

Security for the Jobcentre Copenhagen

The Jobcentre Copenhagen relies on a wireless call and alarm system



Image: Harry Nielsen

Project goal

- Improving the working conditions
- Ensuring more security for employees

Challenge

- Increase of aggressive customer behaviour
- Many rooms that need to be secured
- Completely mobile system

Solution

- Intelligent and reliable people protection system

Advantages

- High security level without expensive building modifications
- Virtually maintenance-free Hardware and Software
- Fast alerting in case of emergency

Problem description

The city of Copenhagen was confronted with increased aggressive behaviour by Jobcentre clients. This resulted in a rapidly growing number of sick leaves from employees who felt threatened or attacked. The City of Copenhagen took action to reduce employee absence and initiated the first project in a new job centre in downtown Copenhagen. As part of this project, the city needed to find solutions to improve the working environment and give employees the feeling of being safer in their own working environment.

Special requirements

The Jobcentre required a system based on a personal alarm button that was both small and easy to carry, but fully mobile and could be used by employees throughout the office. The activation of the alarm button should immediately send a message to a mobile communication device. The message should include the employee's ID and location within the building. The call for help should either be sent to other employees to indicate who is where in an emergency, or to a security guard as is the case in larger municipal offices. The system should also generate an automatic incident report for evaluation purposes



and be fully web-based for remote maintenance purposes. The mobile alarm system should of course withstand a cost-benefit calculation, as 200 employees need to be equipped with this device.

The solution

The concept offered is the amanTag PersonalGuard® solution from deister electronic - a wireless call and alarm system which supports employees in an emergency by means of a ▶

transponder with an alarm button. This solution offers the advantage that the employee only has to press a button on his wrist in an emergency. The alarm message triggered in the event of a threatening situation contains detailed information about the person and their current location.

This information is transmitted to the security officer, who carries a receiver with a display. One of the main requirements of the job centre was that employees should not be restricted in their freedom of movement, but should be able to move freely and safely in their working environment.

The installation has been in operation since February 2007 and there is a high level of satisfaction with this solution. Orders for other job centres have already been realized due to the very well-functioning system. ■



UTA 1

PSA 3

LCA 500 M

LCA 700 M

About Jobcentre Copenhagen

Among other things, the Jobcentre helps unemployed citizens find work or training. The Jobcentre also supports them throughout the application process. The Jobcentre in Copenhagen employs a staff of around 200.



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About deister electronic

deister electronic is an innovative, family owned global business with 40 years of experience in developing electronic and mechanical products for security and industrial automation. Widely acclaimed for our expertise and specialist implementation of RFID technology within practical applications, from key management and access control to logistics and process control.



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