



Protecting *you* – Serving customers

violence doesn't discriminate



WHO WOULD YOU TRUST?

The protection of your staff is a business priority. There are more than a million incidents of violence in the workplace every year costing more than 3 million lost work hours. Often, all that the victims were trying to do was to serve and help the public.

RISING TO YOUR SECURITY CHALLENGE

Safetell has more than 15 years' experience delivering security solutions that combine open-plan counters with security systems that provide instant physical protection for staff in the event of abusive or violent incidents.

With a range of products for a variety of risk scenarios, Safetell treats each installation as a bespoke solution – tailored to each client's individual needs.

More than 3,000 installations and millions of operations attest to the success of

Safetell solutions currently used by customer-focused organisations such as Abbey, Post Office, Nationwide, HBOS, BP, Texaco, Local Authorities and other public service providers.

Each installation is project managed from first enquiry through design to manufacture and installation. A national network of directly employed service technicians provides after-sales service support of planned maintenance and repairs.

Safetell's Engineering and Service Departments provide continuous product support throughout the life of an installation.

Leasing packages are available for both capital purchase and long-term maintenance.

Safetell's quality system complies with ISO9001:2000 and all installations comply with relevant European and British Standards and British Security Industry Association (BSIA) Codes of Practice.

The nature, place and time of violence are unpredictable and the catalyst may be nothing more than your staff saying:

No... I'm sorry...

It is not what your customers want to hear. Sometimes they will accept a refusal, a delay, more waiting; sometimes they will react – violently and aggressively; sometimes the lure of ready cash attracts the robber with a real or imitation firearm.

Safetell products address all levels of risk from ballistic resistance to anti-physical attack, verbal abuse and anti-social behaviour.

The unique feature of Safetell's security solutions is to provide secure but open-plan, face-to-face service positions. Most solutions include moving screens that are controlled by your staff to suit their perception of risk at any moment in time – screens can be fully open, partially or fully closed. This gives a relaxed and attractive environment and empowers staff to take control of their security, improving workplace efficiency and morale and reducing stress and sick leave.

ADDRESSING THE RISKS – SERVING THE PUBLIC



Safetell's security systems protect staff whilst providing better customer care at open service counters. Communication and transfer of documents, merchandise or payments between staff and customers – especially the disabled – is not diminished by obtrusive security.

Safetell assists customers to meet their obligations under the Disability Discrimination Act and Health & Safety legislation. Improving access to your services for all members of the public makes sound business sense and Safetell has solutions for the disabled – whether the disability is mobility, dexterity, hearing, vision, etc.

Wherever staff meet customers – reception desks, interview rooms, customer counters, help-desks – Safetell has a bespoke solution.

ECLIPSE

The Eclipse bullet-resistant, fast rising screen is the ultimate defence against attempted armed robbery.

Compressed air drives the steel screens from inside the cashier's counter to the ceiling. SureFire electronic and pneumatic controls provide minimum delay between the activation of an alarm trigger and screen activation. The system incorporates radio transmission trigger devices for remote operation and up to seven outputs to other systems.

Six basic screen formats can be manufactured up to 4500mm wide to suit various styles of counter with low-level screens for good access for the disabled. All screens in the branch are triggered at the same time to create a secure zone with no physical, visual or audible communication from the public area. The ballistic resistance of Eclipse is to BS EN 1063 Classes BR4NS and SG2NS.



Eclipse provides the advantages of open plan for good customer relations with immediate protection for staff against firearms.

COUNTERSHIELD

CounterShield offers protection to staff against any form of verbal or physical abuse or attack at an open-plan desk.

An electric motor drives the polycarbonate screen to any position between fully open-plan and completely closed. The screen can be lowered slowly in anticipation of a known, higher risk situation or very quickly in response to an actually escalating attack. Each CounterShield protects a single staff position but multiple screens can be installed side by side and can be controlled either individually or as a group.

The space above and to either side of the moving screen is protected by a modular system of FlexiGlaze panels. The attack resistance of the CounterShield and FlexiGlaze materials is to BS EN 356 Class P5A and the whole, installed structure will withstand the forces defined for Class P3A.



CounterShield gives staff total control over their level of protection in an open-plan environment.

Our clients include ■ Abbey ■ HBOS ■ Nationwide ■ Post Office ■

EYE2EYE

Eye2Eye is a single staff position serving counter with facilities to assist access for the disabled, including a variable height counter.

