



Newcastle University's adoption of SafeZone® enables a consistent approach to security and safety across its entire international estate. During an emergency, managers and first responders now have complete situational awareness, ensuring the fastest and most appropriate response.

Newcastle University is a world-class civic university, based in central Newcastle and next door to another SafeZone university - Northumbria. The University is home to one of the UK's top medical schools and has campuses in London, Malaysia, and Singapore.

SafeZone is a unified safety and security solution which includes a mobile app for users that is helping to keep students and staff safe, as well as NHS employees who regularly access the University's facilities,

by making it easy for anyone to request emergency or medical assistance. For example: the system was used when a member of staff slipped on ice in the car park, broke her hip and was at risk of exposure due to bitterly cold conditions.

SafeZone offers multiple safety, security and operational benefits but two specific aspects are proving invaluable for Newcastle University: the system's scalability and flexibility, along with the availability of a desktop app.

SafeZone solution

SafeZone allows an unlimited number of areas to be geo-fenced and immediately added into the system as required. As a result, Newcastle University has been able to significantly expand its security coverage and responsibilities to include new buildings, such as its cutting-edge research facility in Singapore. And at no extra cost.



SafeZone

SafeZoneApp.com

“SafeZone is giving us the tools we need to protect the university's community around the world. We now have a consistent and measurable approach with SafeZone giving students and staff the support they need wherever they are.”

SHED COULTHARD
Estates Security Manager
Newcastle University

In addition, as the university's facilities are refurbished, SafeZone provides continued reassurance for staff and students needing to relocate to temporary accommodation.

Newcastle University also integrated SafeZone's desktop app into its IT network and anyone working on-site after hours is encouraged to sign in and to take advantage of the improved safety monitoring available. And so, after hours, the control room knows exactly where people are and can compile accurate muster lists in case of an emergency.

SafeZone is also on hand to protect lone workers, both on campus and off campus i.e. to those involved in community-based research projects, who tend to feel particularly vulnerable in unfamiliar neighbourhoods.

The system has been exceptionally well received by the University's security team which has several SafeZone champions who regularly attend events – such as staff welcome days and Student Union meetings to actively promote the service and encourage sign-ups.

As a result, SafeZone is now an integral part of life at Newcastle University and at Northumbria

University too. The two universities already share some of each other's facilities, while its two security teams are increasingly collaborating on best security practices. They also support jointly hosted activities such as a recently organised off-campus Fresher's Week party.

Going forward, their aspiration is to work with the City Council, Northumbria Police and other agencies to see Newcastle recognised as one of the UK's safest cities, as well as for its award-winning universities, lifestyle and vibrant nightlife.



Benefits and outcomes

SafeZone is helping Newcastle University to provide the same consistently high level of student and staff safety across all its locations and activities. System benefits include:

- ▴ Increasing Newcastle's appeal to students (and their parents) as a safe institution
- ▴ Protecting all lone workers including security officers
- ▴ Scalability with no extra costs
- ▴ Up to 50% faster incident response times
- ▴ Fully supports after hours working



CriticalArc is a leading technology innovator, designing, and developing the distributed command and control solution, SafeZone, which is revolutionizing the way organizations manage safety and security operations.

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