the Emergency Response Centre and the call will be monitored and recorded.

They will feel a vibration when the call is processed and another when it is answered, use of their pre-arranged duress word or an obvious problem will lead to our Controllers bringing in the emergency services into the call to arrange assistance.

**Static:** It is surprising how many people are Lone Working when they are within their organisations premises. The red button under the desk is the obvious solution but increasingly there is no one to respond to it.

"Static" provides an alternative to the red button, taking the situation out of the location to ensure a response, as well as providing a generic Amber Alert for each visitor.

# Safety & the Emergency Response Centre



Jobtrac+ is backed by our dedicated 24/7 Emergency Response Centre (ERC). The ERC has been running without a break since September 2013, a fact of which we are incredibly proud.

We looked at outsourcing our ERC, but could not find a company who we considered offered the level of service that we required for our clients, so we developed and built our own cutting edge ERC from scratch.

The ERC is managed and predominantly staffed by former RAF personnel, who are continually trained to ensure the best care for our clients.

The ERC is dedicated to looking after the unique and ever changing needs of the world's mobile phone users. We do not and will not compromise on our client's safety by multi-tasking; i.e. looking after vehicles, properties, plant, CCTV etc. as our competitors do.

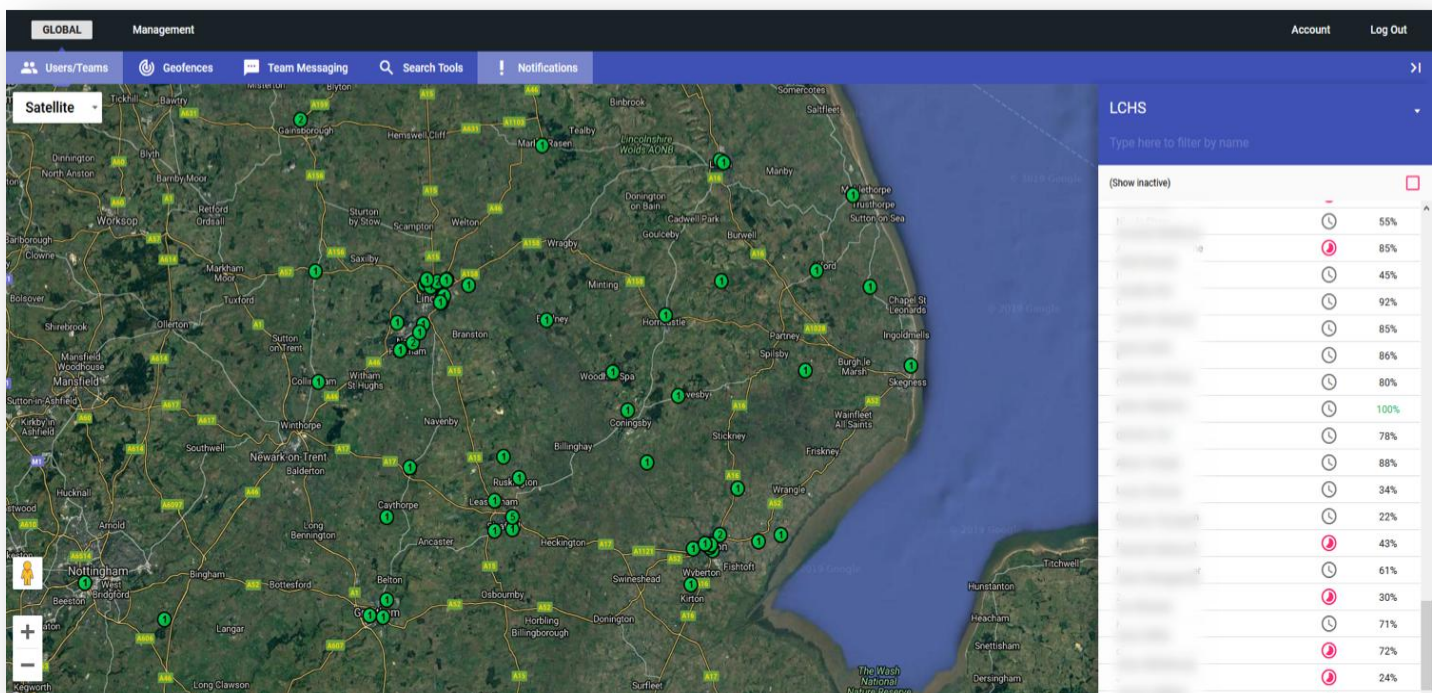


All emergency calls into the ERC are answered within 5-8 seconds, activating a virtual conference room. Our highly trained Controllers can instantly see who is calling (even when their number is withheld), their location, their organisation's escalation procedure along with the caller's vehicle and medical details (if submitted).

