

Access Personal Safety

G-Cloud 15 Service Definition Document

Access **Personal Safety**

Access Personal Safety is a BS8484-compliant lone worker and personal safety solution that transforms how organisations protect employees working alone, remotely or in potentially hazardous situations.

Built on the IntelliCare platform, it combines intelligent device management, real-time location tracking and smart escalation workflows to deliver both reactive emergency response and proactive welfare monitoring.

Interoperable by design and device-agnostic, Access Personal Safety brings together data from wearable safety devices, mobile applications, GPS trackers and vehicle telematics, converting this information into meaningful insights for safety managers, operations teams and monitoring centres.

The platform eliminates the inefficiencies of paper-based check-in systems and manual welfare calls, providing a single, unified view that enables Health & Safety professionals, Operations Directors and monitoring staff to make informed, timely decisions about worker protection.



Key Features:

- ✓ **Pinpoint GPS Location**
Accurate to within 10 meters
- ✓ **Emergency Alarms**
One-touch SOS, man-down and automatic alerts
- ✓ **24/7 Monitoring**
A choice of monitoring options manned by operators specifically trained to deal with high-risk situations
- ✓ **BS8484 Compliant**
All of our devices meet the British Standards for lone worker safety and security
- ✓ **Full Visibility**
Manage all staff on a map, revolutionizing the way tasks are scheduled

Built for Security and Reliability



Access Personal Safety complies with recognised security and quality standards, including ISO 27001:2022, ISO 9001, ISO 20000, ISO 22301 and Cyber Essentials. We are also in the process of obtaining Cyber Essentials Plus accreditation. All our devices meet BS8484, the British Standard for lone worker safety and security.

Our platform is built on Microsoft Azure with **GDPR-compliant European data residency**.

