

Executive summary



It is hard to perform at your best if you have concerns about your safety at work or at home.”



When leaders talk about wellbeing, their first conversations are often around stress and burnout. Whilst these are important, an equally critical conversation needs to be around personal safety - because it's hard for people to perform when their fundamental safety needs are not met.

Each week, our technology-enabled, professional care team and on-the-ground responders actively support cases involving physical aggression, harassment, violence, assault, and sexual abuse.

Our clinicians also identify and action sensitive cases which involve child protection reporting. The stories can be heartbreaking, but we're here to help, as part of our unique safety proposition for your people and their managers.

This quarter's report focuses on safety-related trends for January to March 2023. Evidence comes from the following proprietary sources:

- 10,000+ active member support cases;
- 10,000+ safety-monitoring cases;
- Sonder's Voice of Member survey.

We look forward to discussing the outcomes of this report with you and welcome your feedback.

Best,
Craig Cowdrey
CEO

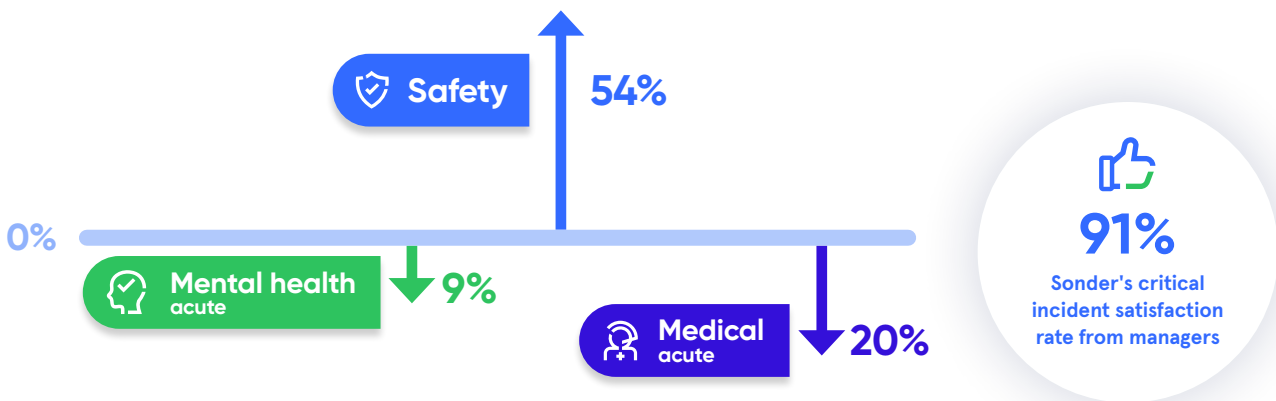
TREND 1

Safety-related critical incidents are on the rise

Sadly, we saw a 54 per cent increase in the percentage of safety-related critical incidents compared to the previous quarter.

Whilst mental health-related critical incidents still dominated, four in ten critical incidents were primarily about physical safety, which represents a significant increase from the previous quarter. In order of frequency, safety-related critical incidents included: police incidents; general safety concerns; vehicle incidents; severe weather events; assault; theft; and family and domestic violence.

Interestingly, recent ABS figures do not suggest a similar rise in violence in the broader community. We believe our numbers are higher because the more our members use and trust Sonder, the more they reach out for safety-related support. For example, one in two members who sought the support of Sonder when they were reporting police incidents and/or were victims of harassment had previously received support from our team.



Total critical incidents (January to March 2023) = 57.6% mental health (acute); 39.9% safety; and 2.5% medical (acute).

What is a critical incident?

A critical incident is any event occurring in the workplace or on campus, or arising out of the course of work, that has the potential to cause trauma to the affected members. Examples of work-related critical incidents include: customer violence; armed robbery; attempted suicide in the workplace; and natural disasters. A death of an employee or student offsite would also be considered a critical incident.

