Ensuring lone workers are never alone

Four recommendations for developing an emergency response team.

Quickly responding to workplace accidents is always a challenge. It's especially difficult when the incident involves a lone worker - particularly one located in a large or difficult-to-navigate facility. But the following tips show how today's on-site wireless communication solutions mean lone workers always have help at hand.

Recommendation #1

Continual lone worker monitoring

"How do I know where a lone worker is located?" This is a simple but fundamental question for a rapid response to an accident. Regular monitoring involves following an isolated worker from throughout his or her shift. It depends on the continual availability of personnel dedicated to this task - such as a supervisor or a monitoring station. To be effective, monitoring must provide help to accurately locate the employee, and enable periodic contact with that employee with the monitoring station.

Recommendation #2

Personnel trained in response procedures and equipment

From implementing lone worker alerts to deploying other technical devices, lone workers and supervisors must be trained in the organization's protocols and guidelines. To ensure the monitoring of lone workers, the monitoring station must be capable of:

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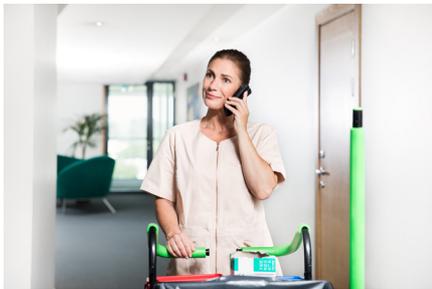
- Detecting abnormal situations

- Receiving alerts emitted by a lone worker's device

- Determining the real status of an emergency situation by making contact - responders should be able to quickly identify false alarms

- Assisting emergency services by providing accurate locations

- Ensuring that the employee is reached by the emergency services.

Recommendation #3

A reliable alarm procedure
A reliable alarm procedure makes it possible to transmit the information necessary for the effective organization of assistance and rapid response to the victim. In the case of radio-transmitted alarms, communication networks should be checked before each shift.

The alarm can be issued by: the lone worker, an employee discovering the victim, a supervisor (following a lack of response from the lone worker), or an automatic device. In addition to these different alerts, the procedure must be simple and easily applicable.

Recommendation #4

The information to be transmitted
The alert message for the attention of external emergency services (paramedics, firefighters, etc.) must include as a minimum:

- The identity of the caller and the telephone number

- The precise location of the lone worker in distress (address, GPS coordinates) as well as any access difficulties

- The victim's status (if known) and any first-aid actions undertaken (lateral safety position, CPR, etc.)

- Potential risks associated with the situation: chemicals, electrical risk, etc.

Every second counts when responding to accidents. Quickly locating a lone worker in distress can dramatically shorten response times, which can contribute to better outcomes. Ascom workplace safety solutions are deployed using the latest technologies (BF, IR, DECT localization, Wi-Fi) for accurate location of mobile devices in demanding environments such as industrial facilities, power plants, secure establishments. **Contact us.**