

# Lone Worker Welfare Checks

Lone workers might encounter threatening or accidental events at any point during their shift. Any lone worker operational system should have the ability to monitor their safety. Examples include night guards, medical and other staff who may be working alone for long periods of time.

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## Check in and check out

The arrival and departure from the shift is a pre-requisite for welfare checks. You can decide on businesses rules that only check welfare during the worker's shift. Once they have left site, the employer responsibility may end unless there are special circumstances where workers need to be tracked on arrival and departure for their own safety. There are certain types of work where staff are threatened before and after their shift and employers are putting plans in place to deal with this. AXLR8 technology can help

## Safe Approach and Departure Journey tracking

AXLR8 provide systems for guards to update their geolocation before arrival as this may affect safety during shift changes or simply allow other resources to be managed.

### [Tracking Site Approach with AXLR8 Staff App - AXLR8 Field Staffing Systems](#)

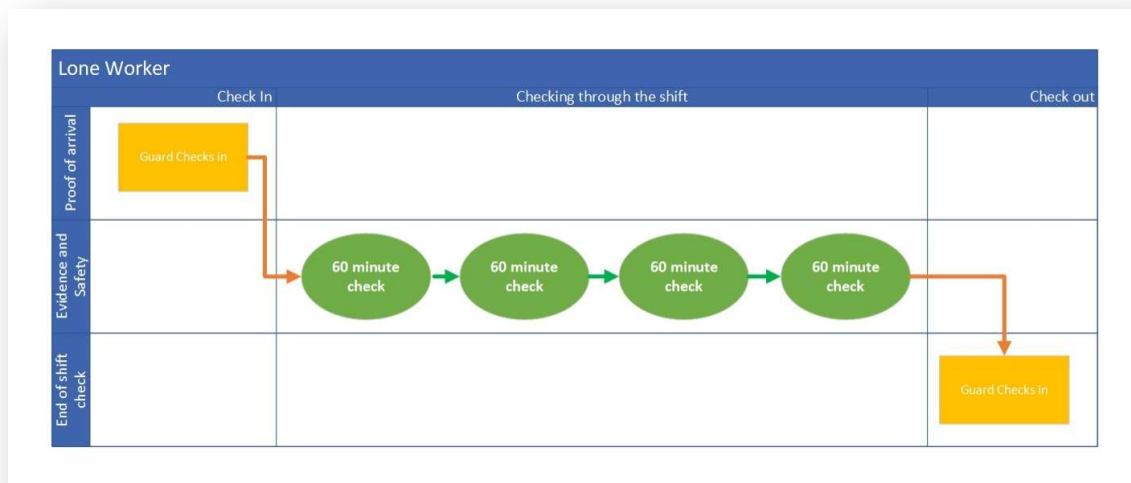
These are sold as configurable extra options. Please talk to your AXLR8 consultant about them if your staff are at risk on the way to work or on the way home. At AXLR8 we often use the acronym TTFS Travel to and from shift. The original back ground was for interpreters to be tracked as they approached work. That way, a court or business manager could arrange case, trial or meeting timings and resources efficiently. However, we have started to see security staff being threatened outside their shift times recently and reacted by providing this as a configurable optional extra for those clients who require it.

## Hourly Welfare Check ups

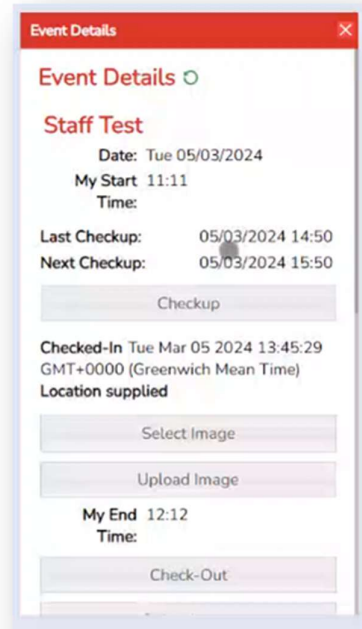
During the shift, the worker will see the prompt to provide a welfare check up on the AXLR8 Staff App which runs on all smart phones running iOS or Android. This can take many forms. Your management team will be able to set up the number of minutes in between check ups e.g. 30 minutes or 15 minutes or one hour.

It will normally be fully automated with reminders using AXLR8 push messaging to the app. The method dictates that the guard takes a self-portrait and it is automatically uploaded with a time and location.

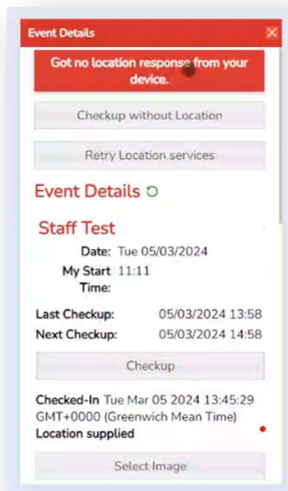
The system detects and prevents the same picture being uploaded twice. This stops workers uploading the same picture every hour. The geolocation of the phone is also sent up to our system. If the phone allows the geolocation of the picture to be sent in EXIF data then this is also recorded.



*This is what the Guard sees on their mobile. The guard can click the check up button and register that they are safe. The geolocation is also recorded. Proof of position can also be reinforced by the taking a self-portrait. The system prevents the same picture being uploaded repeatedly. They must take a real time photo. This photo will also contain location data although some smart phones may restrict its transfer.*



*If there is no geolocation service available, they can still send a welfare check (subject to signal).*



It does not have to be automated and optionally, AXLR8 can help you configure send regular or random notifications via text or push messaging to the worker in order to ask them to undertake other proof of safety tasks. This could be, for example, a question answer or timed photo upload.