The height of the electrically powered counter can be varied to suit the needs of any customer. The design includes room at knee and skirting level to give turning space for wheelchairs and their footrests; "soft touch" profiled counter edging to assist those with manipulative difficulties; active voice transfer and induction loop systems to assist the hard of hearing; and good colour contrasts with minimised reflections to assist those with visual disabilities.

Ballistic resistant and physical attack resistant formats of Eye2Eye are available as a complete assembly 1200mm wide ready for installation into a prepared opening from floor to ceiling. Ballistic and attack resistance are to the same standards as Eclipse and CounterShield.

FLEXIGLAZE

FlexiGlaze is a system of modular fixed glazing panels to suit a variety of design layouts and levels of protection.

There are two anti-physical attack formats: the UG system is framed on the top and bottom edges with the vertical glass edges polished and posts that can be arranged to suit changes of direction and height of serving counters; the UJ system is fully framed by vertical mullions and horizontal channels that can allow horizontal transaction gaps at counter level. The UH panels form a fully framed, ballistic rated system. All system components and structures are tested to meet the same ballistic and physical attack standards as Eclipse or CounterShield.

FlexiGlaze is complemented by a range of accessories to improve customer service: Cash and Document Pass Trays; Bulk Transfer Units; Active Voice Systems; Induction Loop Systems.



Eye2Eye allows all customers, including those with disabilities, to be served from a single, adaptable delivery point.



FlexiGlaze provides the appropriate level of protection for a variety of counter designs and transaction methods.

■ Alliance & Leicester ■ Wm Morrison ■ BP ■ Merseyside Police ■

 **SAFETELL**

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CASH HANDLING

RollerCash, BiDiSafe and Flip Top Tills serve as a deterrent to robbery by removing immediate access to large amounts of cash while allowing counter staff to replenish or reduce their immediate float to match the flow of deposits and withdrawals.

1

RollerCash is available as a 20 or 30 sector machine for daytime use only or safe-rated to BS EN 1143 Grade II for overnight cash holding of up to £10,000. Deposits to sectors are immediate but withdrawals from any sector are time-barred according to contents. All timings can be user defined.

RollerCash can be controlled with increasing levels of flexibility/display/recording by an on-board keypad and display, by a dedicated control keyboard, or by connection to a PC that may be stand-alone or on-line with the client's transaction technology.

2

BiDiSafe is a stand-alone unit for businesses requiring occasional access to cash in the public area. Cash is segregated into 20 cassettes but only one cassette may be accessed at a time after a short delay.

3

Flip Top Tills protect the cashier's immediate float and are available in two basic formats. Security features include alarms if tills are left open for too long and remote inhibiting of the push button opening in the event of a general alarm.



Secure and operationally efficient management of cash allows the deployment of open-plan environments to improve customer relations and increase the flexibility of the service offer.

Other products include

- Hearing aid induction loops
- Electronic speech transfer

PROJECT SERVICES

Safetell provides both Design and Project Engineering services to work with a client to develop product design and to take responsibility for contract execution from start to finish.

Product Engineering works with clients and their advisers to convert concept and detailed requirements into cost-effective, operationally efficient, aesthetically pleasing, safe and secure products and applications.

Project Engineering defines the scope of work and interfaces with other trades on a General Arrangement drawing that is prepared from the detailed site survey and issued to the client for approval. Manufacture and procurement are controlled ready for delivery to site. Safetell's own technicians install the equipment in phases to suit the client's construction programme before commissioning, staff training and handover. On completion of a contract all as-built details are recorded and archived for future after-Sales support.

SERVICE & MAINTENANCE

Safetell's Customer Support Department is responsible for all planned maintenance and call-outs for the after-Sales support of all Products.

The Eclipse product range requires regular planned maintenance of the pneumatic and moving parts and verification that all electro-pneumatic and electronic controls are operating correctly. Other products require occasional maintenance for mechanical checks of moving parts and battery changes.

The Customer Support team has technicians strategically located around the United Kingdom equipped with the relevant spares and tools to undertake all common repair and maintenance tasks. The average response time to site for an emergency call is less than 3 hours.

The team is controlled and administered at the Dartford office using a dedicated call management software package to schedule, progress and close all calls. The call desk is open 24 hours per day, 365 days per year and is always staffed by a Safetell employee.



- Cash scoops & rotary transfer units
- Security doors
- Counter work & desking
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