Personal Duress and Safety Alarms and Monitoring

Syndicated Panel Contract

Buyers Guide

February 2017

Table of Contents

Introduction

This guide provides agencies with the information required to use the Open Syndicated Contract for Personal Duress and Safety Alarms and Monitoring.

It relates to the purchase of Personal Duress and Safety Alarm devices and Monitoring services that will mitigate as far as practicable, the risk of harm to agency workers while carrying out agency business off site and making it possible to identify exactly where staff are located in the event that assistance is required.

Accident Compensation Corporation (ACC) as the lead agency has established a panel of providers for the provision of a variety of duress alarms linked to a monitoring solution.

Open syndicated contracts include a Common Use Provision (CUP) clause within the contract, to allow other agencies to contract with the supplier(s) on the same terms as the lead agency. They are voluntary and free to join (i.e. no administration fee is applicable)

Background – Panel and Contract at a glance

In Scope Services

The Services in scope for Offsite Safety Services are shown below;

- Personal mobile duress alarm solutions for use by agency workers carrying out business off site (may be a separate device or an app on a phone).
- The alarm needs to also cater for staff travelling to or from off site locations or between agency premises, using a range of underlying technology, potentially including mobile, GPS, or radio.
- The alarm is to provide coverage at any geographical location in New Zealand.
- A monitoring service to field alarm activations and take the necessary steps to initiate an emergency response, or optionally the ability for agencies to self monitor.
- Assistance to implement the solution, integrate it to other IT systems
- Provision of training on the equipment, either to end users or on a train the trainer basis.
- The ability for agencies to select more than one solution to meet their needs.
- The ability for agencies to conduct low volume trials prior to committing to volume purchase.

Out of Scope Services

- Personal safety solutions applicable to agency workers whilst on agency premises.
- Call service when working late on an agency site

Alarm Types available:

- Mobile phone app
- Stand alone devices
- Vehicle based

The devices operate on a mix of both the Cellular and Satellite networks and range from small discreet, stand alone devices through to hard wired in-vehicle devices with small pendants carried by the user.

There are options to purchase outright or rent to own the devices. Monitoring services can be purchased with the alarm solution or if an agency has their own existing monitoring service they may be able to continue to use this if compatible.

Most of the providers are happy for agencies to run a brief trial with a small number of devices.

The Panel

Provider	Stand alone Cellular	Stand alone Satellite	Mobile phone APP	Vehicle based **	Monitoring ***	Notes
ADT Security			✓		ADT Security	FindU phone App
Directt Ltd	✓	✓		✓	St John	Loner Bridge is a portable cellular and satellite unit that can be carried in a bag, fixed to or moved from vehicles, taken in taxi's etc switches between cellular and satellite coverage
Red Wolf Security			✓	✓	Red Wolf	Range of cellular and satellite devices
Smartrak Ltd	✓	✓		✓	ADT Security Global Security Armour	Range of cellular and satellite devices

					guard Security	
Tracecare Ltd	✓				St John Monitor NZ Ltd	Discreet cellular device
NZ Loneworker Solutions	✓				NZ Loneworker Solutions	Discreet Identicomm device that looks like an ID card you wear on a lanyard

** The Smartrak and Red Wolf vehicle based devices are hard wired and come with a pendant the staff member can activate when in line of sight range of the vehicle

*** All of the providers with the exception of Red Wolf offer the flexibility for the devices to be self monitored or monitored by a monitoring company. Agencies that already have an established monitoring company may choose to continue using them.

Contract Term

Commencement – February 2017
Initial term end date – February 2020
Renewals – two rights of renewal of two years each i.e. to February 2024

The panel will provide participating agencies (under this syndicated agreement) with efficient access to quality services. While needs and demands will differ from agency to agency, the syndicated panel agreement aims to assist agencies to reduce and limit costs associated with this service in order to provide value for money.

Benefits

The key outcomes and ensuing benefits of this agreement are;

- A pre-assessed panel of providers who are able to meet a broad range of personal duress and safety alarms and monitoring needs for agencies.
- A facility for agencies through which duress alarms and monitoring services can be sourced without the need to approach the market in each instance
- Improved standardisation of alarms across agencies
- Simple and standardised contract terms and conditions
- Encouragement of development and innovation in the personal duress and safety alarms industry.

How do I sign up?

