

# SafeZone at Exeter



## What is SafeZone?

SafeZone is the leading safety, security and emergency management solution operational in over thirty Universities across the UK, including members of the Russell Group. It strengthens the capacity of our safety and security team (Estate Patrol) enabling them to respond to incidents, fulfil duty of care and mitigate risks, thus maintaining a safe environment for both students and staff.

SafeZone includes lone worker safety management solution, enabling us to enhance the protection of colleagues working alone or in high-risk areas.

## Why are we using it?

Lone working has been identified as one of the top health and safety risks for University staff. Therefore, the University has invested in this sector-leading technology to support its lone worker policy.

## How it Works

Once you have completed the registration processes, if you are lone working you need to log into the app and use the Check In Timer to tell the system when you intend to leave the building. Please note that you are NOT visible on the system unless you call for help or do not log out at your predetermined time.

Should a lone worker not check out at their predetermined time a series of alert escalations will occur. These are as follows:

1. Notification by the application that the end of the lone worker session is approaching and reminding you to log out before you leave the building.
2. An alert will occur in the Estate Patrol office if you do not log out at the time you set. (Please note you can extend your time at any point). Estate Patrol will then try to make contact with you by phoning you to check on your wellbeing.
3. Ultimately if you cannot be reached by phone, Estate Patrol will be dispatched to check on your welfare.
4. Please note that if you leave the zone that you checked into earlier than anticipated without checking out, the system will automatically check you out.

## How do I get it?

Go to [www.safezoneapp.com](http://www.safezoneapp.com) and follow the instructions for your device. You will need to register with your University of Exeter email address and review the permissions for the app to be aware of your **location**, your **motion** and to use **Bluetooth**. You should also **allow push notifications**, so that the University can send emergency warnings and communicate with you if you raise an alert.

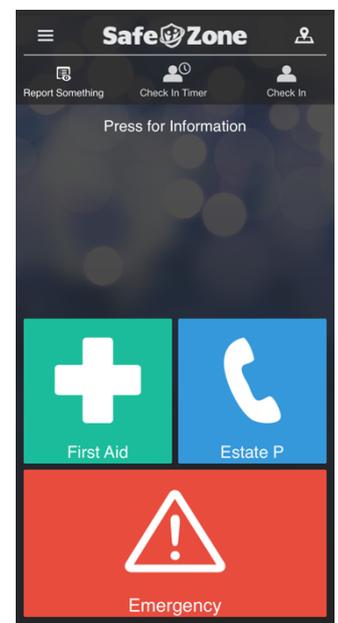
## Do I need to Check In whenever I arrive for work?

No – The Check In Timer system should only be used if you are working alone or are in a high-risk area.

Please note, SafeZone is not part of a Track and Trace system at Exeter, nor is it a way of monitoring who is on campus.

## Can I use the Report Something button to request general maintenance?

No – Please use the existing **Fix It** form on the Campus Services website. The SafeZone app should only be used to report urgent security issues (e.g. external door does not lock correctly). All reports are submitted to Estate Patrol.



## I have privacy concerns – how is my location data being used?

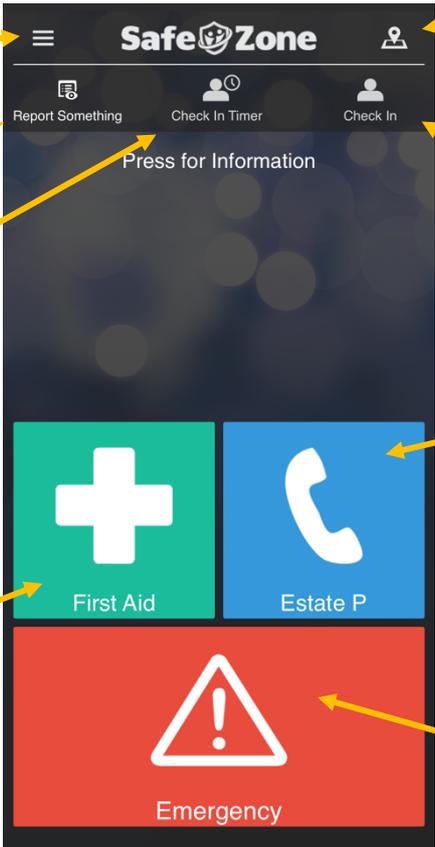
The SafeZone app only shares your location with Estate Patrol when you press one of the three alert buttons (Emergency, First Aid, Help), or fail to check-out on time. Even then, your location is only ever shared with professional responders. Your right to privacy is always respected. You can cancel any alert or check-out at any time. Please note, your location is only available to Estate Patrol when you are on campus (in one of the University designated zones). If you press an alert button off campus, you will be directed to the emergency services, and the app will confirm your exact location, so you can tell them.

## Where can I find more information about the app?

The SafeZone website has further detailed information regarding how the app works and how to use it.

<https://www.safezoneapp.com/>

## SafeZone Overview



The screenshot shows the SafeZone app interface. At the top, there is a menu icon (three horizontal lines) on the left and a user profile icon on the right. Below the menu icon, there are three buttons: 'Report Something', 'Check In Timer', and 'Check In'. The main area of the app has a dark background with the text 'Press for Information'. Below this, there are three large buttons: a green button with a white cross icon labeled 'First Aid', a blue button with a white telephone handset icon labeled 'Estate P', and a red button with a white warning triangle icon labeled 'Emergency'.

**Menu:** User Profile settings and other features

**Report Something:** Send information to Estate Patrol about an urgent issue.

**Check-In Timer**  
If you are working alone, use this function to alert Estate Patrol that you are still on campus if you should have left. You can extend the timer at any point and your location is not tracked unless you exceed the timer, or press another alert button.

**First Aid**  
Alert Estate Patrol to a need for minor medical attention and your location. They will contact the nearest First Aider.

**Show location**  
View your current location on mapping software on your phone

**Check In**  
If you are working alone or in a high risk area. Pressing here will share your location with Estate Patrol. You will be automatically logged out when you leave the area.

**Call Estate Patrol**  
Non-emergency general help. After receiving the alert, Estate Patrol will phone you to find out what help you need and if necessary, come to your location.

**Emergency**  
Call the emergency services (999) and send an alert to Estate Patrol.