



# Safety Alert

Issue No. 1  
Date: Oct 2018

## What Happened

A SEW technician was attending a customer property to take a sample from their tap when the customer became agitated and verbally aggressive. The situation escalated when the customer locked our technician in the house and prevented him from leaving.

Fortunately our tech was equipped with his lone working device and activated it meaning that we knew he was in distress and could take action. Even more fortunately the situation calmed down and the customer released the tech without serious incident. The police were informed.



## What Lessons Can Be Learnt?

We cannot predict when we will find ourselves in a difficult situation or when we will need help, that is why it is so important to have a lone working system, and for it to be used.

Our tech said "Without having Lone worker at hand I am not sure how the situation would have turned out. Peoplesafe is an invaluable tool, Once activated you are assured someone is listening in, and when your phone rings you have a peace of mind all is being recorded and you are not alone".

## What Do You Need To Do?

Make sure you know how to use your lone worker system and that you activate it every time you are working outside of direct supervision.

If you suspect that your device is faulty or if it is not working, please report it to Peoplesafe immediately.

Safe Every Way

