



ClearImage

Clear Image Case Study

Project	Guardian WatchMan
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Guardian n 1 – “one who looks after, protects or defends someone”

The Challenge

With the number of assaults and threats on workers on the rise, employers are increasingly looking for cost-effective solutions to help protect lone and vulnerable workers and meet their Duty of Care obligations*.

With over 600,000 incidents of aggression and violence – many increasingly involving weapons – people working on their own or in small teams, such as in shops and even offices, are particularly vulnerable.

The Solution

Many lone worker devices are based on mobile phones. However, Guardian WatchMan is the first solution specially designed for the static environment, such as shops, offices or medical centres, allowing remote service centre operators to **SEE and HEAR** what is happening on the site, as it happens.

Combining sophisticated IP camera technology with two-way audio, live remote monitoring and instant response by a specially trained support team, the aptly named Guardian WatchMan gives workers the peace of mind of knowing there is someone watching their back.

It provides vulnerable / lone workers with a two level panic alarm with full live, remote monitoring and reactive alarm response via the Clear Image Service Centre. The service centre team can **see** and **hear** what is going on and respond accordingly. All the while images and sound are being recorded.



IP camera with 2-way audio is sited at the most vulnerable area(s) in the premises – in this case over the till adjacent to the tobacco and drinks sections (effective radius approximately 15m)

Instant, live response is provided by a specially trained support team in the NSI ARC Gold monitoring facility





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The staff member simply carries a discreet device (about the size of an ID card, usually on a lanyard). If they feel vulnerable but there is no immediate cause for action (such as a group of teenagers crowding into the shop), they can activate the 'Watch Me' button which alerts the service centre team to see and listen in to what is going on via an IP camera. In more urgent situations, staff simply activate the 'PANIC' button and the service centre actions the appropriate response instantly - such as calling the police. A stepped response (such as calling a manager), if appropriate, can also be included.

Operators at Clear Image's NSI ARC Gold accredited service centre monitor activations and provide the appropriate response. This can vary from issuing a verbal warning (eg "you are being watched and recorded – leave the store now"), to calling the police or other emergency service. Levels and types of responses are completely bespoke to the customers' requirements and can be tailored for each individual site.

This immediately alerts would-be attackers that there is more than just a CCTV camera. A live, personal audio message (such as – "you in the red top - get out now, the police are on their way") is likely to be sufficient to deter most criminals.

CCTV alone is totally reactive and useful only after the fact. Live monitored CCTV takes protection to a whole new level.

Operators can give a live commentary to the emergency services so they know exactly what they are getting into, and can provide reassurance, instructions and advice to the lone worker on site.

Guardian Watchman is ideal for many environments where staff are vulnerable to threat, such as:

- ✓ people working alone or in small numbers – for instance in small workshops, shops, pharmacies, petrol stations, kiosks, off licences, bookmakers, bureau de change
- ✓ people working where the threat of aggression from the public is heightened eg medical centres, council access offices, transport centres
- ✓ people working separately from others - for instance in factories, warehouses or laboratories
- ✓ people working outside normal hours eg cleaners, special production, maintenance or repair staff

* Employers have a Duty of Care to protect lone and vulnerable workers under the provisions of the Corporate Manslaughter Act 2007, the Management of Health & Safety at Work Regulations 1999 and the Health & Safety at Work Act 1974.

For more details, visit www.clearimage.co.uk/Guardian



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Guardian WatchMan in Action – Leeds Primary Care Trust

Staff working in health centres and drug drop in clinics are particularly at risk of abuse and violence from patients / clients. With the potential for conflict high due to the nature of clinic users, Leeds PCT were looking for a robust but cost-effective solution to provide protection and support to on-site staff.

Clear Image's Guardian WatchMan fitted the brief perfectly, and was installed in two centres in the Leeds area. Combining sophisticated IP camera technology with two-way audio, live remote monitoring and instant response by a specially trained support team, the system gives staff at the medical centres the peace of mind of knowing there is always someone watching their back, and on-hand to provide immediate response.

At the first sign of trouble, staff simply activate their panic button. Specially trained operators at Clear Image's response centre can immediately **see and hear** what is going on and provide assistance or escalation as required.

Leeds PCT Security Manager, Dominic Mullan, says: *"Unlike traditional lone worker systems, Guardian WatchMan enables response centre staff to get the full picture. Having both sound and vision is massively advantageous in dealing with conflict situations. Our staff feel reassured that someone is there to help should a problem arise."*