



Improving
Performance,
Reducing
Risk.

Useful Phone Apps for Lone Workers and others

Guidance Note



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Staying connected is much easier than it ever was; very few of us these days are ever without our mobile phones. New applications (apps) are being developed all the time and there are several that are great safety tools for those who find themselves alone at work or when they are out and about.

Three particularly useful apps are: **What 3 Words**, **ICE** and the **Emergency SMS** facility.

Our notes below give brief information on each. We'd advise everyone, lone worker or not, to install them on their phones.

1.	ICE - What does the acronym ICE mean? ICE stands for In Case of Emergency. Mobile phone owners are encouraged to save a next of kin or work emergency contact number into their mobile phone contacts with the name 'ICE' for the Police or other emergency services personnel to use as the first contact if there is an accident or incident. For lone workers with a company mobile telephone it is recommended that this ICE number is an emergency contact number for the company you are working for. On personal mobile telephones it should be your next of kin (your partner, parent, guardian or another close family member are the best options).
2.	What 3 Words - How can this help a lone worker? What 3 Words has given every 3-metre square in the world a unique three-word address. The words are random but are specific to that location and will always stay the same. It therefore makes it easy to find and share any location with just three words using the website www.what3words.com or downloading the app onto your mobile phone. For example, Buckingham Palace in London has the unique reference warm.neat.cheese and 10 Downing Street is best.mercy.advice You can search for a location by postcode or address for the unique 3 word reference. If your mobile phone location information is turned on, it will allow you to see the reference for where you are when out and about, even in the most remote of places with no obvious or known local landmark/street names, as every 3-metre square in the world has its own 3 word reference. Having this on your mobile telephone as a lone worker is really useful to help identify where you are working and to describe your location to others over the telephone quickly and easily – whether that be colleagues, professionals for a meeting on site or the emergency/breakdown services.

Emergency SMS

What is Emergency SMS?

If you are not able to make a voice call, the 999-emergency service can be contacted by SMS text from your mobile phone. Emergency SMS is part of the standard 999 service which has been designed and developed specifically for people with a hearing loss or difficulty with speech but it is equally useful for others in situations where they feel at risk, but don't feel comfortable talking on the phone - maybe they might be hiding, see something they want to share with emergency services but can't talk openly about safely or are being followed along a quiet road when talking would arouse suspicion.

How do I register?

To register, text 'register' to 999. You will get a reply and should simply follow the instructions you are sent to set-up the service.

3.

What do I need to text to request help?

In an emergency text 999 and advise **who** you need (whether it is for Police, Ambulance, Fire and Rescue or Coastguard support). **What** in summary is the problem and **where** exactly the issue is happening – giving the name of the road, house number, postcode or any nearby landmark. What 3 Words might come in handy here.

How will I know that my message has been seen?

You will receive a message back within a couple of minutes asking for more information or to advise that help is on the way.

Are there any limits to this service?

The emergency text message service works throughout the UK on all mobile networks but cannot be used from abroad. 999 Text can be used in low signal areas like hill walking etc. as it will connect to any available mast not just your own mobile service provider.

Lone workers are a vulnerable group, but technological advances continue to offer greater support with useful applications such as the three identified above. These are easy to implement but could potentially be useful for smarter working or ease of assistance and their adoption should be encouraged.

For more information on any of our services, to arrange dedicated Health & Safety training for your business or to speak to us about ongoing health and safety support, please contact Jon Rensink on **07785 425295** or email jr@danielconnal.co.uk

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