



Employee Protection in Public Institutions



Safety First in Danish Job Centers

Job Centres are usually calm and quiet, but sometimes frustrated and even violent clients are part of the workday. This case story describes how Zonith's panic button solution enables security guards to react efficiently to this challenge by receiving panic alarms with location information in text - directly on their digital radios.

“Employees feel much safer, knowing they can call help without the clients noticing”

Leif Møller, Managing Security Guard

Precise, Discreet and Efficient

The Copenhagen Job Centre decided on a Zonith solution, which is faster, more *precise*, more *discreet* and makes daily work more *efficient*.

Precise - The wireless panic buttons are installed in every room in the building to make employees feel comfortable no matter where they are. Security receives the panic alarms by text on Sepura TETRA radios. The text states where the button was pushed.

Discreet - In every office, buttons are attached under the work desks with Velcro. The button can be pushed discretely and you can even take it off the desk and put it in your pocket if an upcoming meeting is causing concern. It can not be activated by a bump of the knee since they need to be held for a short time.

Efficient - Alarms are dispatched automatically to the security radios with exact position of the problem. The system has plenty of potential for making the job centre more efficient, since it can also include dispatch of fire- and building management alarms. It even checks the buttons for battery power ensuring easy maintenance.



The security guards in this three story Job Centre, can now rush to help councillors with speed and precision. If a panic button is pushed the guards instantly receive a radio text message with room-, floor- and building number.

Core Features

- ▶ **Discreet alarming** - Office buttons are attached with Velcro to the underside of the desk. You can remove it and put it in your pocket if an upcoming visit from a client makes you particularly nervous.
- ▶ **Fast Reaction Time** - Security personnel receives panic alarms within seconds on their radios with the exact location - stating office number and floor number.
- ▶ **Easy Installation** - Installation of the wireless buttons, with no cables involved, is very easy and extremely cost efficient.
- ▶ **Free Security Guard Movement** - This system enables security to do other jobs around the building (like building management) and still receive alarms on their radio.
- ▶ **Easy Voice Communication** - The new solid means of voice communication makes communication between guards easier.

The solution

Hardware and Software

The solution takes advantage of an off-the-shelf Oasis wireless alarm button system from the Czech manufacturer Jablotron. The wireless buttons send alarms to receiving boxes which are connected to a LAN network.

Combined with the ZONITH Alarm Control System it becomes a highly sophisticated panic alarm call system. It auto dispatches alarms and has a refined scheduler, which gets the alarms to the people with the right skills for the job - at the right time.

ZONITH Alarm Control System dispatches messages using the Danish national SINE emergency TETRA network. The security hand terminals are Sepura SRH3800's.

Functionality

The alarm buttons are each given a location identity in the ZONITH Alarm Control System. The ZONITH Alarm Control System converts the Jablotron alarms to SDS-messages with precise location information.

Within a few seconds of the alarm button being pressed, security personnel are rushing towards the place of the incident, guided by the information on their radios.



Alarm buttons are installed in offices, halls, stairwells and even bathrooms. They are discretely designed not to provoke trouble.

Buttons, placed under the office desks, can be put in the pocket.

"It is a good, functional system with very detailed and clear location information"

Leif Møller, Managing Security Guard



1. If an employee feels threatened, she or he can press the nearest alarm button.

2. ZONITH Alarm Control System directs the alarm to the right on-call employee(s).

3. The guards are alerted within seconds on their radios with the exact location of the incident.

4. Guards rush directly to the scene.