

WHITEPAPER

Far North District Council

PROTECTING YOUR TEAM REGARDLESS OF LOCATION OR CIRCUMSTANCES

Health and Safety is a huge consideration for most organisations. While it is a legal requirement to ensure the safety of any team members, most employers want to do more than simply tick the legal boxes.

They have a real concern for their staff and want to do everything they can to protect them. That is the case for the **Far North District Council**.

Knowing they had a number of lone, isolated and at-risk workers to protect, as well as a Fleet GPS solution to implement, they realised it was time to call in the experts!

The safety of every team member is important to a business, but lone workers have a unique set of requirements.



PROTECTING LONE WORKERS

The term 'Lone Worker' describes anyone that is required to perform employment tasks or duties by themselves or out of line of sight of others.

Ensuring they are protected in the workplace is anything but straightforward. With no colleagues or managers around, strict protection protocols must be in place. Far North District Council's Health and Safety Manager, Alastair Wiseman, pointed out that this is especially true for the Council's staff who are often working alone.

Due to their scope of work and location, there are varying levels of risk to mitigate. "We knew that we had staff out there working alone at different times of the day, and because of where the Far North District Council is situated, we knew that staff also had limited cell coverage."

With limited cell coverage and isolation to contend with, the Council needed a robust safety solution. They also required the implementation of GPS in their vehicle fleet. Because two specialist skillsets were required, they knew they would need to engage more than one provider.

After a period of internal consultation, research and review, the Council issued an RFP to market looking for a collaborative service offering that would meet their needs both around lone workers and vehicle telematics.

EROAD, and Direct Safety secured the contract after submitting and presenting a comprehensive collaborative solution that met the Council's needs. This included the supply and implementation of the relevant software and hardware, as well as training and support for a complete robust solution.



COVERING ALL THE BASES

The Council required a two-fold solution. GPS Fleet tracking and lone worker protection. The various lone workers all had different risk levels depending on their individual roles.

That is why taking advice on the choice of hardware was vital. Often, businesses make the assumption that a single piece of hardware will service each of the roles within an organisation. In an environment as diverse as the Council, this simply couldn't work.

In the end, the chosen solution included a range of five different devices that matched the risk and requirement of the different roles within the Council; the implementation of hardware and training was a two phase risk-based approach. All of the devices are connected to a centralised, intuitive platform that allowed visibility of worker location and alert information.

"We chose a mix of devices that talk to the same mapping platform and are monitored by Direct Safety. This is great for our team leaders and managers, because regardless of the device type that the worker is using, their alert and location information is seen on the same map, and any alarm is handled in the same way by the monitoring operators."

By combining the safety expertise of Direct Safety and the telematics solution from EROAD, the council had all of their needs met... and their team protected!

"Staff feel safer knowing that if they work in areas with no cell cover, they can communicate and raise an alarm if needed; for staff in cell cover, they now have an instant line of communication to 24/7 operators who will handle their needs immediately".

COLLABORATIVE SOLUTION

The solution by Direct Safety and EROAD is effective because it ensures worker safety on a number of levels. Firstly, it allows the Council to have visibility at all hours of the day or night. It means they have location data and the ability to locate a staff member in an emergency.

Secondly, the EROAD system encourages safer driver behaviour. The system records full driver analytics - everything from speed to harsh acceleration and breaking, cornering and managing driving time limits.

A study has shown that EROAD client's have 38% fewer speeding events with this driving system. So, the lone workers at the Council are clearly in safe hands with this collaborative solution!



NOT JUST AN INSTALLATION

You can have the greatest solution in the world, but if no one knows how to use it, then it will never be effective! Which is why Direct Safety and EROAD worked closely with the Council's H&S Manager on all of the project deliverables.

That meant the supply, setup and installation of all devices, as well as comprehensive training for drivers and device users to ensure they were comfortable with using the new equipment.

THE END RESULT?

Safer teams! The successful implementation by Direct Safety and EROAD has resulted in an increased culture of safety at the Far North Council. Safer workers are happier and more productive workers, it's a win-win.

If you would like to know more about implementing an effective safety solution for your team, then reach out to us here at Direct Safety today!

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