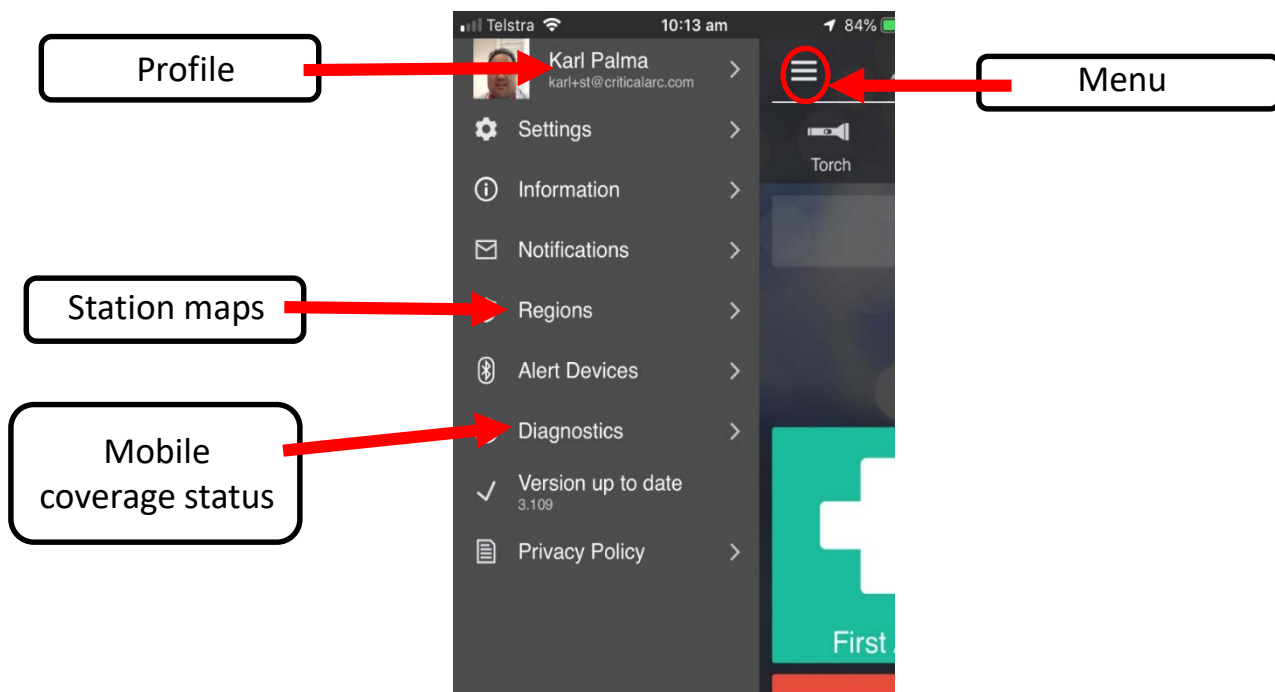
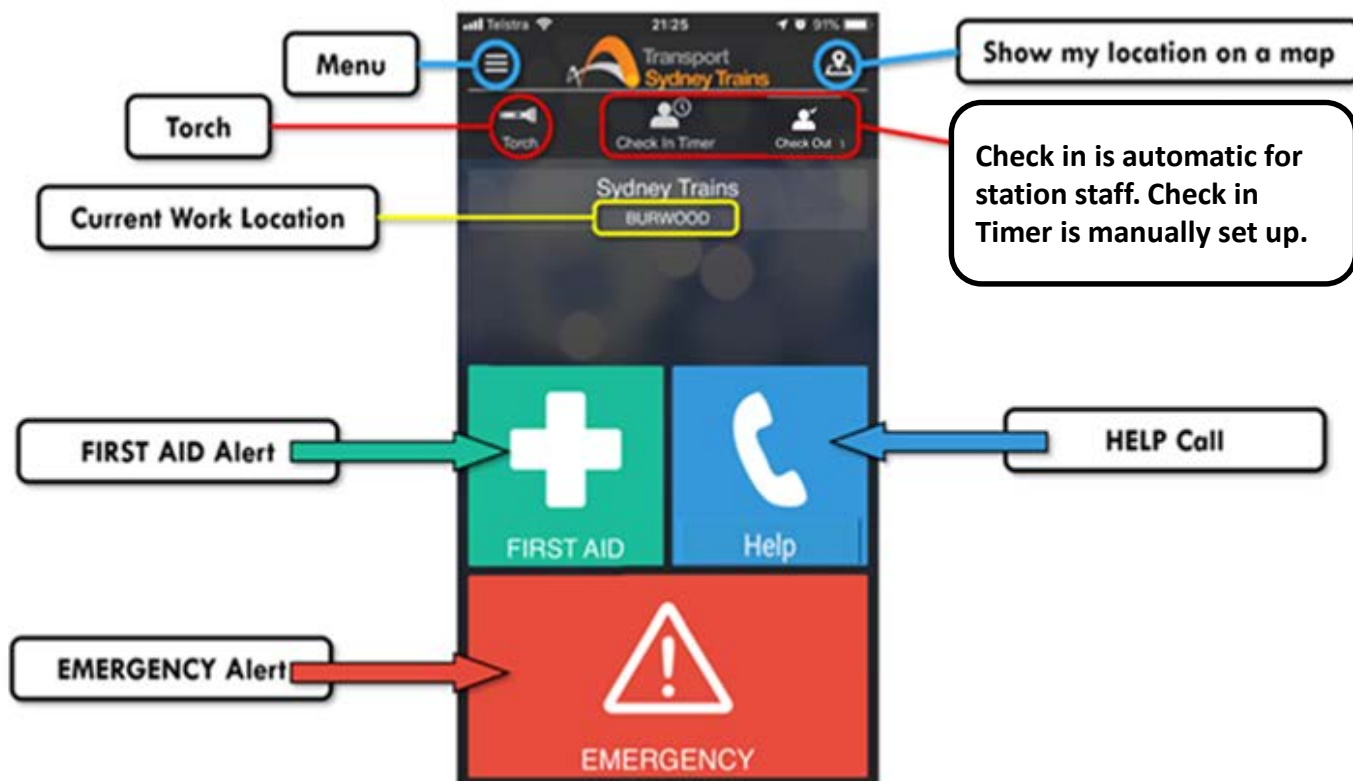


