Category: OHS

Module 4: GEOS

Who should read this guide?

You should read this guide if you are the Administrator or supervisor responsible for setting up your company's business processes within Tracertrak for GEOS enabled accounts.

This guide covers:

- Configuring account level emergency contacts.
- Configuring additional mandatory worker fields.
- Optional worker specific emergency contacts.
- The SOS emergency flow.

Account Level Emergency Contacts

Tracertrak supports the management of your GEOS emergency contacts from within the Tracertrak console. The first time the account administrator of a GEOS enabled account logs in to the Tracertrak console they will receive the pop-up message and be automatically directed to the Administer > My Settings tab.

By default, the Account Administrator is populated as both the Primary and Secondary Emergency Contact. The Account Administrator must change at least one of the two contacts to be a unique Emergency Contact. To edit the Emergency Contacts, select the ✏ icon at the bottom of the GEOS Emergency Contacts form (Administer > My Settings tab).

You are able to select from a list of existing users configured in your Tracertrak account, or select "Other" if you wish to enter an Emergency Contact that is not already a Tracertrak account user. After selecting "Other", enter the First Name, Surname and Mobile Number. Once you have finished configuring you GEOS Emergency Contacts select the Save button.

The Primary and Secondary Emergency Contacts configured in Administer > My Settings are the default Emergency Contacts provided to GEOS when an SOS event is declared. These are always used unless there are GEOS Emergency Contacts specifically configured for an individual worker who is assigned to the device that declared the SOS event.

Note: It is recommended you periodically review your GEOS Emergency Contacts to ensure they are accurate and up to date.

Additional Mandatory Worker Fields

Workers on GEOS enabled accounts require additional fields. These fields are provided to GEOS to assist in responding to emergency situations. This information is provided to GEOS only when the device the worker is assigned to sends an SOS message.

Optional Worker Specific Emergency Contacts

When creating or editing a Worker, the default account level GEOS Emergency Contacts are selected initially. If you wish to have GEOS Emergency Contact/s that are different to the account level contacts for a particular worker, you can do so by 'un-checking' the "Use Account default" box under the Primary or Secondary GEOS Contact field. Then enter the First Name, Surname and Contact Number. Once you have finished configuring your Worker details select the Save button.
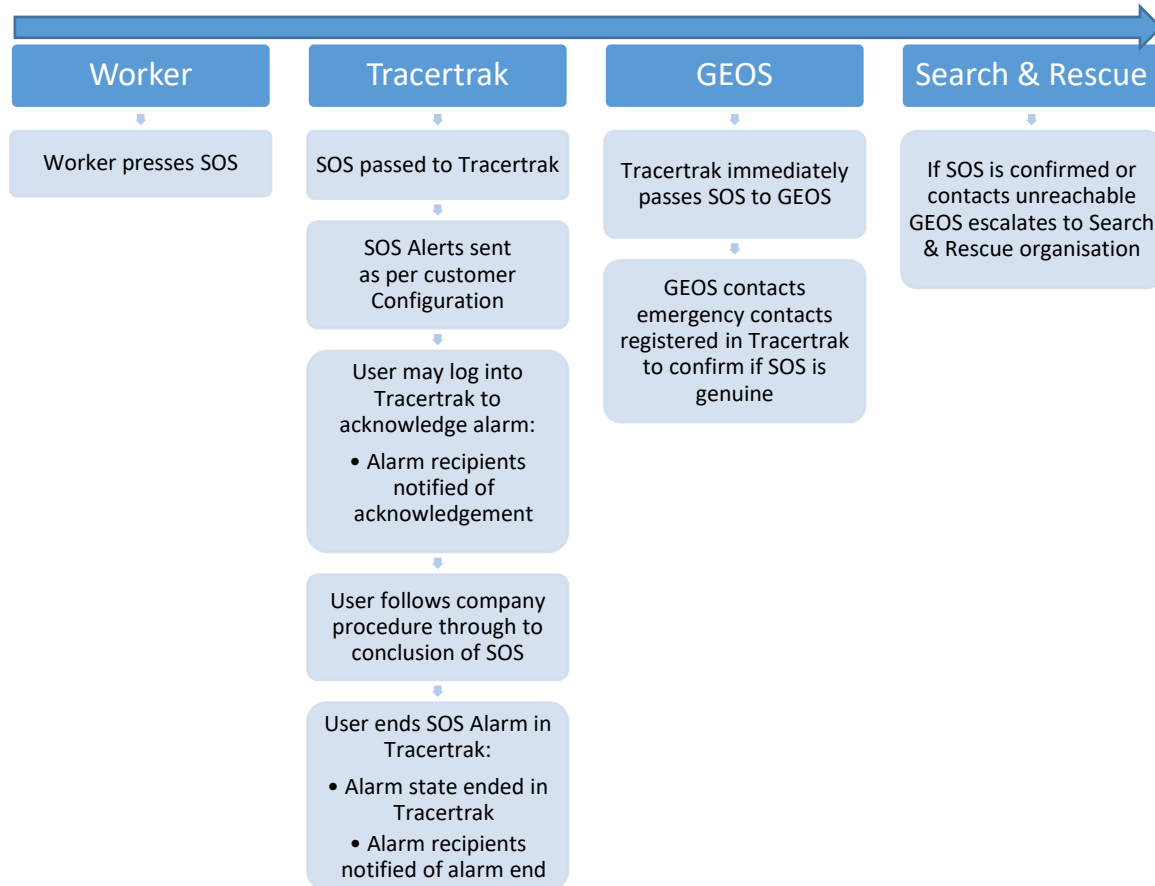
SOS Emergency Flow

Worker	Tracertrak	GEOS	Search & Rescue
Worker presses SOS	SOS passed to Tracertrak	Tracertrak immediately passes SOS to GEOS	If SOS is confirmed or contacts unreachable GEOS escalates to Search & Rescue organisation
	SOS Alerts sent as per customer Configuration	GEOS contacts emergency contacts registered in Tracertrak to confirm if SOS is genuine	
	User may log into Tracertrak to acknowledge alarm: • Alarm recipients notified of acknowledgement		
	User follows company procedure through to conclusion of SOS		
	User ends SOS Alarm in Tracertrak: • Alarm state ended in Tracertrak • Alarm recipients notified of alarm end		

Issues to Consider

- Tracertrak SOS Alarm recipients:
  - Who should be configured in Tracertrak to receive SOS alarm notifications?
  - Will the alarm recipients be available when an SOS alarm goes off?
  - Are the responsibilities of the alarm notification recipient clearly understood in the event of an SOS?
- Procedure:
  - Do you have a procedure for how this worker should respond?
  - Is there a contingency/redundancy in your process for this individual?
- Preparedness:
  - Do I have a safety audit/readiness plan to test my process?
- Choosing GEOS contacts:
  - Are the contacts I registered with GEOS equipped to be the first point of contact in an emergency?
  - Will these individuals be contactable at a time when an emergency could occur?