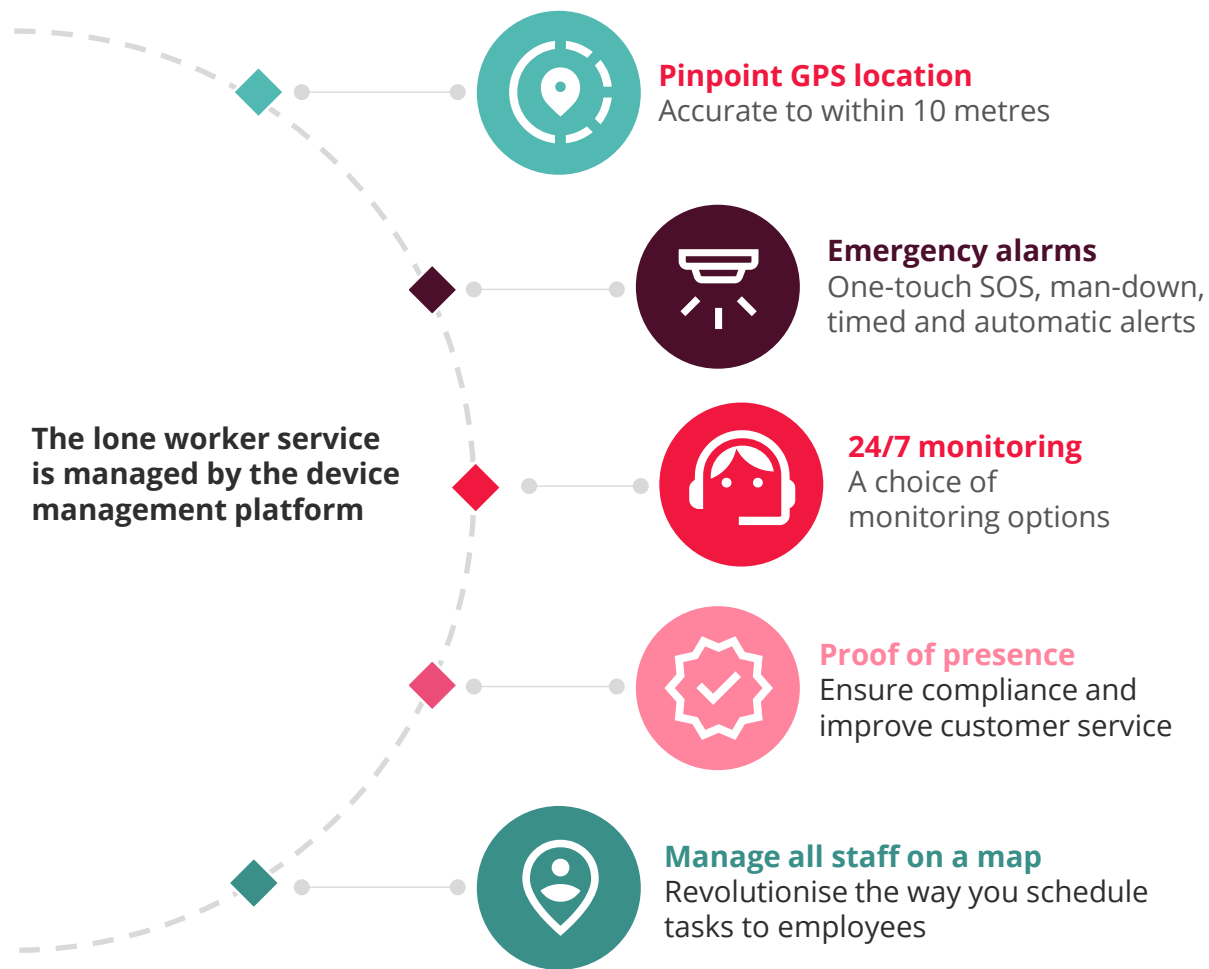
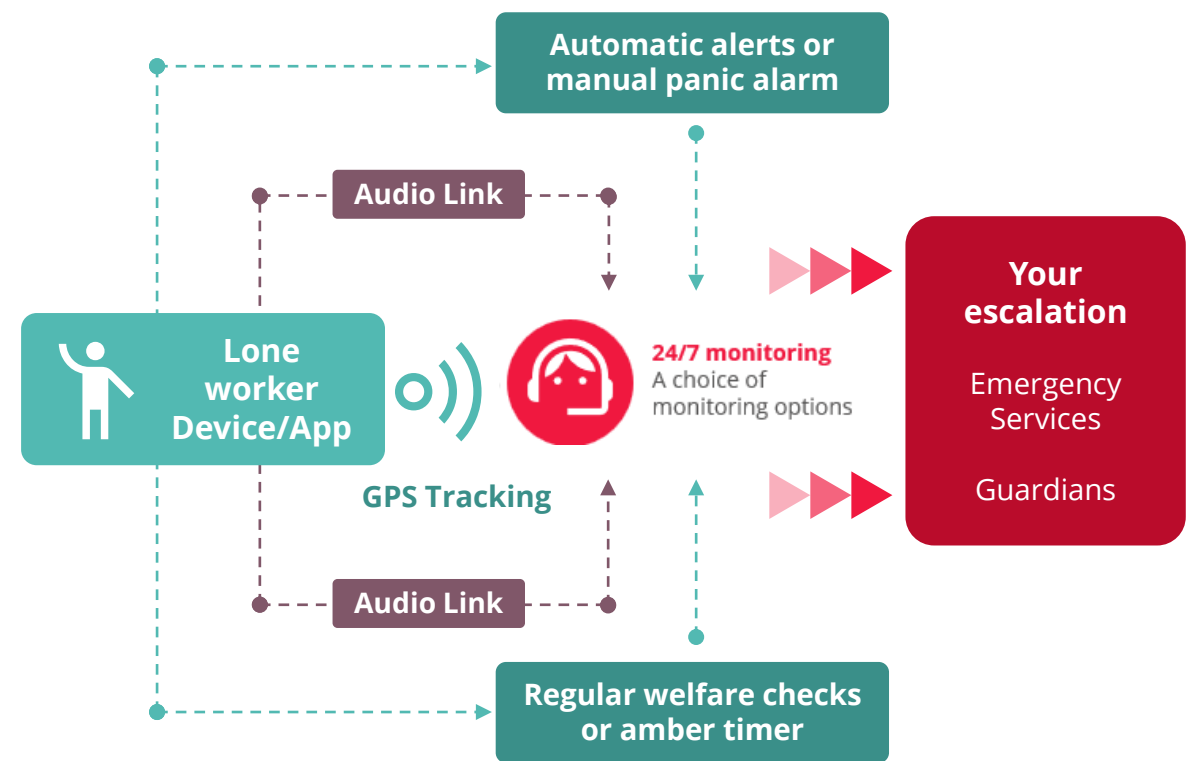
Key technical features include:

- **Daily automated backups** of all data
- **Automatic resource scaling** to maintain performance under variable demand
- **Disaster recovery capability** with tested full database migration procedures

Security assurance is continuous:

- **Annual penetration testing** by independent specialists
- **Secure development lifecycle** with vulnerability screening for every release

Access Personal Safety gives lone workers and those who work remotely, immediate emergency support. It connects employees via mobile devices to the platform where alarms can be managed and integrated into third-party software.



Core Functionality



One-Touch SOS Alerts

All devices include a panic button for instant SOS alerts. A single press activates two-way voice and sends real-time GPS location to the monitoring centre or assigned supervisors.

