

Protecting ~1500 lone workers

Personal safety solution with monitoring capabilities

Chubb vision+ provides confidence around-the-clock that your people, property and assets are well protected, because you're connected to Chubb at all times through one or more of our remote protection services.

Chubb's personal safety solution provides businesses the confidence in the security and safety of their employees against the risk of workplace violence and lone or remote working.

To safeguard ~1500 employees in two government departments in Australia, a personal safety solution with enhanced monitoring capabilities was rolled out.

A personal safety application is accessible through the user's phone, providing real-time location information, that is escalated to Chubb's monitoring operators in the event of an emergency when prompt assistance is required.

Customer Needs

- Government organizations have an increased duty of care to take additional measures to help provide for the safety and wellbeing of government workers who conduct visits to offices and residential properties to collect information.
- To establish a consistent and cost-effective approach to safeguarding employees, through the use of a personal safety application with 24/7 monitoring functionality.



Approach

Government officers are required to make a large number of visits to different types of residential and commercial properties to interview and to gather information from the general public. Officers carry out these visits on their own and run the risk of both positive and negative encounters.

To safeguard their employees, two government departments in Australia elected the personal safety solution with Chubb's enhanced monitoring capabilities for location specific communication and enhanced speed of response.

Employees use the check-in feature on the personal safety app at the start of each visit and is required to check out after a pre-determined period of time.

If the employee does not check back in on the app to confirm a safe exit before the timer expires then an automatic notification is escalated to Chubb's monitoring centre to locate the device and to promptly activate the agreed response procedure.

Project Summary

- Personal safety application with monitoring capabilities rolled out to approximately 1500 employees in two governmental departments.
- Chubb operators can immediately acknowledge the alert, locate the device of the user in need of help, and promptly activate the agreed response procedure.
- Solution connects users to direct assistance from Chubb operators to increase response times to emergencies.
- Personal safety app safeguards employees and provides additional peace of mind as they carry out their offsite interviews.