

WHITE PAPER

# Connected at every handover

Push-to-Talk over Cellular for  
UK luxury goods transport

Protect your people. Coordinate your fleet.  
Deliver the service high-value customers expect.



A practical guide for fleet, operations and security leaders

## 01 / EXECUTIVE PERSPECTIVE

# High-value cargo. Higher expectations.

Luxury transport depends on more than moving an item from one postcode to another.

A prestige watch, a collection of jewellery, a designer consignment or a piece of fine art carries value beyond its replacement cost. The delivery is part of the customer experience. A missed appointment, an unexplained delay or a poorly managed handover can affect trust as well as the journey itself.

Across a UK operation, drivers may move between motorway corridors, congested city centres, rural addresses and enclosed loading areas. Dispatchers need to coordinate those journeys while protecting sensitive information and supporting staff who can be physically separated from their colleagues.

## 01 People exposed at the handover

Drivers can leave the protection of their vehicle to unload, enter a building or meet a recipient. A vehicle position alone does not establish where that person is or whether they need help.

## 02 A premium promise under pressure

Appointment changes, access restrictions and delays require a coordinated response. Repeated calls between drivers, dispatch and customer service can slow decisions and leave different teams with different information.

## 03 Dispersed teams, fragmented visibility

A fleet spread across regions needs a shared communications system. Knowing who is available, which device was last seen online and whether an instruction was acknowledged helps control rooms manage exceptions.

### The proposed approach

Connect handheld radios, installed vehicle radios and control room dispatch through a managed PoC platform, supported by tested coverage and clear response procedures.

## 02 / SYSTEM DESIGN

# One operational conversation

Connect the cab, the person and the control room through a common PoC service.

Push-to-Talk over Cellular carries radio-style voice over mobile data, with Wi-Fi where supported. Authorised users reach an individual or configured group through a hosted platform. Dispatcher mapping can support location-based coordination.



### Telox TE320 handheld

A portable communications point for collections, unloading and handovers. The radio travels with the person when they leave the vehicle.



### Telox M6 vehicle radio

A dedicated communications point in the cab. Specify professional installation, suitable power, audio and antenna arrangements.

### Control room dispatcher console

Coordinate the two device types through the selected PoC platform. An authorised controller can manage calls and review reporting-device locations, subject to the configured software and licences.

### Give each conversation a purpose

Use talkgroups for fleet dispatch, delivery teams and incident coordination. Restrict membership to those who need it, with appropriate private channels for sensitive instructions.

Confirm platform compatibility, dispatch licences, emergency functions, location reporting, recordings and support in the final specification. The pictured models are supplied by Eemits; enabled capabilities depend on the agreed system configuration.

## 03 / WORKER SAFETY

# Support beyond the cab

A handheld can keep the delivery team connected when the vehicle is out of reach.

Risk does not end when the engine stops. Unfamiliar premises, isolated unloading areas, aggressive behaviour and a medical incident can all create situations in which a driver needs assistance. HSE guidance requires employers to manage lone-working risks and to train, supervise and monitor lone workers, keeping in touch and responding to incidents. [1, 2]

## Make raising the alarm straightforward

Specify an accessible emergency button and test what happens when it is pressed. Depending on the selected system, an alert may identify the device and show its latest reported location. Confirm whether it opens a priority voice call, who receives it and what happens if nobody acknowledges it.

## Turn a missed check-in into a defined action

Where supported and configured, automated welfare prompts can ask a worker to confirm they are safe. An unanswered prompt should initiate an agreed escalation. Set timings by task and risk; loading at a remote destination may need a different procedure from travelling with a colleague.

### 1 / RECEIVE

A named operator receives the alarm or missed-check alert.

### 2 / VERIFY

Check the location timestamp and attempt agreed contact.

### 3 / RESPOND

Apply the incident plan; contact emergency services when needed.

### 4 / RECORD

Log the action, hand over ownership and review the event.

A radio alarm needs a staffed response arrangement during the operating hours it covers. Provide a backup recipient, rehearse scenarios and test alarms regularly. A communications system supports the risk assessment; it does not replace safe handling procedures, training or emergency planning.

Safe driving comes first. Set a communications policy that minimises distraction, uses suitable installed equipment and requires drivers to stop safely when an interaction needs their attention.

## 04 / CONTROL ROOM VISIBILITY

# Visibility you can act on

Vehicle location and a driver's radio location answer different operational questions.

### Vehicle position

#### Where is the reporting vehicle device?

Useful for dispatch and understanding where a vehicle has stopped.

### Handheld position

#### Where is the reporting portable radio?

Useful when the driver leaves the cab, if the radio is carried and connected.