Eligible Agencies* who wish to access the syndicated agreement will need to do the following:

1. If you are interested in joining, complete a Pre-joining Letter- attached to this Buyers Guide (Appendix 1), scan and email it to procurement@acc.co.nz
2. Upon completion of the Pre-joining Letter you will be supplied with a copy of the "Agreement" and the pricing information for each provider you may be interested in purchasing from.
3. If you like what you see and wish to join, you then complete a Joining Letter (Appendix 2) to become a "Participating Agency". Signing the Joining Letter will give your agency access to the services of **your selected** providers.
4. Once the Joining Letter is signed by ACC you can engage panel providers directly as you have agreed to the terms and conditions of the "Agreement".
5. We have provided an Addendum attached as Appendix 3. The Addendum is to be completed at the point of engagement with a provider/s and allows for additional terms/assumptions to be agreed between a Participating Agency e.g., specific service arrangements, KPI's reporting requirements.

*Information on Eligible Agencies can be found at:
http://www.business.govt.nz/procurement/all-of-government-contracts/eligibility-1

What if I have existing contracts?

Not a problem! If you wish to join, you can transition to this contract when those agreements expire or if your current agreements are non-exclusive you may simply be able to join this as well to add to your pool of providers.

It is your responsibility to manage communications with your incumbent or current provider/s including any transition necessary with the professionalism and kindness you might expect to receive yourself. In other words, put yourself in your provider's shoes.

Engaging suppliers from the panel

Secondary selection

This is a process where you can go out to a number of providers from the panel (if necessary).

Owing to the fact there is generally only one supplier of each type of device, suppliers may generally be engaged directly off the panel. In limited instance agencies may wish to compare similar equipment e.g. (mobile phone apps) or seek quotes from some of the panel members.

Agencies still need to ensure that their internal procurement policies are followed when considering purchasing from this panel.

The Lead Agency has already completed a robust procurement process to select the panel providers, so there is no need to test the entire panel each time you have a requirement.

Note: You do not need to advertise your requirements on GETS.

The Lead Agency role

ACC as Lead Agency will have the primary relationship with panel providers and will have oversight of participation; provider performance, and the extent to which the panel provides a suitable variety of options for agencies to select from. Individual Participating Agencies will be responsible for monitoring the performance of their chosen providers, including their service levels and general engagement.

ACC will meet with each provider annually to review performance over the past contract year and to discuss goals and objectives for the year to follow.

This contract offers agencies a single point of contact for the joining process as well as a facility through which to ask and have questions answered.

The Key Lead Agency contacts are

Procurement Services Team, Category Manager – Peter Campbell
peter.campbell@acc.co.nz 04-816-6750

The Participating Agency's role

Each agency is responsible for their own relationship with each provider engaged, including payment and co-ordination of performance during delivery of each piece of work.

Note: The Lead Agency, based on the outcome of the Request for Proposals and quality of providers does not expect issues with the delivery of services. However if following best efforts to resolve any disputes collaboratively, should serious issues continue (between the Participating Agency and the Provider) the Lead Agency will assist to work with both parties to resolve the dispute.

Provider Profiles

The following pages contain information specific to each of the seven Providers on this panel, promoting their products, strengths, point of difference and contact information.

ADT Security was founded 150 years ago when the founder disturbed a burglar in his house. He invented an innovative technology to provided monitored security protection to his neighbourhood. Now ADT is the world's largest electronic security and monitoring company, founded 143 years ago ADT now has 56,000 employees operating across 50 countries and 8 million customers.

ADT Security New Zealand import and distribute the latest security technology to the New Zealand security industry and have the only NZSA Grade 1 monitoring facility. From this secure facility we monitors security alarms, fire alarms, building restricted door access, traffic monitoring, electronic article surveillance (e.g. protecting from retail theft), personal medical alarms, and also lone worker safety. Our staff and our established processes and relationships ensures the appropriate emergency response is immediately activated.

OVERVIEW OF ALARM SOLUTION

The ADT FindU solution is relied upon in extreme and varied locations throughout the world to provide security to people in Lone-Worker situations. It has been further locally programmed and optimised specifically for the New Zealand market to meet the requirements of a PCBU under the Health and Safety at Work Act 2015 and provide peace of mind to employees working off-site.

The ADT FindU app can be easily installed onto any smart-phone and is easy for all staff to use without impacting or interfering with their work or time. ADT FindU solution is compliant with BS8484, the BSI Code of Practice for the provision of Lone Worker device services and is recommended by MET officers for people in domestic violence/stalking situations. The FindU app will turn your phone into the ultimate security device, with GPS monitoring, audio/video surveillance and instant alerts to selected contacts and ADT's 24 hour emergency monitoring centre. We will continue to innovate our New Zealand FindU product based upon our international R&D and also the feedback from our users. Different alerts can be activated so as to provide an appropriate response. For example a man-down response (e.g. serious injury) would engage a different response to a meeting alert or duress emergency.
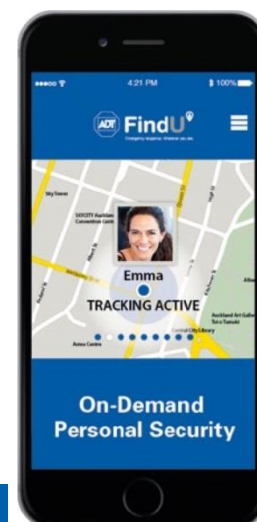
OVERVIEW OF MONITORING SOLUTION