Where necessary, we can bring the emergency services into the conference call to initiate a suitable response.

Whilst we are not able to prevent an attack, in a worst case scenario, we know who you are, where you are and that you have an issue. We are then able to inform the emergency services.

This provides critical peace of mind for users and their families.



Our Controllers constantly monitor over 200 global newsfeeds, looking for incidents that may harm or hinder our clients. In these situations, we put in place an electronic Exclusion Zone, any handset in the zone when set or subsequently entering that zone is sent a message warning of the danger and where possible offered recommended solutions. These zones are used to alert our clients to any incidence from international terrorism right down to local traffic problems.

All calls to the ERC are recorded and can be used as evidence of physical assault, verbal assault and increasingly a threat of litigation.

# Productivity

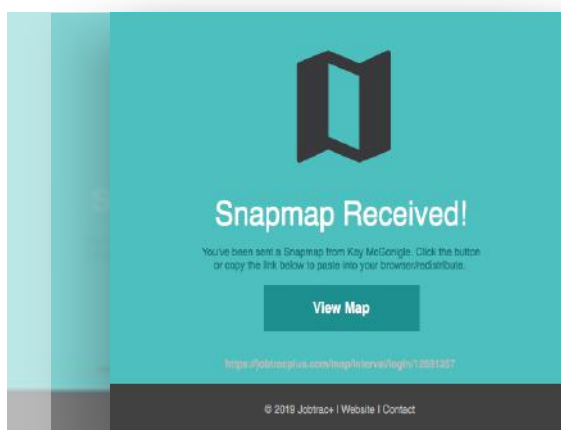


Lone Worker protection has been restricted by budgetary constraints. Working together with our clients, we set about identifying areas where efficiency tools could be built into the Lone Worker device in order to generate a return on investment greater than the deployment and running costs.

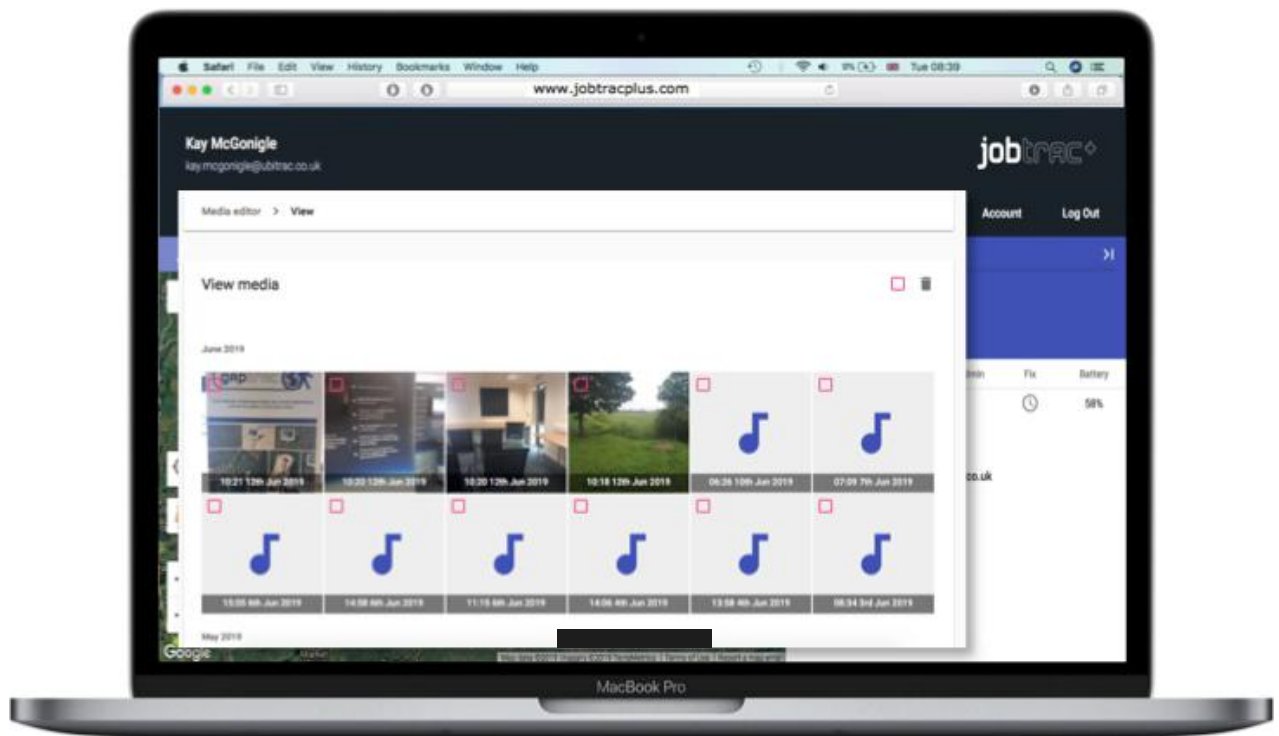
**Voice to Text:** Turns the smartphone into a powerful dictation tool that will upload your voice recording and then transcribe your words into text. Recordings are retained for checking and the text is fully editable online allowing you to cut and paste into a document or user platform.

