

## Case Study: Surety Keyholding Ltd Protect their Lone Working Staff with Guardian24 via BlackBerry® Torch™ 9800 smartphone



### The Customer

Surety Keyholding Ltd is a 24/7 Key Holding & Alarm Response company situated in the North West of England. The family run business brings together dedicated personnel who are committed to the protection of property through the safekeeping of property keys. Surety work with both commercial and residential holdings and are on duty 24 hours a day, 7 days a week, 365 days of the year. They provide emergency response to alarm activations when necessary. Surety secure properties through vetted, reliable and committed tradesmen. With backgrounds in security, high levels of customer service, marketing and co-ordinating emergency services Surety offer an efficient, friendly and trustworthy service.

### The Challenge

Surety wanted to ensure the safety of their staff whilst they attended Alarm Activation calls; this was when staff are most vulnerable, especially if the premises have been broken into. They recognised the need to fulfil Health and Safety requirements according to current legislation such as the Corporate Manslaughter Act. Health and Safety was important throughout the organisation including directors.

John Hall, Director of Surety states:

***"Our staff feel more confident knowing that their safety is being monitored by a professional outside body and not relying on other members of staff."***

### The Solution

Guardian24 is a Lone Worker Personal Security service that can be used via a BlackBerry Smartphone, Windows PDA, Mobile phone or specialist Lone Worker Device. Last year, Guardian24 partnered with BlackBerry manufacturer RIM (Research in Motion) to produce the first ever British Standard Compliant Lone Worker Personal Security Service for the BlackBerry (British Standard for Lone Working - BS8484). Recently Guardian24 have optimised this solution to also offer their service via the BlackBerry® Torch™ 9800 smartphone. The Guardian24 application was installed onto Surety employees' BlackBerry smartphone devices, allowing them to log their whereabouts, daily tasks, send GPS location fixes and raise an alert in a time of need.

John Hall, Director of Surety adds:

***"Having only used Guardian24 since January this year I personally feel that our company has moved to the next level as regards to staff safety."***

***"It also enables us to provide our customers with the knowledge of the time we attended and left their premises."***

***"Communication with Guardian24 has been excellent at all times, Day or Night."***