

myCareTrack

Introducing **myCareTrack**, Tunstall's first personal safety app.

What is the myCareTrack app?

myCareTrack is designed to work with an existing Android and iOS device capable of supporting the latest operating systems, to offer safety for people who are working alone, in potentially hazardous environments, or feel vulnerable.

With individual user ID access, regular check-up calls, and easy duress activation, myCareTrack aims to quickly identify remote workers and individuals who may be in need of assistance.

How does it work?

When a worker commences a shift they check-in via voice or data connectivity using the check-in button on-screen. The worker is then able to record a voice or enter a text message advising of their movements. At this point they also schedule an automated check-up call from Tunstall following completion of their appointment.

If the check-up time is reached and the worker has not updated their status, Tunstall's PNC call management platform automatically dials the worker to check their status.

If they do not answer their phone, PNC will call two more times before being escalated to the monitoring centre.

The escalation procedure will be customised to each individual and may involve checking their pre-recorded or



text message and their location, then contacting a supervisor or emergency services as defined.

In an emergency the user can press their personal bluetooth pendant, worn around the neck or wrist, or the SOS button in the app, which will immediately connect to the Tunstall monitoring centre, putting the wearer in voice contact with a care consultant who will assess the situation and contact the necessary responder to assist.

Using GPS location details, the care consultant is able to accurately locate the wearer and direct their responders to the precise location.

myCareTrack can also be customised for duress situations where silent monitoring is required for user safety, so as not to alert a potential offender. Trained care consultants silently answer emergency calls and arrange urgent assistance for the user, staying on the line and recording the call until help arrives.

myCareTrack

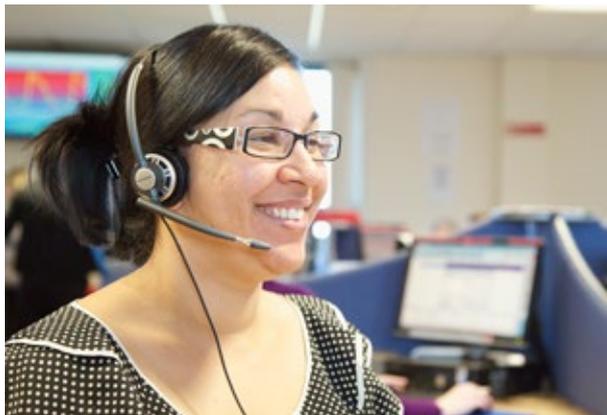
With GPS location functionality, myCareTrack makes monitoring staff safety more accurate than ever.



Who is it for?

Tunstall's myCareTrack is suitable for people who work alone or feel vulnerable, including:

- Older people
- Those with long-term conditions
- Community nurses
- Care workers
- Young children
- Domestic violence sufferers
- Night shift workers
- Mobile workers
- People with physical disabilities
- Those who travel regularly



Features and benefits

- Provides a safer working environment
- Provides an easy to use 24/7 emergency call button
- Provides extra reassurance to workers and supervisors
- Supports workplace health and safety policies
- Periodic GPS location information reported to Tunstall's PNC monitoring system
- Supported on the Android and iOS smartphone platforms
- Simplified installation and central configuration
- Data connectivity option for faster check-in/out and location text messages
- Check-in status bar for instant confirmation
- Extensive activity reporting

Battery replacement: Your pendant has up to one year battery life. For instructions on how to change the pendant battery, please refer to support.vsnmobil.com

Our policy of continual development means that product specifications and appearance may change without notice. Tunstall does not accept any responsibility for any errors and omissions contained within this document, or changes to underlying mobile phone/tablet technologies.

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