### Last reported position

#### How recent is the location update?

Check the timestamp, device status and available accuracy before acting.

A location marker shows the reporting device, not proof of a person's safety or a consignment's custody. GNSS accuracy can deteriorate indoors, underground and around buildings. Indoor positioning requires a separately designed capability. Lost connectivity can leave the console displaying an older position.

## Resolve delivery exceptions sooner

An authorised dispatcher can contact the relevant driver or group without a chain of individual calls. A reported delay can be shared with customer service, an alternative slot agreed and the instructions confirmed. Location supports that conversation; it does not establish a reliable ETA on its own.

## Protect discretion as carefully as the cargo

Use neutral job references where practical and restrict who can access routes, addresses and recordings. Explain monitoring to staff, identify its lawful basis, set proportionate retention periods and assess whether a data protection impact assessment is required. [3]

### Illustrative scenario: a changed delivery entrance

The driver stops safely and reports restricted access. Dispatch confirms an approved alternative, updates the driver and informs customer service. One coordinated decision replaces several separate calls.

## 05 / UK-WIDE CONNECTIVITY

# Design for continuity

Wide-area communication without building a private radio network along every route.

PoC can connect teams across the UK wherever the selected service has suitable mobile data coverage or supported Wi-Fi. This makes it well suited to geographically dispersed fleets. It remains dependent on the device, data connection and platform: mobile-network coverage cannot guarantee uninterrupted communication at every location or at all times. [4]

## Start with the real journey

Use coverage information to shortlist connectivity options, then pilot the actual routes, depots and delivery environments. Include rural stretches, loading bays, basements and busy operating periods. Test usable voice, alarm delivery and location updates, not simply whether a signal indicator appears.

## Specify network options precisely

Where available, multi-network connectivity can broaden the available coverage. Confirm which networks are accessible, how a device selects or changes network and whether an active call can be interrupted. Roaming or multi-network access is not automatically simultaneous connectivity or seamless failover.

## Plan for loss of service

Document what workers and dispatchers do when a radio disconnects or a check-in cannot be completed. Consider a genuinely independent fallback for routes where the risk assessment requires one. A spare phone on the same network may be affected by the same outage.

## Protect the control room too

Include the dispatch workstation, internet connection, user accounts, power and platform support in resilience planning. Agree backup access, incident ownership and restoration procedures. In-vehicle power and spare handheld batteries should cover the intended duty cycle.

### A stronger coverage promise

UK-wide team communication wherever suitable connectivity is available, with route-tested coverage and a defined plan for service interruptions.

## 06 / IMPLEMENTATION

# Prove the fit before rollout

Build the service around your people, journeys and customer commitments.

## Discover

Map routes, delivery types, lone-working tasks, existing tracking systems and control room hours. Identify where missed information currently causes delay or increases exposure.

## Specify

Select compatible handhelds, vehicle radios and dispatcher licences. Agree talkgroups, location reporting, emergency workflows, access controls, connectivity and support responsibilities.

## Pilot

Run representative journeys and handovers. Test intelligibility, coverage gaps, location freshness, battery endurance, alarm acknowledgement and the procedure for an unavailable dispatcher.

## Measure and refine

Compare call-chasing time, delivery exception resolution, alarm response times and failed check-ins against a baseline. Record coverage failures separately. Set success thresholds before expanding the fleet.

## Connect your fleet with Eemits

Discuss a PoC solution built around your luxury goods operation: handhelds, vehicle radios, control room dispatch and the coverage your routes need.

[www.eemits.co.uk](http://www.eemits.co.uk) | 0800 328 0100

## Procurement focus

Assess devices, installation, subscriptions, data, dispatch, training, spares and support. Validate savings in the pilot and agree service responsibilities in writing.



TELOX M6

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07 / SOURCES

# Evidence behind the approach

Primary guidance and product information consulted on 2 October 2026.

## 1 HSE | Manage the risks of working alone

Employer responsibilities for managing lone-working risks.

[Read source online](#)

## 2 HSE | Training, supervision and monitoring

Keeping in touch, alarm arrangements and testing emergency procedures.

[Read source online](#)

## 3 ICO | Data protection and monitoring workers

Transparency, lawful basis, proportionality, retention and impact assessment. The ICO notes that this guidance is under review following legislative changes.

[Read source online](#)

## 4 Ofcom | Map Your Mobile: checker update

Why predicted mobile coverage does not guarantee connectivity.

[Read source online](#)

## Scope of this white paper

This paper sets out an operational approach for luxury goods transport. Emergency alerts, welfare timers, location history, geofencing, call recording and integrations depend on the chosen devices, software, licences and configuration. Confirm the final specification with Eemits. The delivery example is illustrative; no customer case study or measured performance claim is implied.