

StrongArm Response re. Concerns biometric harnesses may be used in warehouses to monitor workers' activity  
5 December 2019

Business & Human Rights Resource Centre invited StrongArm to respond to the following item:

“Warehouses are making workers wear biometric harnesses that track their movements on the job”, Business Insider, 6 November 2019: <https://www.businessinsider.com/warehouses-make-workers-wear-biometric-harnesses-that-track-movements-2019-11?r=US&IR=T>

StrongArm sent us the following response:

While many of these allegations seem to be erroneously based out of a recent Bloomberg profile on StrongArm, it's important to note that Bloomberg clearly states that StrongArm does not use its technology to track worker performance or productivity. A second article by Business Insider makes a similarly incorrect assertion and wrongly attributes it to the Bloomberg article. This has undoubtedly caused confusion about StrongArm's breakthrough technology and offering.

None of our past profiles, including the original Bloomberg article, have communicated that our pilot partners are using our technology to track productivity or improve efficiency in any way. In fact, since the beginning, StrongArmTechnologies has always had one purpose - to protect the blue collar worker and manual materials handler. We've been dogged in our pursuit of technology solutions, delivering data to our clients only for the purpose of improving worker safety.

To be completely clear, our sensors do not collect biometric information and do not have GPS built in to track worker location. We use technology to capture movement and derive the likelihood of a physical injury. We can also warn the wearer through haptic (vibration), light, and auditory feedback.

Additionally we're capturing environmental factors to help us understand environmental risks. We use this information to identify high-risk areas or job functions. In almost all cases, our clients use these insights to optimize their work sites.

While we specifically try to avoid delivering data that can be used for punitive action, and only work with enterprises that invest in the well-being of their workforces, we'd be naive to assume companies always do the right thing. As such, if there's any doubt that our partners are similarly aligned and accountable, we terminate the relationship.

Above all, we've built this organization to protect the health and safety of the Industrial Athlete. It's the sole reason StrongArm exists and we'll continue to passionately advocate for proactive technological solutions that foster a culture of safety for these often overlooked members of the backbone of our society.

**Mike Kim, Co-Founder and Chief Technology Officer, StrongArm Technologies**