



TELUS Business Solutions

TELUS SafetyNet™ solutions

security and safety for communities,
individuals, and assets

Ensuring the security and safety of communities and citizens is a priority for governments, first responders, industries and supporting agencies. For individual safety, on-the-job prevention and safety compliance require continual training and monitoring. For larger emergencies, multiple stakeholders across many jurisdictions must often mount an integrated response. Whatever the safety need, coordinated communications and planning tools are essential.

communication is critical

With TELUS as your partner, you will achieve greater integration, coordination and preparedness. We have state-of-the-art technologies, leading-edge networks and unparalleled expertise in communications and security. We've put it all together in TELUS SafetyNet.

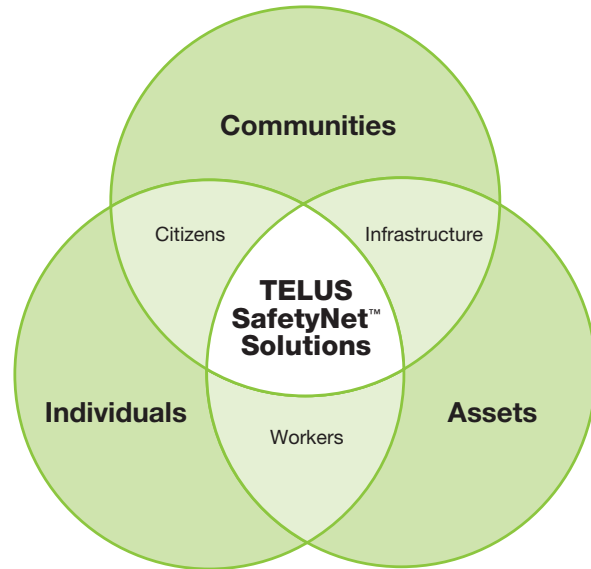
This comprehensive set of safety solutions includes services that help protect employees and keep infrastructure assets secure, as well as complete emergency management solutions that provide emergency coordination and response for mass emergency situations. TELUS SafetyNet protects communities, individuals and assets.

leverage our expertise

TELUS is a trusted provider of safety communications to organizations across Canada. We have worked with all levels of governments, first responders, emergency agencies, and industry to develop our SafetyNet portfolio. We will work with your organization to ensure our solution delivers key benefits:

Single point of contact. In a crisis, time is of the essence. And the fewer people involved, the better. TELUS provides end-to-end safety communication services and can be your single point of contact for all safety communication needs.

Performance and reliability. We have spent more than \$1 billion building infrastructure and enhancing our network reliability and performance. As a result, TELUS provides the most reliable network in Canada.



Security experience. As part of Canada's critical infrastructure, TELUS has extensive experience in ensuring the highest levels of security, network redundancy and standards compliance. We are members of security collaboration groups such as the Canadian Telecommunications Cyber Protection Working Group, the Canadian Telecommunications Emergency Preparedness Association, and the U.S. Network Security Information Exchange.

National and cross-border reach. Because larger emergencies cross jurisdictional boundaries, multi-stakeholder collaboration and coordination is essential. TELUS has a national footprint as well as U.S. agreements, enabling an integrated approach and seamless communications within Canada and across the border.

Best-in-class partners. TELUS has partnered with top companies such as Science Applications International Corporation, Cisco, Microsoft, Motorola and NC4/E-Team to provide the best in safety solutions and expertise.

Funding options. Obtaining budget resources is always a challenge. TELUS is experienced in developing capital and operational billing scenarios to suit your situation. We can help you build your funding model.

comprehensive safety solutions

protect your communities

TELUS SafetyNet for public safety enables secure access and communication. An integrated solution can ensure the most coordinated, collaborative and efficient management of a crisis, ultimately delivering the best safety outcome for your community.

Emergency management and response

TELUS offers comprehensive functionality for crisis management of both large-scale emergencies and minor incidents. Our main emergency management offerings are:

- **Emergency Management Operating System** integrates a geomatics system, incident logging software and notification service into a Web-based geospatial viewer. This easy-to-use and information-rich system can be used wherever there's an Internet connection. Additional wireless applications can enable your field personnel to have their emergency plans available on their wireless device.
- **Emergency Response Support** provides real-time telecom support to our mission-critical client teams involved in the response to and recovery from major threats. If network voice and high-speed data communications are down, our Satellite and Cellular on Light Trucks (SATCOLTs) and rapid-deploy handset inventories can replace these systems anywhere in Canada, including challenging terrain environments.
- **Emergency Operation Centre (EOC) technology infrastructure** includes all the telecom and IT infrastructure solutions required to support your EOC environment: wired and wireless networks, voice and data hardware, specialized software applications, back-up, redundancy and security solutions. Your EOC is fully equipped, secure and ready to go when you need it.

Critical wireless communications

Reliable and secure mobile communications are key in any emergency. TELUS provides voice and data wireless networks and services that enable responders to connect and share vital information. Our services provide mobile access to critical data applications, seamless cross-network /cross-border roaming with application session persistence, better network performance with advanced data compression, and full control of communication security (up to 256 AES encryption with FIPS certification). Interoperability is crucial to enabling the best response. TELUS can integrate disparate radio, spectrum, and trunked network communications technologies by providing voice 'gateways'. Using these gateways, radio channels can be set up that allow various responders to talk to each other over a wide variety of transceivers and legacy radio technologies.

TELUS also enables reliable and secure access to critical information through a range of leading-edge wireless data solutions including high-speed EVDO/1X, iDEN, high-bandwidth hotspots and private 802.11. With a TELUS multi-network data access (MNDA) solution, you can tie them all together into a powerful network of networks, even adding other public or private networks.

protect individuals

TELUS SafetyNet for employee safety helps keep your most valuable asset – your employees – safe. Our services are designed to help you meet regulatory compliance commitments and proactively manage your workforce safety needs.

Work-alone solutions. Our Web-based wireless, automated system monitors mobile workers in real time. It notifies emergency operations when a worker fails to report after a designated time or when a self-reported crisis occurs.

Driver safety solutions. TELUS can help empower corporate safe-work programs. For example, our Fleet Management Safety module can monitor specific driver behaviours such as seat belt usage and speed.

Occupational health & safety (OH&S) services. TELUS can help your organization with the full spectrum of OH&S activities: determining the hazards and risks of jobs, defining fitness to work for new placements, providing safety orientation and training, ensuring appropriate medical follow-up after incidents, and timely assessment of causes of injury.

Web-enabled safety training. TELUS has Web-based tools to distribute up-to-date safety training – anytime, anywhere. Our solution tracks enrollment, course completion and performance.

protect your assets

TELUS SafetyNet for asset safety ensures that your critical assets – physical property, data and technology infrastructure – are monitored to guard against threats. In the event of an emergency, the asset can be tracked and/or restored as quickly as possible.

Business resiliency and data protection. TELUS provides a full range of data security services including: disaster recovery and business continuity, perimeter protection, prevention and security management services.

Mobile assets protection. Government, industry, and first responders have significant vehicle fleet assets to manage. With our Mobile Resource Management Service, you can track vehicles to optimize their deployment and utilization.