safepoint | ADT — What happens if a Safepoint alarm is triggered?

safepoint

Alert triggered

ADT Alarm Receiving Centre

| Alert triggered | → | Call user three times | → | Call escalation contacts three times | → | Repeat until someone is reached | Genuine emergency confirmed → | Liaise with emergency services |

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.