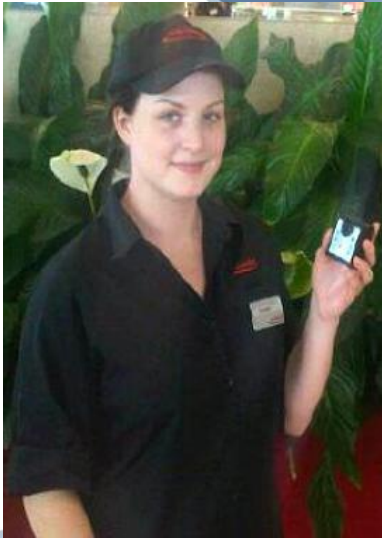


## Case Study – Roadchef



# Skyguard is like having your own personal guardian...



It's late, and you're working alone in a retail outlet on a motorway service area. Suddenly, a customer starts behaving strangely – even threateningly.

Though thankfully rare, situations of this type are not unknown for employees of Roadchef, one of the UK's most successful motorway service area operators. Roadchef employees are, however, never truly alone. Help and reassurance is just a button push away, thanks to the Skyguard personal safety devices carried by all of the company's lone workers.

Roadchef started using the Skyguard devices more than two years ago to provide the best possible protection for its employees, and to help it meet its duty of care in relation to the Corporate Manslaughter Act and other legislation. The company has had excellent results from the outset and has recently upgraded to the new GEMshield devices. It is finding that these, with their single-button alarm actuation, enhanced performance in poor signal areas and neat compact design, are even more convenient to use.

The Skyguard service has repeatedly proved its worth for Roadchef. At Watford Gap services, for example, a drunken football fan decided to destroy fixtures and fittings in one of the site's retail outlets. The Roadchef employee managing the store immediately used her Skyguard personal safety device to raise the alarm. The Skyguard operator contacted the police and used the device's audio channel to reassure the manager until they arrived. It wasn't a long wait – the police were on the scene in a little over two minutes and the miscreant was arrested.

"Our employees say having a Skyguard device is just like having your own personal guardian," said Mike Heaton, Roadchef's Director of Loss Prevention & Security, "and it makes them much more confident and comfortable when they are working on their own."

"As a company, we're also very happy with the Skyguard service. The operators at the dedicated Incident Management Centre are adept at handling even the most challenging situations and, when police intervention is needed, the response times are exceptionally good. We would unreservedly recommend Skyguard not just to other retailers, but to any organisation with lone workers."

*“ Our employees say having a Skyguard device is just like having your own personal guardian, and it makes them much more confident and comfortable when they are working on their own. ”*

**MIKE HEATON**  
ROADCHEF'S DIRECTOR OF  
LOSS PREVENTION AND SECURITY



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