Work-related critical incidents

Police incidents are most on the rise

The percentage of police incidents in the quarter nearly doubled. The top five categories were:

1. Assault by a customer
2. Attempted suicide by a customer
3. Attempted suicide by a member
4. Customer death on site
5. Armed robbery

Personal safety support cases

Severe weather and assault cases are on the rise

The five personal safety support case types that saw the greatest percentage increases were:

1. Severe weather event
2. Assault
3. Sexual abuse
4. Family and domestic violence
5. Vehicle incident

Child protection cases

Did you know?

Every week, we help students, employees and/or family members who struggle to concentrate on their work or studies because they are living in a dangerous situation at home.

In more than half of the escalated cases, our professional clinicians (registered by [AHPRA](#), [NCNZ](#), or the [Medical Board of Australia](#)) are required by law to identify and report child protection concerns. Our team can make these reports quickly and efficiently across various jurisdictions, thanks to our [ACHS](#)-accredited governance framework and robust processes.

If your colleagues or managers are uncertain how to respond to information disclosed to them about sensitive cases of child abuse and neglect, please encourage them to contact us.



16 Child protection cases

January - March 2023



We deal with some very serious safety issues daily that involve Sonder members and/or their family members. Sadly, we've seen a marked increase in the number of serious safety incidents (such as sexual assault, physical violence, and child protection issues) that require our specialist support and intervention."

Brett Ward
Head of Member Safety, Sonder



TREND 2

Personal safety support after business hours is on the rise



Track my journey

Our Sonder members used our 'Track my journey' feature to collectively travel 81,440 km – mostly after business hours (55 per cent).

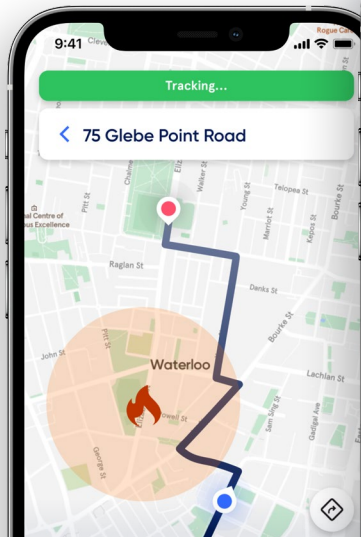
The highest usage occurred when walking or driving to work between 8am and 9am and/or when walking late at night between 10pm and midnight. The exceptions to this pattern were:

- **Students** (peak usage 8pm–9pm); and
- **Employees** who used Sonder's safety monitoring for work-related driving (peak usage 8am–5pm).



I was nervous travelling alone in an Uber, but knowing Sonder would send for help immediately if anything went wrong was really calming. Thank you!"

Member feedback



Check on me

Most of our members who activated our 'Check on me' feature did so after business hours (88 per cent).

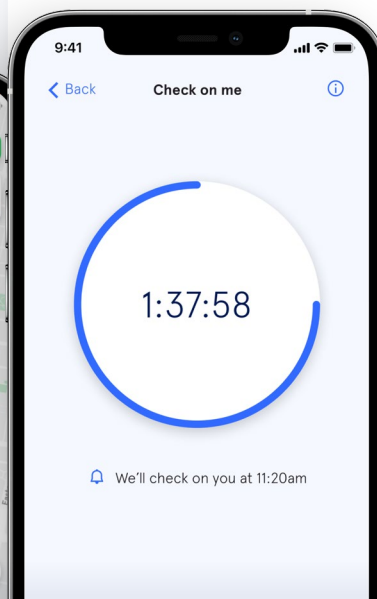
The highest usage occurred in the evenings from 8pm to midnight, providing members with peace of mind when travelling late at night, and family members with a stress-free night's sleep. The exception to this pattern was:

- **Employees** who used Sonder's safety monitoring for night shifts at work (peak usage 11pm–6am).



When I was meeting someone new, your app gave me complete reassurance that if something went wrong, a real person was on the other side to help."