ADT Security is New Zealand's premier supplier of comprehensive monitoring solutions which operate from our NZSA Grade 1 rated specialist monitoring facility. This includes solutions for:
• Medical Alarm monitoring
• Access/Door monitoring for institutions such as Auckland Airport
• Monitored security alarm monitoring for private residences and businesses
• Monitored fire alarms for business

Staff are specifically trained in responding to different alerts from the App and engaging the appropriate response. In addition to mobilising emergency response, an operator will also call the user back to confirm the emergency and ascertain what further assistance can be provided.

An off-site employee can be monitored by customised Emergency Contacts for each user and specific situations. Users can create contacts and groups of emergency contacts that include team members tasked with handling their duty of care, co-workers, family, friends, and ADT 24 hour monitoring.

Users can also choose to have multiple groups receive alerts at any given activity. Alerts are sent by both email and SMS.

Our backend monitoring will ensure the safety of all of your staff wherever they go.

KEY FEATURES

A summary of key features of the ADT FindU solution include:

- Monitoring of both vehicles and people.
- ADT FindU works on all data connections ranging from GPRS, 4G, 3G, as well as WiFi. ADT FindU is the appropriate solution for staff working throughout NZ in both urban and isolated rural areas.
- Multiple notification protocols and methods. Depending on situation circumstances, alerts can be sent to friends, family or managers. This is supplemented by our 24 hour, 100% uptime, Tier 1 Monitoring centre. Technically referred to as an Alarm Receiving Centre (ARC) our NZ leading facility will ensure that alerts are continually monitored and appropriate emergency responses are immediately engaged.
- Journey based monitoring can be sent to Employee managers at start of journey and confirming both departure and safe arrival at destination.
- Meeting based monitoring can monitor information about the location and nature of the meeting and send an alert if nominated time has expired.
- Man-Down monitoring for employees working alone in remote locations can send alerts if there is prolonged non-movement of the phone or if the phone is dropped or receives an impact.
- Operation in both deterrent and stealth mode depending on situation circumstance.
- A range of alert protocols including an emergency covert duress activation which can be activated if an offender forces the user to cancel an alert.

ADT also has experience working with nationwide Government departments where we also provide pre-alerts on potentially dangerous meeting locations (sometimes referred to as geofencing) and what safety protocols should be implemented.

Feedback received from existing users confirms that staff productivity and retention is enhanced when they are confident that their personal security is valued and protected by their employers.

MAIN CONTACT

A full demonstration of the ADT FindU solution can be arranged as well as specific New Zealand track record examples of its implementation in relevant and similar use to ACC's requirements. We have a national network that can provide ACC with the technology supply, install and training across all of your regional offices.

Jason Carboni
National Sales Manager

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Email: jcarboni@tycoint.com
Website:
www.adtfindu.co.nz

DIRECT SAFETY LTD

Direct Safety is the leading supplier of personal safety monitoring services for lone workers and vulnerable individuals in New Zealand. These services include location aware systems with lone worker protection and monitoring, automated check-in, fall detection, man-down 24x7 monitoring and wireless gas detection.

No matter where an employee is located - within buildings, populated areas or the remote reaches of the country - Our safety monitoring solutions deliver instant awareness and connectivity for every industry, location, job and scenario.

Overview of alarm solution(s)

Direct Safety supplies and supports best of breed lone worker safety monitoring products and services from global manufactures such as Blackline Safety, SoloProtect, Grace Industries, StaySafe, Twigcom, Garmin and Iridium.

Our safety systems are small, lightweight devices which can be worn discretely and conveniently, designed to deliver work-anywhere wireless including cellular and satellite communications, two-way voice or text messaging, evacuation management and complete customization for every business.

Overview of monitoring solution(s)

All user Safety Alerts can be communicated to monitoring personnel via email, SMS or web based Portal and alarm monitoring can be self-managed by the company or professionally managed by St John, recognised as being the leading healthcare, medical alarm and 24x7 emergency response provider in New Zealand.

Key Features

Wireless, Cellular and Satellite communication options available Small, lightweight, portable, discrete and convenient Reliable with long battery life Emergency Latch

True Fall Detection

No-Motion (man-down) Alert

Silent Emergency (duress) Alert

Missed Check-in Alert.