Automatic Man-Down Detection

Accelerometer-based monitoring detects falls, impacts, or inactivity and triggers an automatic alert when a worker is incapacitated - no manual action required.

Welfare Check

Configurable welfare check-ins prompt workers to confirm their safety at scheduled intervals. If a check-in is missed, the system automatically escalates, ensuring quick intervention before issues become emergencies

GPS, WiFi and LBS Location

Our multi-mode technology combines GPS for outdoor accuracy with WiFi and cellular positioning indoors, delivering precise location updates every 10 minutes (or as configured).

Secure Communication

Silent activation enables covert listening in high-risk situations without alerting aggressors, while two-way voice communication allows operators to assess, reassure, and coordinate response

Real World Impacts

Health and Social Care

1 in 7 NHS staff experienced physical violence from patients, their relatives or other members of the public in 2024

Estimated lone workers: **2.1 million**

A nurse visits a patient in an unfamiliar area. The patient becomes aggressive. Using the device, the nurse discreetly triggers an SOS alert. The ARC receives the signal, and dispatches help to the nurse's exact GPS location, ensuring rapid support

Construction and Engineering

51 fatalities in this sector during 2023/24 – the highest of any sector

Estimated lone workers: **1.5 million**

A roofer falls from height. The device automatically triggers a man-down alert. Speed dial enables an immediate call to the site office, ensuring fast response and critical support

Transport and Logistics

Delivery drivers are increasingly targeted for vehicle theft and assault

Estimated lone workers: **1.2 million**

A private hire driver sets a journey timer in the app before starting the trip. If the journey isn't completed within the expected time, an alert is sent to the control team, ensuring rapid intervention and safeguarding the driver

Government and Public Sector

13% of teachers assaulted by pupils - a growing concern for the education sector

Estimated lone workers: **1.0 million**

A teacher encounters an aggressive pupil and activates their badge. Beacons installed in every classroom. The alert pinpoints the exact room, enabling senior leadership to respond immediately and effectively

Intelligent Protection, Smart Escalation

Automatic Escalation



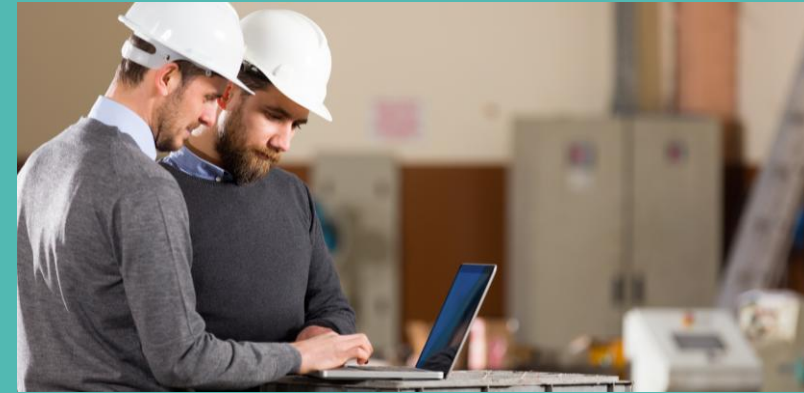
Access Personal Safety uses configurable alert workflows to automatically escalate incidents based on severity, location and response requirements

Reactive and Proactive Monitoring



The platform supports both reactive alarm and proactive welfare monitoring, enabling early intervention opportunities whilst ensuring genuine emergencies receive immediate professional response

Real-time Visibility



Through a single interface, Safety Managers can monitor their entire lone worker estate, with permissions. Trend analytics and risk-pattern detection enable proactive identification of high-risk locations, times and worker profiles

Integration with ARCs

Access TEC Personal Safety offers flexible monitoring options to suit organisational requirements.

Access can provide fully-managed 24/7 professional monitoring through our BS8484-accredited Alarm Receiving Centre, where trained Alarm Controllers receive alerts, listen in to assess the situation, and coordinate emergency response – including direct police dispatch via Unique Reference Number (URN) capability, bypassing the 999 system for faster response times.

Alternatively, organisations can connect to their own preferred ARC or existing monitoring provider. The platform's open architecture supports integration with any BS8484-accredited Alarm Receiving Centre, ensuring customer choice and preventing vendor lock-in. When an alert is triggered, the ARC receives real-time location data, worker profile information and two-way voice capability to assess and escalate appropriately.

