

Sydney Trains to adopt SafeZone to enhance staff safety and resilience

Solution to be used by thousands of staff across the greater Sydney area

SYDNEY, AUSTRALIA, 5 August 2020 – Staff safety and customer service will be boosted across Sydney’s rail network with the deployment and launch of SafeZone®, the industry-leading safety, security and emergency management solution from [CriticalArc](#).

The ground-breaking technology will enable [Sydney Trains](#) to manage a wide range of situations, including mitigating risks to staff and customers and strengthening the capacity to respond to incidents and emergencies across the network. For example, SafeZone will put up to 2,500 of Sydney Trains’ front-line staff directly in touch with security control room teams, letting them summon immediate assistance at the touch of a button.

The investment in SafeZone will cover over 175 stations across the greater Sydney area and is the latest step in a modernisation drive to transform Sydney Trains’ operations, with more than a million customer journeys taken on the network every weekday.

[SafeZone](#) enables staff to call for assistance and receive optimised response at the touch of a button, via their assigned smartphone. This capability is as valuable on crowded city platforms at rush-hour as it is on more remote suburban stations where staff may be working alone late at night.

“Sydney Trains is committed to fulfilling our duty of care to all of our staff and enhancing our high safety standards in order to maintain and enrich customer service levels on station platforms,” explains Mark Edmonds, Manager of Security Capability, Network Operations. “Employing proven technology such as SafeZone will help us solve day-to-day challenges, further improving the safety of our staff and helping them work more effectively to continue to deliver world-class service.”

Across their transportation network, Sydney Trains will now have real-time situational awareness, and a more complete picture of critical events. This makes possible a wide range of security management functions, such as sending targeted alerts to specific individuals and groups. It enables control room operators to pinpoint the location of individuals needing help so they can initiate the most efficient and rapid emergency response.



PRESS RELEASE

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“This visionary deployment by Sydney Trains will have a significant impact on the safety and wellbeing of staff and thus will produce dividends with regards to customer service and satisfaction, and the potential for streamlined operations moving forward.” says Glenn Farrant, CEO, CriticalArc. “With staff safety a primary concern for all rail operators internationally, implementation of this technology by Sydney Trains represents a significant step forward for the sector and will be the blueprint for many implementations to follow.”

For more information on CriticalArc and SafeZone go to www.criticalarc.com or <https://www.criticalarc.com/contact/>.

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Media Kit

Contains images of Sydney Trains personnel using SafeZone, headshots of company executives quoted, SafeZone product images etc.

<https://www.dropbox.com/sh/n6gwcrkyaelbzok/AAoB9wy5Qn7XQq6EppTMx-ja?dl=0>

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About CriticalArc

CriticalArc provides SafeZone®, the leading safety, security and emergency management solution that helps large organizations keep their people safe and respond more effectively to critical incidents so they can fulfil their duty of care and mitigate risks. SafeZone fundamentally transforms the ability to manage personal safety, security and emergency situations so organizations can respond consistently and up to 50% faster to protect their most important asset, their people. Through real-time visualization, communications and response coordination, SafeZone has established a new benchmark for organizations to protect their community that streamlines operations, is easy to use and quick to deploy.

Headquartered in Sydney, Australia, CriticalArc has offices and operations in the UK and North America providing an international delivery capability and reach. For more information on CriticalArc and SafeZone, please go to www.criticalarc.com.

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