Intrinsically safe, rugged and weatherproof

Safety Alerts communicated to monitoring personnel via email, SMS or web Portal

24x7 Emergency Response Monitored by Medic Trained Personnel

Main Contact:

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Free Call: 0800 MAN DOWN (0800 626 369)

Sales Email: sales@directsafety.co.nz

Website: www.directsafety.co.nz

Red Wolf High Level Monitoring

Brief Bio

Red Wolf High Level Monitoring is a business unit of the Red Wolf Security Group, providing clients with 24x7 nationwide monitoring services for property, infrastructure, plant, machinery and people using Personal Duress Safety Alarms and Monitoring Technology to support all monitoring requirements. These devices and systems are managed through our purpose built, A-Grade Secure Network Operations Centre located in the Wellington region. Red Wolf is a privately 100% New Zealand owned, ISO9001 company providing high level design, supply, installation, monitoring and management of electronic security solutions partnering with all sectors including Government, corporate, commercial and residential clients across NZ and abroad.

Overview of alarm solution(s)

Red Wolfs offering to Agencies is, two Personal Duress Safety Alarm solutions designed for Lone Workers and or Medical Alarms, one being a mobile phone based app and the other a specialised hardware device. Both safety solutions are monitored by Red Wolfs Secure A-Grade Network Operations Centre and managed by agency specific standard operating procedures. These agency specific operating procedures are crucial to how alarms are managed, escalated and reported on by Red Wolf High Level Monitoring. Red Wolf are specialists in this field and can work with customers to provide security thought leadership, helping with the design, testing and implementation of the standard operating procedures.

Solution 1: Mobile Phone Based App - StaySafe

> StaySafe is an application that is runs on an iOS, Android or Blackberry mobile smart phone and is designed to be very intuitive and easy to use. It is based on the fundamental concept of a "Session".

> A session is initiated by a worker via the Stay Safe app on the workers smart phone. When a worker starts a session they specify duration or an end time for that session (e.g. attending a meeting may take 1 hour or driving to a location could take 2 hours). They can also record notes with a description of where they are going, who they are visiting or the route they are taking on their journey. These are all important pieces of information that will aid Red Wolf operators in understanding certain events.

> At the scheduled conclusion of a timed session, the user must enter their PIN to confirm they are safe. If they do not enter their PIN, or if they enter their duress PIN, then a duress alert is raised and received by Red Wolf operators who in turn manage the alarm according to the standard operating procedures developed with the agency. The StaySafe App also has a panic button that when pressed will notify Red Wolf operators that the user is in a duress situation and a different operating procedure will be associated to the panic alarm (e.g. Panic Alarm received by Red Wolf. Red Wolf will attempt to make contact with the user. If no contact is made then Red Wolf will call Emergency Services to dispatch to last known alarm location).

> To aid in the operation of the StaySafe App while having the smart phone discretely located and not visible to an attacker etc. there is an optional Bluetooth accessory button that will pair to your mobile phone and allow the user to activate the Stay Safe panic alarm discreetly.

Solution 2: Specialised Hardware Alarm - Oysta Technology

> Oysta Technology has developed a range of personal trackable hardware safety alarms which are worn or carried by the user, these are very easy to operate by pressing the SOS button on the face of the device. Oysta safety devices provide similar functionality as the Stay Safe Mobile App. If your workers do not have smart phones then Red Wolf can provide Oysta as a hardware solution.

> The Oysta safety device can be worn with a Lanyard, placed in the pocket, worn with a belt clip or on a key ring. The worker can raise a panic alarm simply by pressing the large SOS button located in the centre of the device. It can also raise an alarm automatically in the event of the user falling over activated by its built in fall sensor that will automatically open two way hands free audio communications back to Red Wolf operators who can determine the workers situation. It operates off the Vodafone cellular network.

Supplementary Satellite Solution

For locations with difficulty in obtaining cellular coverage, Red Wolf can offer a supplementary satellite device solution to extend the reach of communications beyond the NZ cellular network bands to ensure a form of communication can be delivered. These satellite type devices can be paired to a compatible mobile or hardware safety alarm devices over Wi-Fi, providing a communications hotspot. Red Wolf is happy to discuss various satellite options available to suit the Agencies requirements and work with them to develop the best service offering. Please note, additional Satellite network costs associated to using satellite services will apply to the agency.

Overview of monitoring solution

Red Wolf High Level Monitoring has a purpose built, Grade-A, 24/7 Secure Network Operations Centre (SNOC) supplying nationwide first level response to alarm activations and can facilitate alarm activations through to the appropriate customer defined services. Our Grade-A SNOC was built to support the Sensitive Compartment Information Facility (SCIF) standard with input from the appropriate Government agencies we currently serve.

