



## People Safe 'Standard Mobile' Instructions

### What is People Safe Standard Mobile?

People Safe is a company that provides lone worker safety solutions and devices. Hashtag Clean use them to help ensure the safety and wellbeing of our operatives that lone work. Standard Mobile is a clocking in and out system for lone workers that uses your mobile phone.

Save the below numbers in your phone:

People Safe Activity Line – 02890 737 460 – This is for clocking in and clocking out

People Safe Incident Line – 02890 767 461 – This is for cases of an emergency

People Safe Pin – save the pin number in the phone contacts under People Safe Pin

*Where possible these should be set to a speed dial number so that they can be called quickly if needed. Instructions for how to set a speed dial will vary from phone to phone and you should look on Google for these*

**This system will only work with your mobile number, if you change your number then you need to notify us straight away so that we can update the system so that you can continue to use the system**

### Clock into a shift

1. Call People Safe Activity line
2. Listen to the automated service and follow the prompts
3. Key in your 4-digit pin number
4. Leave clear details of what you are doing when prompted, for example: 'I am going to be cleaning the Smiths Manufacturing office in Haywards Heath for around 2 hours'
5. Once you have left the message the system will ask you to key in the number of minutes you expect to be cleaning, for example for 2 hours you would key in 120
6. Once you have entered the minutes the system will acknowledge this has been logged, once it has done this you can then hang up

*Tips for clocking in: if you are in an area with poor mobile coverage then state this when you leave details of what you are doing*

### Clocking out of a shift / adding on more time if you need to

1. Call the People Safe Activity Line
2. Enter your pin when asked
3. If you want to END your shift then you press # the system will then acknowledge
4. If you want to add extra time then press \* you will then be prompted to enter the duration of minutes



### **What happens if you don't call the system to clock out?**

1. The automated People Safe system will call you five minutes after the scheduled finish time
2. Pick up the call to either end the shift (if you have finished) or add extra time
3. If you do not answer the call then People Safe will call a 2<sup>nd</sup> time after another 5 minutes.
4. If you do not answer this call 2<sup>nd</sup> call then the People Safe system will trigger an alert. This will then be passed to a person in a 24 hour control centre who will try and call you to make sure you are safe. If the person cannot get hold of you then they will call Hashtag Clean personnel who will then continue to try and contact you.
5. In the event that the above happens you should contact your manager to confirm that you are safe and not the People Safe Activity line as once the alert is triggered it will automatically clock you out / close the shift on the automated system as it has been passed to an actual person in the 24 hour response centre.

### **Tips for using the system**

- Be proactive – if you finish a shift early then call to clock out. Don't wait for the system to call you.
- Be as precise with the cleaning duration times as possible
- It is important when you are recording the message detailing what you are doing that you give the name of the office you are cleaning and the full address. People Safe would usually have this information on their system but it is important that you record what site you are cleaning just in case they don't have the information or if you are an operative that cleans multiple sites.
- Ensure you always have enough mobile phone battery for the duration of your shift and that your phone can make outgoing calls to be able to clock in.

### **What to do in an emergency?**

- If you need urgent emergency help then you should either call 999 or the People Safe Incident Line depending on the situation.
- When you call the People Safe incident line it will start recording the call as soon as it connects. You will be put straight through to a person in the 24 Hour control centre.

**If you have any problems with the system you can either speak to your manager or you can call the People Safe help desk on 0844 257 0317**

**If you are a lone worker and you have been instructed to use this system then it is vital that you do so.**

**Failure to use this system would result in disciplinary action being taken.**

**We can view logs of all staff clocking in and out of the system and these will be monitored to make sure that all staff are using the system**