

Manager Briefing Note: SafeZone Phase 2 – SMS Emergency Alerts

Action required: Please make your teams aware of this new SafeZone functionality and ask all colleagues to check that their mobile phone number is up to date in Duo.

SafeZone Phase 2 – SMS Emergency Alerts

Following [the launch of SafeZone on University-managed devices at the end of 2025](#), the University is now rolling out Phase 2 of the SafeZone Safety Initiative.

This next phase enables instant SMS emergency alerts for colleagues and students. In the event of a threat-to-life or other high-priority incident, the University will be able to send real-time text message notifications directly to mobile phones, helping ensure timely communication even when individuals are away from a University device.

The introduction of SMS alerts supports the University's preparations for the Terrorism (Protection of Premises) Act and forms part of our wider commitment to creating a safer and more resilient campus environment.

What this means

SafeZone SMS alerts may be used to communicate urgent information during serious incidents, including:

- Threat-to-life emergencies
- Severe weather events
- Significant cyber incidents
- Other major incidents requiring immediate action or awareness

Messages will be clearly identified as coming from SafeZone and written in clear, straightforward language, setting out any actions people need to take.

Action for managers

Please ensure that:

1. Your team members are aware that SMS emergency alerts are being introduced through SafeZone.
2. All colleagues check that their mobile phone number recorded in Duo is accurate and up to date.

The system will use the mobile number held within Duo to deliver emergency text messages. If a colleague's number is missing or incorrect, they may not receive important emergency communications.

Colleagues who need to update their details should follow the [published Duo guidance](#).

Data protection

To deliver SMS alerts, SafeZone will use only the information required for this purpose:

- Mobile phone number (sourced from Duo)
- University email address

This processing is necessary to support compliance with the Terrorism (Protection of Premises) Act. Personal data will be managed and retained in accordance with the University's privacy notice.

Further information

Examples of the SMS notifications colleagues may receive will be included in the staff communications accompanying the launch. These examples will demonstrate how alerts appear on mobile devices and the type of information that may be provided during an incident.

Please cascade this information to your teams and encourage colleagues to verify their Duo contact details as soon as possible.