- Monitoring of panic, expired session and duress PIN alarms.
- Direct communication between monitoring centre and New Zealand Emergency Services.
- Option for private security guard response if required.
- Choose from a range of off-the-shelf "best practice" standard operating procedures.
- Fully integrated monitoring with automated communication between StaySafe, Oysta safety alarms and Red Wolf's own monitoring systems.
- Incident and management reports of events, incidents and service level compliance.
- Full electronic audit trail for all Alarm activations & phone calls recorded for up to 6 months.
- Design of Agency specific, Standard Operating Procedures (SOP's) managing individual risk of ACC employees or other agencies.
- Multiple DR & BCP processes in operation to provide continuity of services.

Key Features

Each of Red Wolfs personal safety alarm solution includes the following safety features;

- Oysta - Two-way voice communications, automatically initiated when Panic button is pressed, this can be programmed out if it is not required.
- StaySafe - Users initiate tracking sessions via their smartphone, and Monitoring centre receives notifications whenever an alert is raised. Stay Safe features several types of alerts, each of which can be configured with different notification rules and response procedures:
- Oysta/StaySafe - Session started, extended, ended and expired
- Oysta/StaySafe - Missed check-in based on a pre-configured check-in frequency
- Oysta/StaySafe - Panic alert (available at all times)
- Oysta/StaySafe - Duress alert (where an alert is raised without being visibly indicated on the device itself)
- Oysta/StaySafe - Non-movement alert (for a potential person-down situation)
- Oysta/StaySafe - Low battery alert
- Oysta Geo Fencing Zone Alerts – Triggers an alarm to Red Wold SNOC if an area is breached.

Stay Safe System Requirements:
- Users require iPhone or Android smartphones with GPS (location services) enabled and with a data plan and mobile data activated.
- BlackBerry: Also compatible with certain Blackberry models although some users may experience performance limitations on legacy BlackBerry handsets.

Main Contact:
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Email: rob.osman@redwolf.net.nz **Website:** www.redwolf.net.nz

Smartrak™

Brief Bio

Smartrak is one of Australasia's most sophisticated providers of location-based business intelligence, covering people, assets, vehicles, equipment and machinery.

Smartrak has been helping government, infrastructure services, utilities, and emergency service organisations manage fleets efficiently, ensure the safety of their field staff, and measure productivity since 2006. We understand that for organisations managing field-based operations visibility is the key to optimising assets, keeping staff safe, and improving services to end users.

Smartrak's GPS tracking, sophisticated mapping, and customised reporting tools provide the real-time, location-based data that over 400 customers across New Zealand and Australia rely on to keep their businesses running smoothly every day.

Overview of alarm solution(s)

TrakSafe™ is Smartrak's comprehensive portfolio of personal and lone worker safety devices. The safety devices are connected to Smartrak's EyeQ™ software providing visibility, communication and emergency alert management.

Designed to fit a range of personnel and situational risks they may encounter, such as:

- Accidents or emergencies arising out of their daily work routines
- Physical violence from members of the public and/or offenders
- Sudden illness
- Falls or sudden incapacitation

Health and safety outcomes are supported with:
- Tailored emergency alert protocols according to your agency's processes
- Real-time location visibility on the EyeQ map site
- Cellular and satellite coverage options
- Dependable, high-specification hardware
- Seamless integration with 3rd party monitoring companies

Overview of monitoring solution
Smartrak works closely with 3rd party monitoring companies such as our main provider, ADT. Smartrak will work with any monitoring service the agency elects to use as well as working directly with an agency that decides to provide in-house monitoring support.

Key features by TrakSafe device type

Device	Usage	Duress	GPS	Man Down	Manual Alert	Tilt	Inactivity Detection	Condition Check	Require Receiver	Messaging
OPERATES ON THE MOBILE NETWORK										
TrakSafe Mini	Personal, discrete emergency trigger	✓	✓		✓					
TrakSafe Personal Locator	Personal locator with emergency trigger	✓	✓		✓					
TrakSafe Personal Locator with Inactivity Detection	Personal locator with added emergency trigger in case of inactivity	✓	✓	✓	✓		✓			
TrakSafe Protector Pro	Personal locator for lone workers with two-way voice	✓	✓	✓	✓	✓	✓	✓		
OPERATES VIA SATELLITE										
TrakSafe Spot Gen3	Satellite based locator and emergency trigger	✓	✓		✓			✓		
TrakSafe InReach Se	Satellite based locator and emergency trigger with two-way text messaging	✓	✓		✓					✓
OPERATES VIA RADIO FREQUENCY TO IN-VEHICLE AVL										
TrakSafe Duress Pendant	Emergency trigger within 200m of vehicle, supporting up to 4 pendants	✓			✓				✓	
TrakSafe Man Down Pendant	Lone worker emergency pendant, activates automatically when falling	✓		✓	✓	✓			✓	

Main Contact:
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Email: casey@smartrak.com
Website: smartrak.com

Tracecare Ltd

Tracecare's buddi alarm

The 'Tracecare buddi' is the latest state-of-the-art GPS personal location safety alarm and fall detector.

