Digitalisation of the Emergency Number Non-verbal emergency reporting technology

















THE CHALLENGE

"it is predicted that in the future, more and more consumers are likely to be in vulnerable situations for a number of reasons.

Supplier and distribution network companies need to proactively identify which of their customers might be in a vulnerable situation and offer tailored additional services to help them engage in the energy market."

"Vulnerable Consumers in the Energy Market: 2019" - Ofgem



CHALLENGE ACCEPTED

Support consumers in vulnerable situations

Digitally transform the emergency reporting system

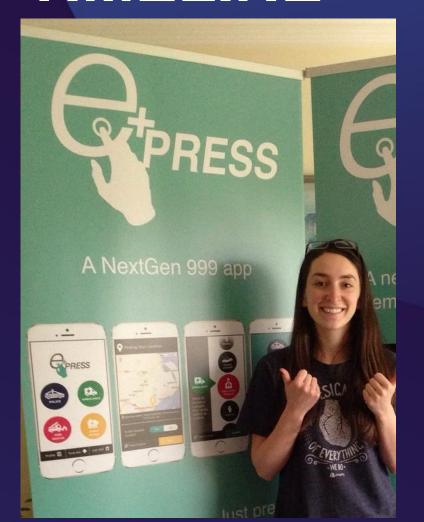
Enable greater inclusivity and give all customers greater confidence In communicating with the gas supplier and distribution networks







TIMELINE







2015 preparation for Wakefield 2016 999 App Certification Scheme Launch



2017 Spread the story...



2019 DCMS 999LC accreditation for all four EMS



2021 MADRID ICC Awards Best Use of Technology



2022 Winner of Security & Policing **Innovation Award Farnborough**



WHY

28 million UK adults have characteristics of vulnerability



12 million Hearing loss



15 million adults

Mental health



7 million adults
Poor literacy



14 million Disabled

CORE VALUES

Equality

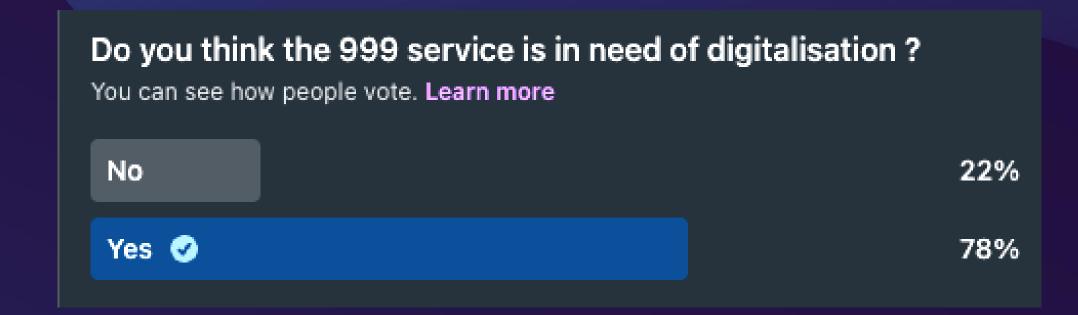
Accessibility

Inclusivity

Communication



PERSPECTIVE OF THE CITIZEN



Do you feel confident knowing when to phone 101 or other emergency support numbers for utilities (gas, water, electric) v 999 ?

You can see how people vote. Learn more

Yes 18%
No **②** 82%

In your opinion is the current 999 service inclusive and accessible for all ?

You can see how people vote. Learn more

Yes 46%
No

✓ 54%

What would be your preferred method to communicate with 999? Read all before choosing..
You can see how people vote. Learn more

Email 7%

Phone Call 43%

Mobile App 70

Text 0%

What possible enhancements to 999 would you be willing to use?

If you have another answer feel free to comment beld ... see more

You can see how people vote. Learn more

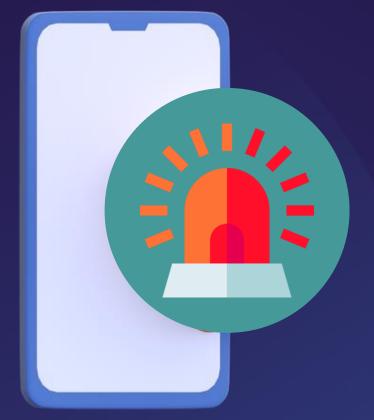
Location Sharing	22%
Image / Video Sharing	6%
Live Video Call	0%
All the above	72%





TapSOS

- Non-verbal 999
- Icon based
- All four services
- Government approved



TapDA

- Discreet & Disguised
- First point of contact
- Distributed by Police
- Able to meet demand



TapGAS

- Digitalised 0800
- Guided reporting
- Smart triaging
- Concurrent access



BUT WAIT



INCLUSIVE INNOVATION

















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