

Getting Started

A practical guide for Admin Users

JULY 2019

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DUTY OF CARE

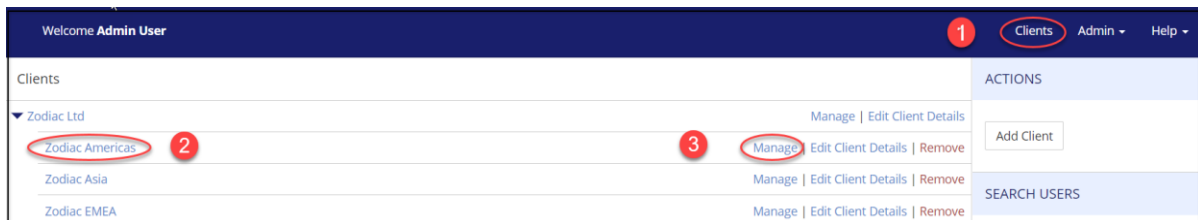
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DUTY OF CARE

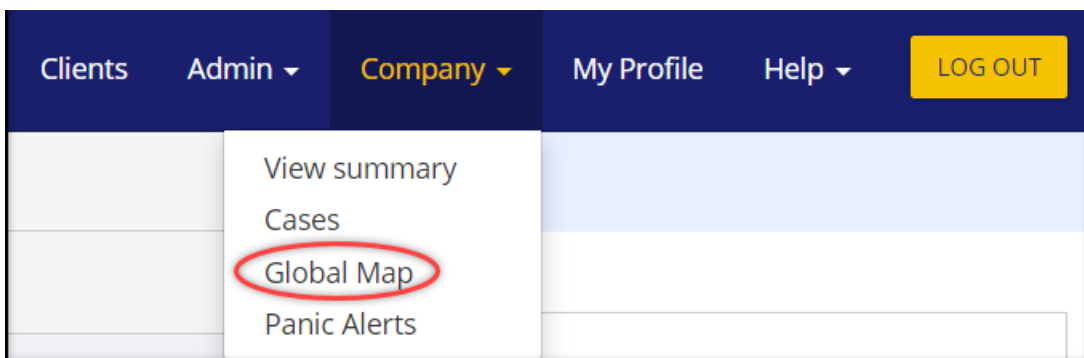
14.01 Sending Emergency Alerts – Map

The map view enables fast activation of the emergency alert function. Emergency alerts are sent by HR to travellers. To send emergency alerts using the map:

1. Select the Clients tab
2. Select the parent company/subsidiary unit to which travellers are assigned
3. Select Manage



4. Select Company
5. Select Global Map from the drop down



6. To show only travellers who are outside their current or permanent home, select 'only show user who are travelling'
7. To view which travellers are in each location (country level) select the countries highlighted in blue



The system will create an alert box:

- a. The names of travellers in the location will pre-populate
Remove a traveller – Double click on their name
Add a traveller – Left click in the Users box to bring up a drop-down box of all travellers. Click on a traveller name to add them to the alert.
- b. Create your custom message. Both Subject and Message fields are mandatory.
- c. Use the Add button to elicit an appropriate response from each traveller. In the example below the Add button has been used to ask the traveller to confirm their location by 20.00 BST. Note that selecting Report Location triggers GPS
- d. Select Send. The message will be sent to all travellers simultaneously.

14.02 Sending Emergency Alerts – Side Bar

Emergency alerts can also be created by a function found at the side of the screen. Emergency alerts are sent by HR to travellers. To send alerts using this function:

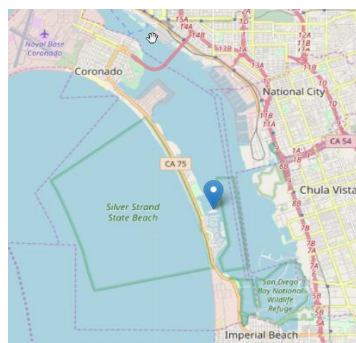
1. Select the Clients tab
2. Select the parent company/subsidiary unit to which travellers are assigned
3. Select Manage

4. Select Send Alert box found on the right
 - a. Either chose travellers by selecting a 'User' or 'Send All'
 - b. Create message
 - c. Select Add button to add detail e.g. ask travellers to confirm locations by 20.00 BST. Selecting Report Location triggers GPS.
 - d. Select Send. Messages are sent to all travellers simultaneously

The screenshot shows a web interface titled "SEND ALERT" with a "View All" button in the top right. Below the title, there are four sections: "* Users" with a "Select Recipients..." dropdown and "Select all" / "Deselect all" links; "* Subject" with a text input field; "* Message" with a larger text input field; and "Add button" and "Send" buttons at the bottom. Red circles with letters 'a' through 'd' are overlaid on the interface: 'a' is on the "Select all" link, 'b' is on the "Message" input field, 'c' is on the "Add button", and 'd' is on the "Send" button.