The Tracecare buddi enables safety for the lone worker, allowing staff to call for help when needed. It offers the peace of mind and reassurance of support from our 24/7 New Zealand based monitoring centre or by being monitored from your own organisation.

The Tracecare buddi provides staff with;

- A push button discrete emergency alarm
- Automatic fall detection
- Location finder (GPS location)
- Geo Fencing for safe and unsafe locations
- Easy to use and discrete; 24/7 monitoring
- Two-way audio contact between the user and monitoring centre
- Comfortable to wear; Waterproof
- User friendly charger and battery status

Overview of alarm solution(s)

The Tracecare buddi device activates in three alert modes.

- The first is the panic alarm which activates on the squeeze of the buttons on either the clip or wristband by the wearer. The wearer of the device can call for help by activating the alarm simply and discreetly.
- The second alert is for fall notification. This is created automatically when the user falls. This alert is created by an accelerometer in the wristband and requires no action from the user (as they may be incapable).
- The third alert function is when the geo-fencing function is enabled. This is an easy to use function that allows an area, eg a house, neighbourhood to be zoned. If the wearer enters or leaves the zone an alert can be automatically generated.

The device reacts on either type of activation by transmitting the GPS location of the device and alert to the monitoring station. The device will then automatically dial the monitoring centre and the wearer and monitoring centre operator can speak directly to the each other via the buddi clip.

The Tracecare buddi device is very discreet and easy to wear and use. As can be seen from the photos the device is made up of two parts the Clip and the wristband. The wristband fits on the wrist of the user and is comfortable and light to wear. It looks and feels much like a fit-bit.

The clip is either carried on the person or in their bag or can be worn on a lanyard around the neck, or attached to keys. All necessary attachments are provided with the device.

Overview of monitoring solution

The Tracecare buddi monitoring system is very flexible.

You can choose to use our 24/7 Monitoring Centre, Monitoring New Zealand or a different monitoring centre of your choice. You can also choose to have Devices monitored internally by your organisation with alerts going to an internal contacts and management teams.

Monitoring New Zealand provides us with a 24/7 full monitoring service. It has been providing monitoring services to New Zealand government and non-government organisations since the mid 1980s. It is focused on providing excellent standards of service and customer satisfaction.

Monitor New Zealand has extensive experience in the delivery of monitoring services across New Zealand. They are located in Auckland and Wellington. They have highly trained professional staff that can deal with emergencies as they arise. Assisted by the Tracecare team in developing standard operating procedures, and having received training from the buddi team in the UK, we believe they provide a level of support and professionalism unsurpassed in New Zealand.

The clip provides a two-way voice audio between the wearer and the monitoring centre operator who will determine the problem and act accordingly to suit the wearer's needs. The clip enables the monitoring centre to accurately locate the wearer on google maps when an alert takes place.

The software will log any actions by the monitoring centre into the secure information portal. A range of reports can be generated from the portal.

The Tracecare buddi system can work with more than one monitoring partner if required. Please discuss with our experts what your needs are.

Key Features

The Tracecare buddi provides staff with;

- A push button discrete emergency alarm
- Automatic fall detection
- Location finder (GPS location)
- 24/7 monitoring
- Geo Fencing for safe and unsafe locations
- Easy to use and discrete
- Two-way audio contact between the user and monitoring centre
- Comfortable to wear
- Waterproof
- User friendly charger and battery status

Main Contact:
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Website: www.tracecare.co.nz

NZ Loneworker Solutions

Brief Bio

Cratos Ltd., and Waikato Security Solutions are specialists in the field of lone worker solutions solutions with Identicom, Identicom apps, satellite devices and other products that can all be conveniently monitored from one NZ location. This enables a one stop solution for all NZ Lone Worker requirements.

Cratos Ltd. provides the customer interface and project management, Waikato Security Services (WSS) provides the monitoring solutions and NZ Lone Worker Solutions/SoloProtect NZ (a wholly owned subsidiary of WSS) provides the equipment and lone worker expertise.

Overview of alarm solution

Fully trialled and tested by ACC, Identicom is the global market leading lone worker device. It is in widespread use in the UK, USA, Canada, Australia and here in New Zealand. The device is used by a wide-range of lone workers to reduce risks and increase their security.

Identicom is the only lone worker device specifically designed as an identity card holder in order to be easy to wear and discreet to use. Containing mobile phone (GSM) technology, the device enables a 24/7 link to Waikato Security's Alarm Receiving Centre (ARC) monitoring in the event a worker requires assistance. With various alarm functions, the Identicom provides workers with secure solutions in the event of an emergency situation.