## Optional Alert System

Some agencies may choose not to employ a Control Room. Instead, the business management team share the responsibility for handling alerts. A set of alerts may be set up subject to configuration and SMS costs.

Here is a typical example for a small company with no Control Room but where the business principles wish to check safety (and presence on site) all night.

- Worker must make a Welfare Check Up every hour.
- If not made after 2 minutes of the time 60 minutes as passed (i.e. 62 minutes after the check in or last Welfare Check Up), then an alert goes to the worker's phone.
- If no welfare check is performed by 64 minutes then a text message "alerts" the manager on duty. The escalation procedure then varies depending on the site, contract and business rules.

This method can work with button clicks on the app or by sweeping AXLR8 Checkpoints around the site.

## Panic alarms and calls to emergency services

Please be aware we do not cover emergency services links. If there is an urgent safety risk, your lone workers have robust access to 999 for emergencies. Also, perhaps also specialist body worn hardware should be purchased for high-risk assignments.

## In-Shift Geo-Tracking

Likewise, the geo-tracking during the shifts can be provided for your lone workers for guard tours and work around larger sites. Guard Journey tracking can be accomplished both by mobile device and by using swipes on AXLR8 Checkpoints around sites. Likewise other travelling workers.

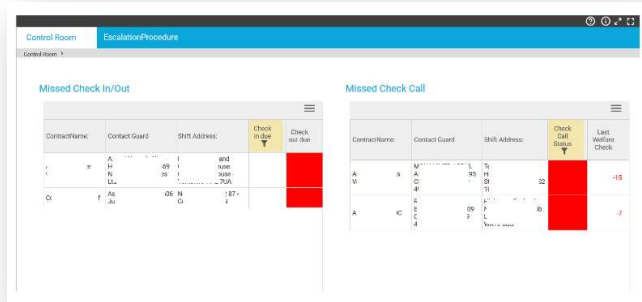
## Incident Reporting

Any form of incident reports may be customised using AXLR8 Questionnaire builder. Staff can also perform surveys, data collection safety checks, stock audits, fire equipment reports and other information gathering to raise your revenue per shift.

## Control Room Screens

In the Control Room, AXLR8 Control Room Screens show the information required to monitor exceptions (late check ins, early checkouts missed welfare checks) on constantly real time screens

Control Room screen shows red for potential problems but the manager will be able to drill down into details for any one of thousands of workers if required.



Managers can then drill down into details from Welfare check times photos and distances to emergency contact details, phone numbers of guards and managers of direct staff and subcontractor representatives.

Checkup date	Checkup distance	Checkup Image
21/01/2025 20:28	0.14	
21/01/2025 21:04	0.14	
21/01/2025 21:59	0.14	
21/01/2025 23:01	0.15	

## Administering Shift Check ups

You can administer which shifts need Welfare Check ups. For example, security guards may be amongst many co workers during the day.

Details	Roles	Custom Fields	Memo Fields	Attending Employees
Contract	Brewery Guarding			
Shift Name:	After Dark Door and stockroom			
Shift Type:	Standard retail guarding (Guarding)			
Session Status:	Confirmed			
Venue:	<input checked="" type="checkbox"/>	Lower Wokingham Road	<input type="button" value="Choose Venue"/>	
Session Address:	<input checked="" type="checkbox"/>	Oakdale - Crowthorne	Postcode:	RG456BX
Speaker:	<input type="checkbox"/>			
Start Date / Time:		23/04/2024	15:00	<input type="checkbox"/> Time To be Confirmed?
End Date / Time	<input type="checkbox"/>	23/04/2024	18:00	
Hours:	<input type="checkbox"/>	3	Mins:	<input type="checkbox"/> 0
Setup Hours	<input type="checkbox"/>	0	Setup Minutes	<input type="checkbox"/> 0
Session Thread:	<input type="checkbox"/>	0	<input checked="" type="checkbox"/> Check in/out	
Private Session:	<input checked="" type="checkbox"/>			<input type="checkbox"/> Checkup
UI Display Colour		<input type="button" value="Choose"/>	<input type="checkbox"/> Ignore booking clashes?	
Session Rate		0 per hour	0 per day	<input type="checkbox"/> Use Session Rate
Staff Required		4	Staff Assigned: 1 (Qualifications set: 0)	
Other Staff		Staff on Waiting List: 0	Staff on Provisional List: 0	
Specials		Showcased <input type="checkbox"/>	Scroller <input type="checkbox"/>	

However, during evening and weekend work on the same site, the guards may be working alone.

24/02/2024	11:30	<input type="checkbox"/> Time To be Confirmed?
24/02/2024	14:30	
3	Mins:	<input type="checkbox"/> 0
0	Setup Minutes	<input type="checkbox"/> 0
0		<input checked="" type="checkbox"/> Check in/out
<input type="checkbox"/>		<input checked="" type="checkbox"/> Checkup

You can see that simple shift controls allow you to set up Check in and Check out and Welfare Check ups as you wish on any shift for any of your contracts. That way your workers only do the necessary Check calls and it saves Control Room bandwidth and time as well.

## Management Reporting

Many reports are available with the standard system. However, every client has different business requirements. AXLR8's advanced reporting tools can be used to create reports bespoke to your business or for a client or even a specific contractual need.

Most importantly, reports can bring back data when you need it for:

- Management information and KPIs
- Insurance claims and other damage limitation
- analysing those left of field client questions and
- the occasional surprise event that happens on site from time to time.