Access provided monitoring includes:

- ✓ *NSI Gold and BS EN 50518 accredited ARC*
- ✓ *Police URN capability for priority emergency response*
- ✓ *24/7/365 coverage*
- ✓ *Trained Alarm Controllers with listen-in capability*
- ✓ *Direct coordination with emergency services*

Self-Monitoring Made Simple

Self-Monitoring and Internal Escalation

Access TEC Personal Safety enables organisations to manage alerts internally by routing them to supervisors, managers, or control rooms.

The IntelliCare dashboard provides full functionality to receive, assess, and escalate alerts without external ARC support. This option lowers costs while ensuring robust protection for organisations with 24/7 control room capability

Manager and Supervisor Mobile Application

Supervisors can receive alert notifications, view worker locations, acknowledge check-ins and communicate directly with their teams.

This approach reduces reliance on office-based monitoring whilst ensuring supervisors remain informed and connected, with appropriate permissions to view relevant information and respond when needed

Analytics and Management Reporting

Go beyond individual protection by delivering aggregated data for Health & Safety teams. Use insights to spot trends, track compliance, and evidence duty of care for regulators and insurers.

The platform measures response times, check-in compliance, incident frequency, and device health, providing data-driven evidence to shape policy and prove value

Devices – Feature Comparison	Sentry Pendant	Watch	ID Badge	App
One-touch SOS button	✓	✓	✓	In App
Speed Dial Buttons	1	2	✓	-
Roaming Network Support	✓	✓	✓	✓
Two-way Voice	✓	✓	✓	Device Dep.
One-way Voice – Discreet	✓	✓	✓	-
Emergency Protocol Override	✓	✓	-	-
Man-down sensor	✓	✓	✓	✓
Amber Alert timers	✓	✓	✓	✓
Welfare checks	✓	✓	-	-
Proximity Alerts	✓	✓	-	-
NFC/Beacon Indoor Location	✓	✓	✓	Device Dep.
GPS Location	✓	✓	✓	✓
Wi-Fi Location	✓	✓	✓	✓
Safe Zones / Geofencing	✓	✓	✓	✓
BS8484 conformant	✓	✓	✓	✓
Battery Life	2-4 days	24 hours	12 hours	Device Dep.
Programmable reminders	✓	✓	✓	-
IP67 rated (water/dust proof)	✓	✓	-	Device Dep.
Charging Cradle	✓	Option	-	Device Dep.
Status & battery alerts	✓	✓	✓	✓
Discreet Appearance	✓	✓	✓	-
Crash/Tow Detection	-	-	-	-
Over-speed Alerts	-	-	-	-
OBD Vehicle Data Reading	-	-	-	-
ATEX Certified (Hazardous)	-	-	-	-
Dimensions	62×48×18mm	48×17mm	93×64×10mm	N/A

Access Personal Safety & Lone Working Solutions – Sentry

Key Features and Benefits:

- **Easy to use**- Lightweight, discreet and simple to use
- **4G LTE Connectivity**- Reliable location data, whether indoors or outside
- **Long lasting battery** - 2-4-day battery life
- **Bluetooth beacon** – Providing precise room or zone-level data
- **IP67 Certified**- Durable, waterproof and dust proof device

Standard Features:

- SOS Alarm
- Geolocation technology
- BS8484 certified
- Two-way voice calls
- GPS and Safety Zones
- Welfare check



Access Personal Safety & Lone Working Solutions – Watch

Key Features and Benefits:

- **Easy to use**- Lightweight, discreet and simple to use
- **4G LTE Connectivity**- Reliable location data, whether indoors or outside
- **Long lasting battery** - 2-4-day battery life
- **Bluetooth beacon** – Providing precise room or zone-level data
- **IP67 Certified**- Durable, waterproof and dust proof device

Standard Features:

- SOS Alarm
- Geolocation technology
- BS8484 certified
- Two-way voice calls
- GPS and Safety Zones
- Welfare check



Access Personal Safety & Lone Working Solutions – ID Badge

Key Features and Benefits:

- **Easy to use**- Lightweight, discreet and simple to use
- **Long lasting battery** - 2-4-day battery life
- **Bluetooth beacon** – Providing precise room or zone-level data
- **IP67 Certified**- Durable, waterproof and dust proof device

Standard Features:

- SOS Alarm
- Geolocation technology
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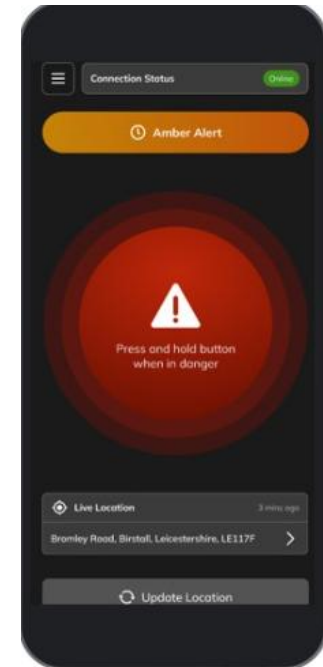
Access Personal Safety & Lone Working Solutions – App