14.03 Travellers Responding to Emergency Alerts

If an alert is sent to travellers, a message appears on their smartphone. If GPS functionality is switched off, they will be prompted to switch it on to deliver their GPS tag to Global Tracker. When the traveller responds by confirming either 'I am safe' or 'I need assistance', their response is captured by Global Tracker. When GPS is enabled, the GPS tag will provide their street level location. Travellers can interact with the alert and change their response at any time.



14.04 Monitoring Alerts

To review alerts sent:

1. Select the Clients tab
2. Select the parent company or subsidiary unit to which travellers are assigned
3. Select Manage



4. Go to Alert box on the right, select View All

SEND ALERT

View All

* Users

Select Recipients...

Select all | Remove all

* Subject

* Message

Add button

Send

5. Select view against the incident and date of alert, which you wish to review

| DATE SENT | TITLE | RECIPIENTS | |
|------------------------|--------------|---------------------------|---------------|
| January 24, 2019 10:14 | Safety Alert | Liam Brennan, Peter Dunn | View Remove |
| January 18, 2019 17:11 | Safety Alert | Usain Twoke, Liam Brennan | View Remove |

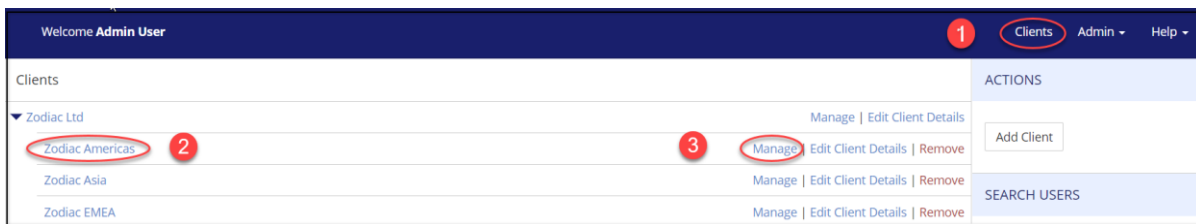
6. Review response

| | | | |
|----------------|------------------------|---|------------------------|
| Sent | January 18, 2019 17:11 | | |
| Title | Safety Alert | | |
| Message | Call HR | | |
| NAME | RESPONSE | LOCATION | DATE |
| Usain Twoke | <i>No response yet</i> | | |
| Liam Brennan | I am safe | 2 The Heights, Robswalls, Malahide, Co. Dublin, K36 RP82, Ireland | January 18, 2019 17:20 |

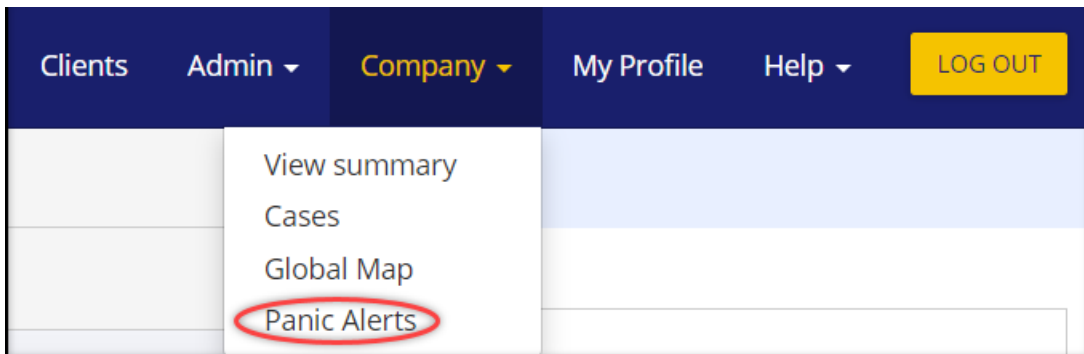
14.05 Travellers Sending Panic Alerts

Travellers can send a Panic Alert to Global Tracker seeking assistance. Travellers can activate the alert from their smartphone or the portal. A message is sent to predetermined HR users and a Panic Alert is added to the Panic Alert page. From their smartphones, travellers can send notification that the issue requiring assistance has been resolved. To view Panic Alerts:

1. Select the Clients tab
2. Select the parent company/subsidiary unit to which travellers are assigned
3. Select Manage



4. Select Company
5. Select Panic Alerts



6. A list of Panic Alerts becomes visible. Traveller name, message, and date is confirmed.
To see the travellers location select View Location

| Clients / Example Company / Panic Alerts | | | |
|--|------------------|-------------------------------|--------------------|
| USER | MESSAGE | LOCATION | DATE |
| Liam Brown | I need your help | View location | May 23, 2018 23:12 |