In combination with pro-active lone workers the consortium offers comprehensive training. The Identicom lone worker device is proven to provide security for lone workers in any situation.

Overview of monitoring situation

At the push of a button, someone is listening to an abusive or violent situation on your behalf, and recording audio for future use if necessary (admissible evidence in court proceedings etc). The trained ARC operator will then escalate the situation in line with the agreed response plan - including alerting Emergency Services.

Each time an alarm is activated, the ARC will appropriately and immediately respond, gather location information and escalate the situation where necessary. Usage is then reported and fed back to the organisation to improve overall safety and procedures.

Key Features
- Comfortable, discreet simple single item of equipment worn as ID card holder.
- Online auditable training package coupled with personal training and Train the Trainer options.
- Identicom enables **WSS** to capture verbal abuse and threatening behaviour during a 'Red Alert'.
- One or Two-way configurable audio for red alerts.
- Amber alerts. (Users can pre-record a message which is referenced in the event of a subsequent Red Alert)
- Man down function detects and activates an alarm in a trip, slip, fall or unknown health problem.
- Rip alarm. (If the device is pulled from the neck of a user then the rip alarm will detach and a red alert will be sent automatically)
- Location data information sent to Alarm Receiving Centre during a 'Red Alert'.
- Consistent monitoring from **WSS** each time an alert is raised.

- Easy to activate alarm, with different buttons for different situations.
- Peace of mind for employers and employees by selecting a well proven consortium and very customisable product.
- Helps an employer to demonstrate it is meeting a duty of care to staff, and significantly reduces financial risk to a business or its brand value.
- Identicom has the discrete capabilities required in an emergency situation in that it can be activated covertly - an alternative to overtly reaching for a mobile phone. A worker can discreetly use the device without breaking eye contact with an aggressor.

Main Contact
Name: Mick Turner
Direct Phone: (04) 234 1414 **Mobile:** (027) 230 6911
Email: mick@cratos.co.nz
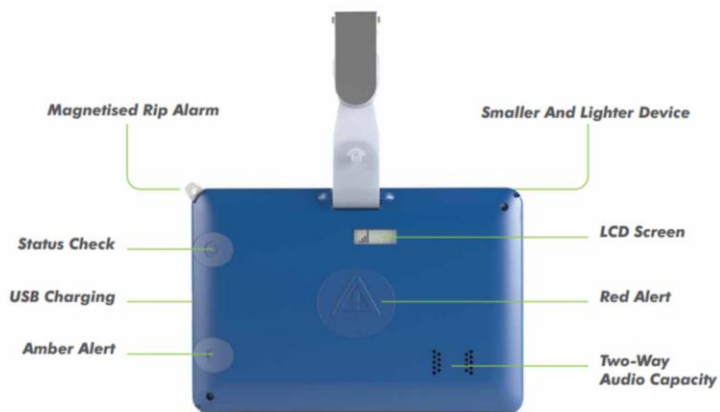
Appendix 1: Pre-Joining Letter

[Date]

To: Head of Procurement, Accident Compensation Corporation (ACC)

From: [Name, position]

Agency: [Name]

Joining the Personal Duress and Safety Alarms and Monitoring Agreement

Dear,

The [Eligible Agency name] is considering joining ACC's syndicated Personal Duress and Safety Alarms and Monitoring Agreement.

To inform its decision, my agency requests a copy of the Agreement(s).

I acknowledge such information will be sensitive to the Supplier A(name:) Supplier B (name:); etc.

The [Eligible Agency name] agrees to keep all information provided by ACC, or the Supplier directly, related to the Agreement strictly confidential, subject to law and Parliamentary and Select Committee requirement or convention. Any information disclosed in connection with the Agreement will be used for the sole purpose of enabling my Agency to decide whether to join ACC's Agreement.

The [Eligible Agency] agrees to return any equipment provided by the Supplier for the purpose of trialling in the condition it was supplied and if any equipment is lost or damaged to pay for the replacement.

I have authority to write this letter on behalf of [Eligible Agency name].

Yours sincerely,

[sign off]

Appendix 2: Joining Letter

Note: Consent to this letter provides Eligible Agencies access to the Panel of Providers and need only be signed once by the Eligible Agency and Lead Agency regardless of whether the Eligible Agency engages with multiple providers.

[Date]

To: Head of Procurement, Accident Compensation Corporation (ACC)

From: [Name, position]

Agency: [Name]

Joining the Personal Duress and Safety Alarms and Monitoring Agreement

Dear,

The [Eligible Agency name] requests ACC's written consent to join its' Personal Duress and Safety Alarms and Monitoring Agreement (the Agreement), to make purchases from that Agreement wherever possible and to become a Participating Agency for the purposes of that Agreement.