Duress Alarm - How to Guide

Using the SafeZone App – Station Staff

Navigating the SafeZone home screen



Duress Alarm - How to Guide

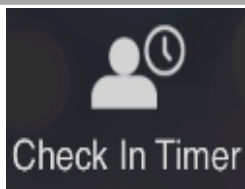
Using the SafeZone App – Station Staff



Automatic Check in and Out of SafeZone occurs as you enter and exit the Station. The tick indicates you're Checked In.



1. Press the "Help" button.
2. An alert will be sent to Security.
3. You will be automatically connected to Security.
4. Provide relevant information to the Security operator and wait for further instructions.
5. When the incident has been resolved, cancel the Alert.



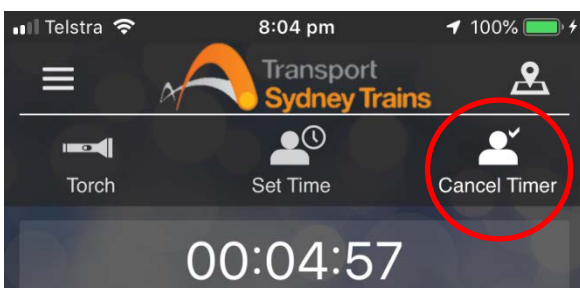
1. Press the "Check In Timer" icon.
2. Select a time period to complete the task.
3. Add a note on what you will be doing, include any concerns you have.
4. Confirm the time.
5. You will be prompted with a message that your alarm will sound/vibrate in 5 minutes. Press OK to continue.
6. An alert will be raised when the timer counts down to 00:00:00.
7. Security will contact you to ensure that you are OK. If you still require assistance, provide relevant information and wait for instructions.
8. To cancel a Check in Timer after it's been confirmed, tap on "Cancel Timer".



1. Press the "First Aid" button
2. An alert will be sent to Security
3. You will be prompted to Call Security, Message Security or Call 000.
4. Choose the appropriate option.
5. Provide other relevant information and wait for further instructions.
6. When the incident is resolved, cancel the Alert.



1. Press the "Emergency" button.
2. An alert will be sent to Security.
3. You will be prompted to Call 000, Security, or message Security.
4. Choose the appropriate option.
5. Provide relevant information and wait for instructions.
6. When the incident is resolved, cancel the Alert.



Duress Alarm - How to Guide

Using the SafeZone App – Station Staff

Continue to follow the SAFER approach when using SafeZone, our duress alarm.

Responding to Customer Initiated Violence

S

Step back

- Take a step back physically and physiologically.
- Keep a gap of at least two arm lengths.
- Maintain your personal safety, e.g. take refuge inside the cab. Take a step back physically and physiologically.

A

Assess the threat

- T** Do I feel Threatened?
- H** Am I Hidden?
- R** Am I at Risk?
- E** Is there an Escape route?
- A** Can I raise the Alarm?
- T** Am I working at a risky Time?

F

Find help

What level of help is needed?

- Use a duress alarm.
- If the situation is life threatening or time critical call the Police and the SCC.

E

Evaluate options

- Consider whether there is a safe way for you to de-escalate the situation or should you choose a way to take refuge and await help?

R

Respond

Choose the response that is most likely to:

- Maintain your personal safety and that of others.
- Make sure the appropriate level of assistance/support is obtained.
- Ensure immediate risks to others are communicated.

Always keep a safe distance and consider the safety of yourself, your colleagues and other customers at all times.

Do not attempt to confine or restrain offenders or persons of interest.