



Callmy Alert for Lone Working security and emergency communication

Callmy Alert provides a cost effective and easy to use Lone Working app for any size of organisation with a requirement to deliver duty of care to staff and comply with Health and Safety legislation.

By installing the Callmy Alert app, any smartphone can become a lone working device, helping to reduce the costs and management overheads normally associated with hardware based solutions.



Callmy Alert SOS at a glance

- The Callmy Alert SOS service provides a cost-effective app based alternative to hardware based solutions.
- Callmy Alert SOS is simple to use and is optimised to work in locations with limited connectivity.
- Callmy Alert SOS provides user statistics to help with resource allocation and post activation analysis.
- Callmy Alert SOS can be managed by your own security control team or delivered as a fully managed service.
- Callmy Alert SOS includes a Mass Notification capability that enables messages to be delivered directly to the end users Callmy Alert app - users stay informed of situations that may affect their safety.

How is Callmy Alert SOS Activated?

The SOS alert can be activated automatically when a pre set timer has elapsed, or by the user simply pressing their SOS “button”.

Alternatively, if the situation is not critical, Callmy Alert provides a “Call Security” button in the app, which places a call directly to a registered telephone number.

Response Team Notification

If a user activates their Callmy SOS the response team receives a “pop up” on their desktop which arrives with an audible alert – they are also alerted via their mobile phone.

The Callmy Alert Management Portal displays which users have an activate SOS timer enabling managers to see which users are employed on an activity.

Mass Notification for added safety and value

Callmy Alert SOS also has the added benefit of including a mass notification capability. This enables managers to broadcast messages to their Callmy Alert users who can make responses when necessary. This helps to warn users of situations where they may be in danger or issue instructions on how to stay safe. Messages can also be ge-fenced to target communication only to users in designated areas.

Features

Location Monitoring

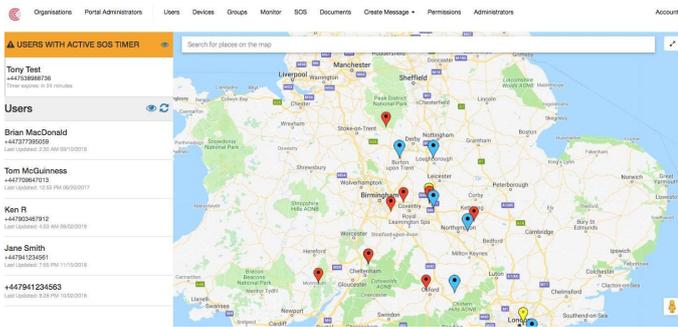
The Callmy Alert SOS service includes a range of location features to help support mobilisation and response.

The responding team can see the precise GPS location of users who have set their SOS timer or have an active alert. Last known location is always accessible.



When activated the user's location becomes visible and the Management Portal displays a "breadcrumb trail" to illustrate the direction of travel. Administrators can check users proximity to incidents, safe refuges or other assets.

The app is also optimised to minimise battery consumption and to work in locations where there is poor data reception.



Live Audio

When the SOS alert is active, the responding team can access the microphone on the end user's device to stream audio from the scene. Responders can hear what is happening at the incident, providing vital information to help mobilise the most appropriate response. The audio can also be exported to enable it to be shared with other agencies and teams. All audio recordings are encrypted and stored on the Callmy Alert service for audit and evidential purposes.

Battery Information

When the location service is activated and the user is being monitored, battery consumption will increase. Within the Callmy Management Portal, details of the user's available battery is displayed. This can help prioritise response.

Auditability

The Callmy Alert Management Portal provides administrators with real time and historic data on all information relating to SOS activity.

Activation data includes location details, audio recordings and any notes added by the responding team.

Details of which users have set their SOS timer, how long it was set for, if it was automatically activated or extended are also available.

This is important to not only mobilise a response but to also benefit resource allocation and user training.

These details can be exported to Excel for detailed analysis.

Phone	Full Name	Activated	Deactivated	Total Length	Was Timer Extended	Was SOS Triggered
+44738888736	Tony Test	September 9, 2019 9:48 AM	September 9, 2019 9:49 AM	1	No	No
+44738888736	Tony Test	September 9, 2019 9:42 AM	September 9, 2019 9:44 AM	2	Yes	Yes
+44738888736	Tony Test	September 9, 2019 9:41 AM	September 9, 2019 9:42 AM	1	Yes	No
+44738888736	Tony Test	September 9, 2019 9:40 AM	September 9, 2019 9:41 AM	1	No	No
+447903467912	Ken R	September 7, 2019 10:00 AM	September 7, 2019 10:00 AM	0	No	Yes
+447903467912	Ken R	September 7, 2019 10:00 AM	September 7, 2019 10:00 AM	0	Yes	No
+447903467912	Ken R	September 7, 2019 9:57 AM	September 7, 2019 9:58 AM	0	Yes	No
+447903467912	Ken R	September 6, 2019 7:15 PM	September 6, 2019 7:16 PM	0	Yes	No
+447903467912	Ken R	September 6, 2019 7:14 PM	September 6, 2019 7:16 PM	1	Yes	No
+447903467912	Ken R	September 6, 2019 7:06 PM	September 6, 2019 7:07 PM	1	Yes	No
+447903467912	Ken R	September 6, 2019 6:59 PM	September 6, 2019 6:59 PM	1	No	No
+447903467912	Ken R	September 6, 2019 6:52 PM	September 6, 2019 6:58 PM	6	No	No
+447903467912	Ken R	September 6, 2019 6:51 PM	September 6, 2019 6:52 PM	1	No	No

Managed Service Option

Not all organisations have a dedicated control room or security staff available on a 24x7 basis. This is why Callmy SOS Alert can be offered with a managed service option.

SOS activations are triaged by a dedicated Alarm Receiving Centre (ARC) that operates on a 24x7 basis.

The Callmy Alert ARC is certified by NSI to the required BS8484 standard and the security-cleared staff are authorised to mobilise the emergency services on behalf of third parties, if required.

The ARC is hosted in a highly secure location served by a resilient and business continuity ready infrastructure.

Security

- Callmy Alert is delivered using the Microsoft Azure cloud and is hosted via data centres based in the United Kingdom and European Union. The data-hosting environment is ISO27001 compliant and is approved by NCSC to hold and transact UK Government communications to the OFFICIAL level of security classification.
- All data at rest uses a 256 AES encryption and data in transit is encrypted using SSL.
- Callmy Ltd complies with the Data Protection Act 1998, the General Data Protection Regulation (GDPR) and is registered with the Information Commissioners Office.
- Callmy Ltd is Cyber Essentials and IASME certified company.