Member feedback



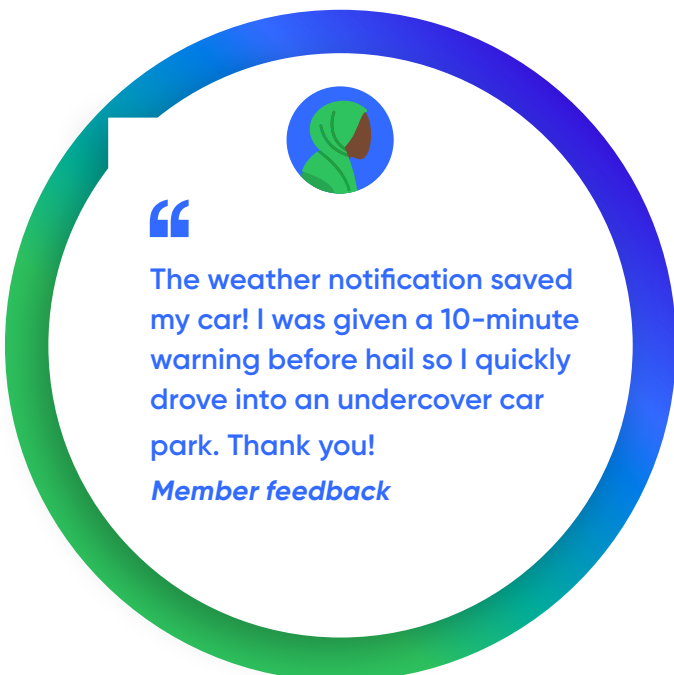
TREND 3

Weather and traffic incidents top the list for urgent safety notices

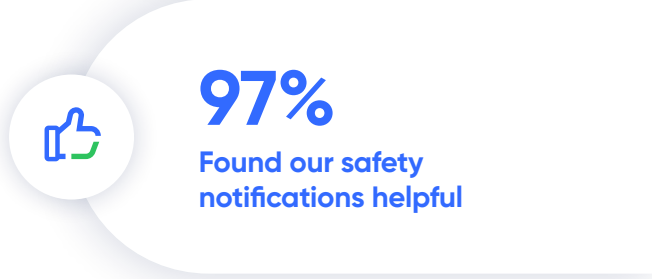
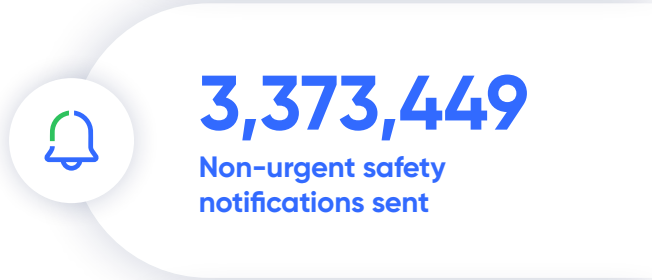
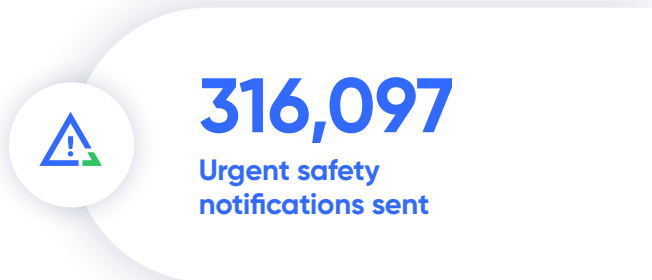
To help prevent safety-related incidents involving your people, our safety intelligence team worked around the clock to proactively monitor environmental concerns and keep everyone informed. In total, we sent out nearly four million safety notices to help keep members safe.

If members had consented to share their geo-location, we sent invaluable safety notices to help them avoid delays, frustrations, and dangerous situations.

The top three topics for our urgent safety notices were severe weather, traffic incidents, and protest rallies. Next on the list were public transportation disruptions, general safety notices, fire alerts, health warnings, chemical hazards, flood warnings, and police operations.