I have authority to write this letter on behalf of [Eligible Agency name].

The [Eligible Agency name] agrees to keep all information provided by ACC, or the Supplier directly, related to the Agreement strictly confidential, subject to law and Parliamentary and Select Committee requirement or convention. Any information disclosed in connection with the Agreement will be used for the sole purpose of my agency's participation under the Agreement.

I have noted the syndication processes and other relevant details applicable to joining the Agreement and information provided. I agree that my agency is responsible for understanding the terms of the Agreement, and for complying with syndication matters generally.

I accept on behalf of the Eligible Agency the terms of the Agreement provided. Any Participating Agency Addendum agreement created between my agency and the Supplier is a separate legally binding and enforceable contract to and does not affect the validity of the Lead Agency Agreement or any other agency's Addendum agreements.

I also understand that the obligations of my agency will be owed to any supplier appointed severally and separately and not jointly. I also understand that my agency will be separately liable for the performance of any obligations owed to, including payment of money for services, owed to any supplier it may appoint and neither ACC or any other syndicated agency will be liable for the payment of that money (or in respect of any other liabilities that may arise). I am aware prices may be increased or decreased in accordance with the standard Syndicated Agreement, and any changes will apply to my agency's Addendum agreement.

The [Eligible Agency] agrees to follow all obligations required of it.

I would be grateful to receive ACC's consent to my agency joining the Syndicated Agreement as soon as possible.

Yours sincerely,

Accident Compensation Corporation's consent:

_____

Date: _____

**Name:_____ Position:
_____**

APPENDIX 2 TO SCHEDULE 7 – JOINING LETTER (Continued)

Eligible Agency:

_____

Date: _____

**Name:_____ Position:
_____**

Agencies must indicate which supplier they wish to purchase services from. (Select one and delete the others)

☐Supplier A (name)

☐Supplier B (name)

☐Supplier C (name)

☐Supplier D (name)

☐Supplier E (name)

☐Supplier F (name)

Appendix 3: Addendum

THIS AGREEMENT is made on the **<<day>>** day of **<<month>> <<year>>**

BETWEEN _____ ("Eligible Agency"), **AND**

THE SUPPLIER (Company Number **<<XX>>**) a duly incorporated company with its registered office at **<<suppliers registered address>>** ("the Supplier").

IT IS AGREED that the Supplier will provide the **<description of services>** services to the Eligible Agency upon the terms and conditions set out in the attached Conditions of Agreement.

SIGNED for **ELIGIBLE AGENCY**	)
by **<<signatory>>**	) _____
being the **<<position>>**	)
in the presence of:	)

SIGNED for and on	)
behalf of **<<the Supplier>>**	)
by **<<signatory>>**	) _____
being the **<<position>>**	)
in the presence of:	)

ACC consent to the Eligible Agency becoming a Participating Agency under the Lead Agency Agreement:

SIGNED for **ACC**	)
by **<<signatory>>**	) _____
being the **LEAD AGENCY**	)
in the presence of:	)

CONDITIONS OF AGREEMENT

1 Background

1.1 ACC and the Supplier have entered into the Lead Agency Agreement.

1.2 Pursuant to clause 41 (SYNDICATED PROCUREMENT) of the Lead Agency Agreement, the Supplier and the Eligible Agency have agreed that the Eligible Agency may become a Participating Agency under the Lead Agency Agreement, subject to clause 41 of the Lead Agency Agreement and this Agreement.

2 Definitions

2.1 The terms defined in the Lead Agency Agreement will have the same meaning in the Agreement, unless the context otherwise requires and subject to the following further defined terms:

Lead Agency Agreement means an agreement between ACC and the Supplier dated <<day month year>> for the provision of <<description of services>> services by The Supplier.

3 Consent

3.1 The Supplier consents to the Eligible Agency participating under the Lead Agency Agreement as a Participating Agency, upon and subject to the terms of clause **Error! Reference source not found.** SYNDICATED AGREEMENT) of the Lead Agency Agreement and the terms of this Agreement, with effect from the date of this Agreement.

4 Amendments to Lead Agency Agreement

4.1 The Lead Agency Agreement is amended, as between the Supplier and the Eligible Agency in accordance with Schedule One of this Agreement.

5 Notices

5.1 For the Purpose of clause **Error! Reference source not found.** (NOTICES) of this Lead Agency greement, the Eligible Agency's details are as follows:

Eligible Agency Name:	
Postal address:	
Physical address:	
Relationship / Contract Manager Name	
Title	
Phone:	
Email:	

FIRST SCHEDULE - AMENDMENTS TO LEAD AGENCY AGREEMENT

Insert agreed specific requirements of the Participating Agency

(Agency specific requirements I.E. Statement of Work)