**Photo and Video upload:** Photos taken through Jobtrac + are uploaded to your tracking maps, indicating the point they were taken. To enhance Information Governance, media is auto-deleted from the phone the moment it passes through our servers.

Text and audio captions can be added to media. To avoid bill shock, video can only be uploaded via WiFi.







**Snap Map:** Ideal for proof or attendance as well as being an innovative addition for presentation of quotes, maintenance charges etc. This can be generated for historic tracking or in advance should you want the recipient to 'follow' you in real time. You can select a time determined section of mapping, including media that can be emailed to multiple recipients.

**Messaging:** 256 AES encrypted messaging can be used for one to one, one to team and one to all. Jobtrac+ messaging is only available to people within your organisation, which prevents messages being sent externally in error.

**Search:** Search for the closest person to an address with the necessary skills, provides 'distance from' and ETA and enables admin to enter a message. When received, the user can tap on 'go to' which fires up their phone's sat nav and directs them to the address.

**Status:** Enables users to hide their location from colleagues etc. when off duty but still receive our protection of the Emergency Response Centre 24/7.

**MDM:** Jobtrac+ provides basic Mobile Device Management such as remote wipe, remote lock, status reporting etc. within the standard portal. We are also able to provide full MDM upon request.





Many Company Directors and owners are not fully aware of the implications for them personally if one of their employees is involved in a fatal or serious accident whilst driving and using the phone.

Under the Health and Safety at Work Act 1974, all companies must have a robust policy on Distracted Driving, as importantly, they must be able to demonstrate that the policy is enforced, with all employees reminded on a regular basis of the policy and their responsibilities. A proven failure to enforce the Distracted Driving policy can make the company and its Directors liable under the Management of Health and Safety at Work Regulations 1999.

Since 2017, fines are unlimited and severe enough that could close down many companies, but it does not stop with the loss of the company. In the event of a fatal accident involving an employee who was distracted using their phone, whether held or handsfree, it is the Directors who are fined. The responsibility remains with Directors personally, even if their company fails. In the very worst instances, Directors face going to prison under the Corporate Manslaughter and Corporate Homicide Act 2007.

The driver can now receive a prison sentence of up to 14 years for causing an accident leading to a death whilst distracted and there have been calls for life sentences to be imposed in the worst cases.

Bluetooth will prevent you from getting 6 points on your licence but makes no difference if you have an accident whilst on a Bluetooth call. The offence is distracted driving or dangerous driving, it is not "using a mobile phone".



“You are 4 times more likely to be in a crash if you use your phone.

Your reaction times are 2 times slower if you text and drive than if you drink drive, and this increases to 3 times if you use a handheld phone.

Even careful drivers can be distracted by a call or text – and a split-second lapse in concentration could result in a crash. At 30 mph a car travels 100 feet in 2.3 seconds.”

Think! 2019

ICED by Speed blacks out the screen to prevent usage whilst driving when a phone or tablet exceeds 7 mph.

If the driver tries to use their phone whilst it is ICED, an audio announcement asks them to pull over at the next safe location. Once they have stopped, the phone is programmed to wait 60 seconds before it can be used.

Users can override ICED for up to 24 hours if they are a passenger. This is a three step process so it cannot be done accidentally. This feature can be allowed or disallowed, company-wide or for each individual.

From a company point of view, if an employee says they are a passenger and then drives, they have made a conscious effort to deceive their employer, this effectively absolves the company if the user is then involved in an accident. Employers receive a message when ICED has been overridden, you can re impose ICED from your admin portal and withdraw permission for that person to override if necessary.

You can still make calls to our Emergency Response Centre when ICED, our highly trained Controllers can patch your call through to the Police letting them know who you are and where you are.

Messages can be sent to the user from the Jobtrac+ portal, these messages are then read out to the user. ICED can be set to allow or disallow Bluetooth usage depending upon your company policy, this can be set for each individual from your admin portal.



# jobtrac+

Shake to Dial overrides your locked screen while keeping your data safe

Covert and Overt Emergency calls

Live Mapping, see exactly where your employees are

Built in productivity features keeping you in control

256 AES Encrypted Messaging

ICED by Speed, enhances your distracted driving policy

24/7 on call Emergency Response Centre there for you-whether On or Off duty



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