“
The weather notification saved my car! I was given a 10-minute warning before hail so I quickly drove into an undercover car park. Thank you!
Member feedback”



Urgent safety notices = time-sensitive information sent to all affected members immediately.

Non-urgent safety notices = general/FYI notifications sent over a longer time period.

Urgent safety notices

January to March 2023



Category	Scenarios	Notices sent
Severe weather	Severe thunderstorm warnings, heavy rainfall, damaging winds, hail, or cyclones	118,788
Traffic incident	Major road closures, road work, or traffic disruptions	61,514
Protest rally	Large-scale and/or active protests - highlighting safety risks such as violence, destruction, traffic, or road closures	52,168
General	All other (less common) safety-related events, risks, or warnings	33,652
Public transportation disruptions	Disruptions to rail, light-rail, or bus networks, as a result of outages, maintenance, delays, or industrial disputes	27,131
Health warnings	Health-related safety events such as COVID-19 regulation updates, mpox info, or tick warnings	10,311
Fire alert	Bush, structural, and vehicle fire-related safety events, risks, or evacuation warnings	5,943
Flood warning	Flood-related safety events, risks, or evacuation warnings	3,034
Chemical hazard	Water contamination, chemical or gas leaks, or bio-security safety events	2,092
Police operation	Safety events with heavy police presence (or police advice to avoid the area), active armed offences, or a shooting	1,464
Total		316,097

SUMMARY

Contributed by Fiona McUtchen, BA, BSc, Registered Psychologist, MAPS, HR Leader APAC

What do these safety trends mean for your organisation?

How safe people feel, both in and out of the workplace, directly impacts employee wellbeing, engagement and productivity, which ultimately impacts how a business performs. Threats to our safety can't be avoided altogether, but we can increase our sense of control and reduce our level of risk by focussing on our readiness to respond and knowing how to access support.

ACTIONS

- **Leaders as active care partners.** Continue to invest in building leader capability in active care. Leaders need the confidence to support team members who feel unsafe or who find themselves distressed following an incident. They also need to empower their team to prioritise personal safety, normalise help-seeking behaviour, respond to early warning signs, and initiate conversations about available support.
- **Readiness is vital.** Whilst organisations cannot always predict or control safety-related incidents, they can put services in place to ensure that post-event care is in place. No matter what crisis presents, leaders need a plan for how to connect with their people, confirm their safety, keep them updated as events unfold, and ensure employees know how to reach out for post-event support in the days, weeks, and months to come.
- **Create cut-through messages.** Safety is such a critical topic that many organisations find themselves falling into the fire hose trap – overloading people with information they can't absorb or act on all at once. Whilst it's always important to reiterate key information, it's equally important to test that critical messages are cutting through and people know how/what/where/when to respond and/or seek support.
- **Forewarned is forearmed.** Sonder's safety monitoring and urgent safety notices can give your employees peace of mind and help them avoid high-risk situations. Lean into these tools and encourage your employees and managers to do the same. Remind them that if they are involved in a dangerous situation and need immediate in-app chat or in-person responder support, Sonder is available for them 24/7.

About us

Sonder is an Active Care technology company that helps organisations improve the wellbeing of their people so they perform at their best.

Our mobile app provides immediate, 24/7 support from a team of safety, medical, and mental health professionals – plus onsite help for time-sensitive scenarios.

Accredited by the Australian Council on Healthcare Standards (ACHS), our platform gives leaders the insights they need to act on tomorrow’s wellbeing challenges today.



Immediate assessment

Chat with a Sonder care specialist in 15 seconds or less – day or night



In-person response

Get on-the-ground assistance so you’re not alone in difficult times



Sonder specialists

Access our clinical team of registered nurses, doctors, psychologists, and more



Wellbeing resources

Build a happier, healthier you – in just a few minutes a day



Safety scanning

Avoid unsafe situations and outcomes before they arise