

Working alone can be dangerous

If a person works outside the visual area, the employer must ensure that assistance is provided at all times in the event of an accident. ELARA Engineering AG advises customers in the preparation of functional specifications. Together with ELARA, New Voice implemented the lone worker protection solution for the wastewater treatment plant project in Richterswil. Markus Schwyn, CEO of ELARA, explains how this occurred.

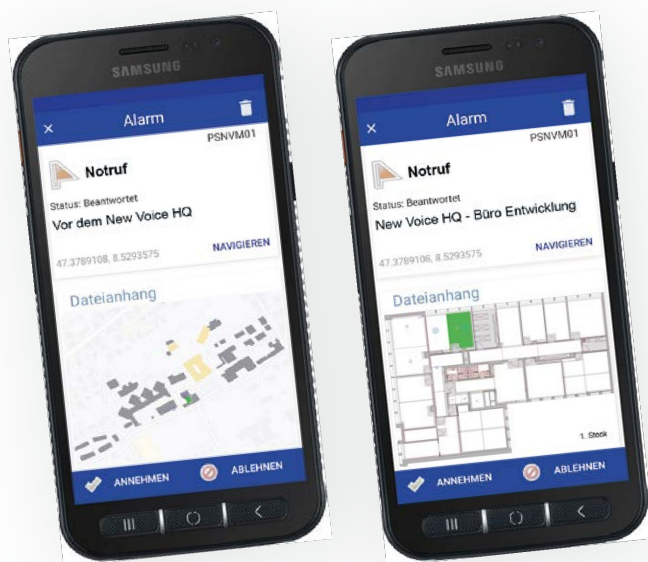
Mr. Schwyn, how do you implement lone worker protection in ELARA's role?

If, for example, there is a single demand for lone worker protection at a wastewater treatment plant, we advise the customer in with the legal basis. The assessment starts with specifications, for example by evaluating available solutions and technologies. Outdoors, the location of a person is usually sent via GSM, in indoor areas via WLAN in connection with the installed access points. For very high demands in the field of precision, we also use Bluetooth beacon technology. On this basis, we draw up a cost plan and, after receiving the order, take over the project management, detailed planning, purchase of necessary products and coordination of installations until turnkey acceptance. Thanks to our extensive experience in the field of lone worker protection, we collaborate with the international company New Voice (Schweiz) AG from Zurich. In our project in Richterswil, the entire wastewater treatment plant was equipped with WiFi infrastructure at all levels. In outdoor areas, monitoring is carried out on the basis of the mobile network in conjunction with GPS positioning.

How does New Voice's MobiCall work?

The system works with normal Android smartphones, which are suitable for lone worker protection. This means that a call for help can be made at any time via the alarm app at the touch of a button. And of course, also in standby mode of the phone. The app also supports voluntary alarm in cases where no button can be pressed by hand (position and motion alarm). Sometimes this function is also called dead man switch. We ensure that sufficient WLAN access points and/or beacons are available everywhere so that we can determine where the employee is located during the emergency call. Accessibility must be guaranteed at all times.

**New Voice's
MobiCall
positioning
solution
Works both
indoors and
outdoors.**



After what levels of escalation is a personal emergency call triggered?

If a personal emergency call is triggered, people stored as contacts (depending on the day/night) immediately receive the detailed information of the alarm. Notifiers receive all necessary information, including location information, via the MobiCall application as a push notification. This is based on the most powerful WiFi or GPS access point. GPS activates the display directly on the PC screen or in the application where the employee is at the time of triggering. If the alarm is not recognized, the contractual partner usually determines to which employees the emergency call alarm is transmitted. As a last resort, a 24-hour staffed operations centre is notified of the personal emergency call. In the MobiCall application, all conceivable scenarios can be flexibly defined via different alarm processes, including escalation levels.

What do you particularly like about your partnership with New Voice?

New Voice is very reliable, reacts very quickly and flexibly to special solutions and also ensures that everything works. It is simply a matter of implementing what is required. Partner satisfaction is therefore very important. Not all customers have the same requirements for protecting a single workplace. However, the MobiCall application is so flexible that solutions can be implemented independently of existing or future infrastructures.

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