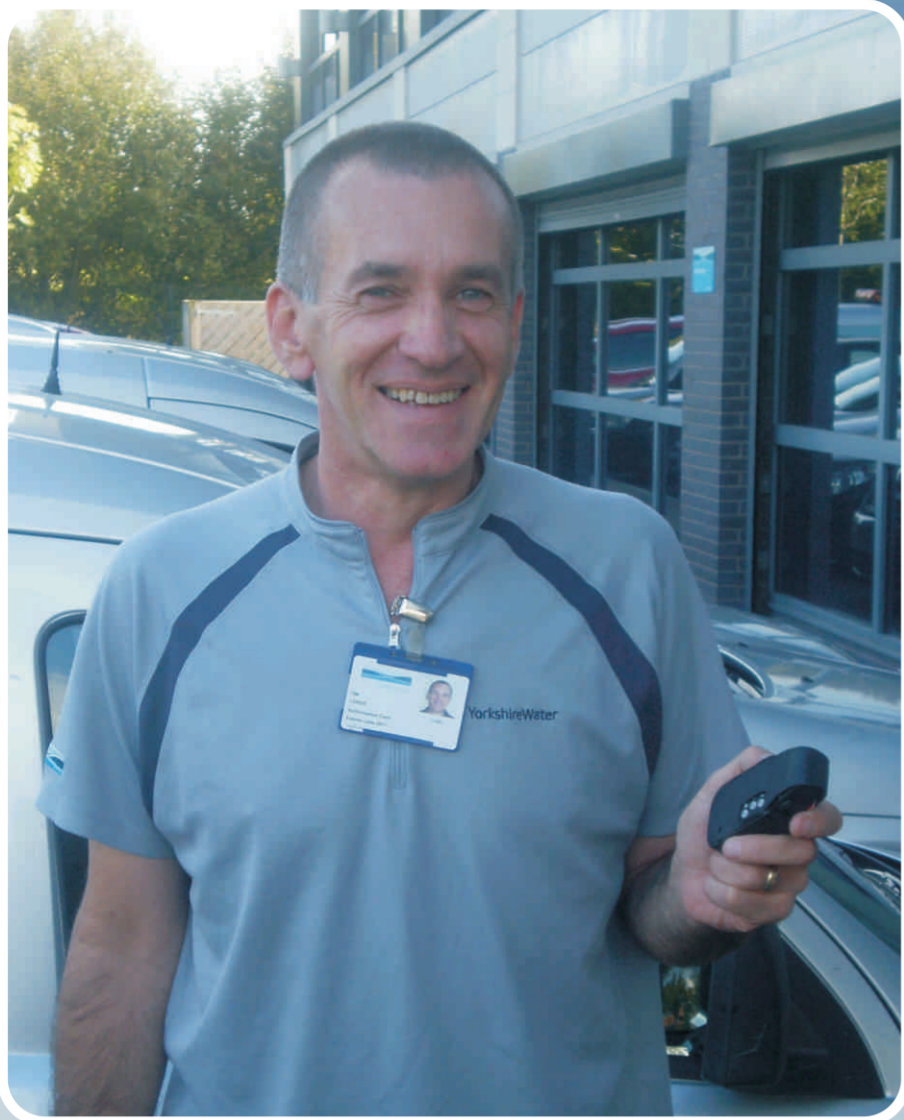


Case Study - Yorkshire Water



Almost anywhere, at any time, Skyguard can provide an essential lifeline...

Many employees spend some or all of their working day alone. Tim Loker is one of them. Tim is a Metered Customer Service Advisor with Yorkshire Water. His job can involve driving to Yorkshire Water customers on his own, in quite remote areas.

Whilst going about his duties one day Tim was followed, and then chased by, another vehicle. Whilst this may at first sound innocuous, put yourself in Tim's shoes. It quickly turned into a very unsettling experience, and it was only the ability to call for help that gave Tim the reassurance he needed. Our service gave him that ability.

At the start of the pursuit, Tim activated his Skyguard personal safety device alarm. Though he was moving through changing terrain, the device connected him to dedicated lone worker controllers at Skyguard's 24/7 incident management centre immediately. Skyguard staff contacted the police straight away, and whilst relaying information to them, the controllers reassured Tim continually until help arrived.

When Tim alerted us to his situation, we knew who he was and where, immediately. That means we saved a lot of time that was then used to summon the right sort of help: whilst we have access to all the emergency services and our own National Response Service, in this situation, it was clear to us that the police were required.

Lone workers encounter many different and sometimes difficult situations. Tim's experience shows how our service can help people like him (and many others in very different circumstances) to deal with such scenarios, and emerge unscathed.

It was never clear why Tim's van was targeted; but for him, just as it would be for all of us, it proved to be a traumatic experience. We were there to help.

It went from being a difficult situation in which I was on my own, to being a difficult situation where someone was with me, talking me through what was happening and informing me that the police would be with me in a few minutes.

TIM LOKER
METER CUSTOMER SERVICE ADVISOR
YORKSHIRE WATER



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