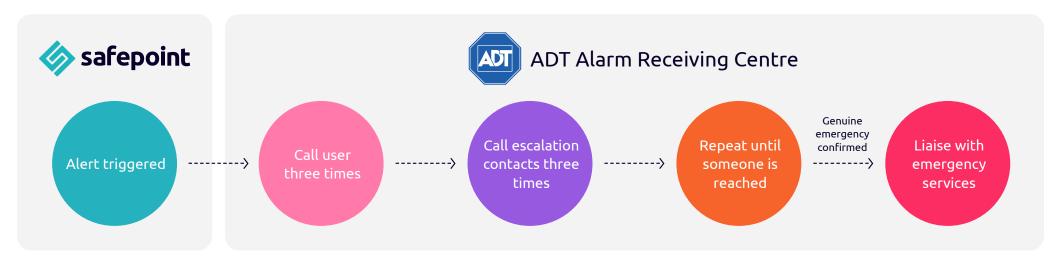




# What happens if a Safepoint alarm is triggered?



## Alert triggered

When an alert is triggered via the Safepoint app or wearable device it is sent to ADT's fully-accredited, 24/7 Alarm Receiving Centre (ARC).

## Call user

Within seconds\*\* of an alert being triggered, ADT will first attempt to contact the worker who triggered the alert.

## **Escalation contacts**

If the worker cannot be contacted, ADT will work their way through the team's Escalation Contacts list until someone has acknowledged the alert.

## Repeat cycle

Once ADT has tried to call the user and every escalation contact in turn, they will repeat the process until they get through\*.

# **Emergency services**

Upon receipt of confirmation of a genuine emergency, ADT will liaise with the emergency services via a prioritised phone line.

## Types of alert

**Manual alert** –triggered by tapping a button on the app or wearable device

**Time-out alert** –triggered automatically when a user fails to "check in" as safe before their task runs out (via the app).

**Fall detection (man-down)** –triggered when the wearable device detects the user has taken a serious fall.

## Faster Emergency services response times

ADT operates a fully accredited Category 1 Alarm Receiving Centre. As such, it has special access to the emergency services via a Unique Reference Number (URN).

This means that users of Safepoint and ADT's lone working package will receive the fastest possible response in the case of an emergency.

\*ADT will persistently try to contact the alerted user and their escalation contacts for a maximum of 30 minutes.

\*\*On average, Safepoint & ADT will respond to an alert in less than ten seconds.