



## Link:Q Energy Company Case Study

### Client:

Our Client is a leading Australian integrated energy company focused on the development of coal seam gas throughout eastern Australia and Asia. Their worldwide interests span coal seam gas developments, pipeline assets, electricity generation and investments in liquefied – natural gas projects.

### Our Client's Requirements

Client has a large number of highly skilled field staff working around the clock on large projects, and often covering vast distances on their own. The company management was concerned about the safety and welfare of their staff and needed a way for staff to report an emergency situation, and a way to keep track of lone workers on a 24 x 7 basis.

### Link:Q Solution

The challenge was presented to the Link:Q Service Development Team to provide the most cost effective solution that would meet Client's needs and be completely scalable.

Link:Q designed and built two services specifically for Client:

An **Emergency Hotline service**, accessed by a 1800 number, allows callers to register an emergency situation. The Link:Q's system allows operators to search via a 'search locator' and then ask the caller a series of questions (some mandatory) to determine the extent of the emergency. Once all the information is obtained the operator will then start to make call outs from predetermined list of contacts of which some are on roster, some are listed in the order they are to be called. The information is also dispatched via an SMS text message to the staff member the information was relayed to (providing a back up of all details) and an email of the event and details is sent to Head Office for record purposes.

For lone workers a **Safety Link service** was built to record staff movements as people move from one location to another. The service is accessed via a 1800 number and utilises an IVR selection so calls can be directed to one of two regions. Client's staff will call in to log in a job, change a job details, extend a job, or log out of a job.

Link:Q sophisticated messaging platform allows for an SMS text message to be automatically generated ten (10) minutes before the job is due to be logged off. If the staff member does not call in to extend the job or close it off on time an escalation process is automatically triggered and the Link:Q operator will start to make call outs from predetermined list of contacts of which some are on roster, some are listed in the order they are to be called. An SMS text message is also sent to the contact the information was relayed to, and an email of the event and details is sent to Regional Controller.

Link:Q messaging platform allows rosters and escalations to be changed automatically for up to six months in advance

### Outcome

Client's staff members now know they have a way of reporting an emergency and a means of logging their movements as they move from site to site. This has created peace of mind for workers and their families and allows Client greater flexibility with their work force. The services are cost effective and enable the company to meet OH&S requirements.