Key Features and Benefits:

- **Easy to use**- Simple, easy to use interface
- **Cost effective**- Utilises existing hardware, reducing costs – Android and iOS available
- **Bluetooth beacon** – Providing precise room or zone-level data
- **Configurable communication**- Allows for covert listening in high-risk situations without alerting aggressors, while two-way voice communication allows operators to assess, reassure, and coordinate response

Standard Features:

- | | |
|--------------------------|------------------------|
| • SOS Alarm | • Amber Timer |
| • Geolocation technology | • GPS and Safety Zones |
| • BS8484 certified | • Welfare check |



Access Personal Safety & Lone Working Solutions – TWIG

Key Features and Benefits:

- **ATEX Certified** – Designed to be used in high-risk environments
- **4G LTE Connectivity**- Reliable location data, whether indoors or outside
- **Man-down detection** - detects falls, impacts, or inactivity and triggers an automatic alert when a worker is incapacitated
- **Bluetooth beacon** – Providing precise room or zone-level data
- **IP67 Certified**- Durable, waterproof and dust proof device

Standard Features:

- SOS Alarm
- Geolocation technology
- BS8484 certified
- Amber Timer
- GPS and Safety Zones
- Welfare check



Access Personal Safety – Fleet Management and Vehicle Tracking

Key Features and Benefits:

- Integration with the IntelliCare platform to provide combined worker and vehicle visibility
- SOS alarm (GoTop VT360 only)
- GPS and Safety Zones
- Overspeed alerts
- Crash/tow detection
- Roaming network support
- Status and battery alerts
- OBD vehicle data reading



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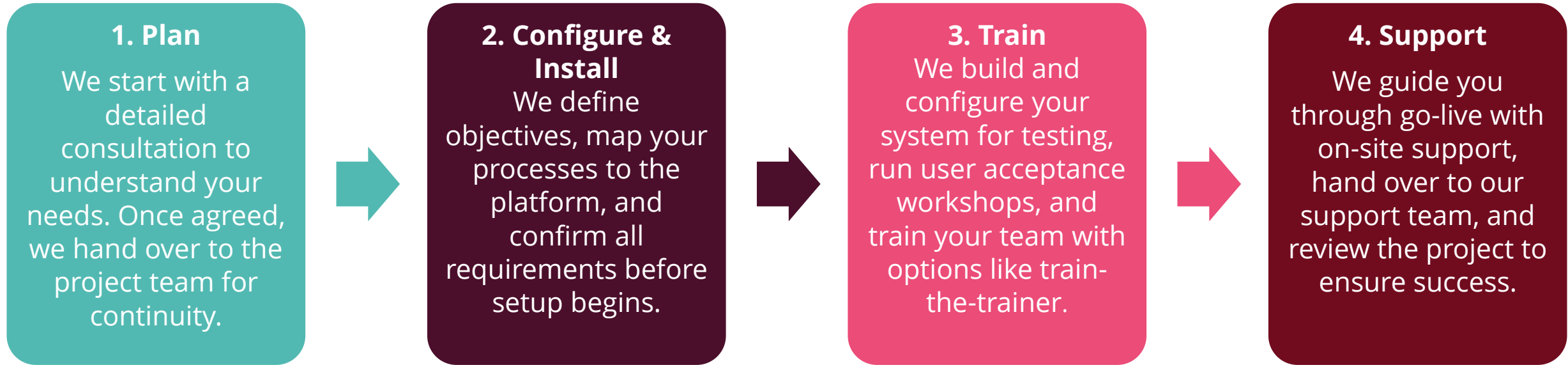


GoTop VT360

Onboarding Made Simple

We use the Access Implementation Methodology (AIM) to make sure your solution is deployed smoothly and adopted successfully.

How It Works



What You Can Expect

Standard implementation is included in your subscription. Most deployments take 2–4 weeks, depending on complexity.

Service & Support Management

Service Level Targets

P1 critical incidents where the service is unavailable:

- Response Target - 30 minutes
- Resolution Target – 4 hours

Service Availability

Platform availability target: **99.5% per calendar month.**

Maintenance windows are minimal and communicated in advance.

At Access, we provide personal safety and lone worker solutions to customers across multiple sectors



**Smurfit
Westrock**



As well as working across the Health and Social Care continuum supporting:

200+

Local authorities
trust our Social Care,
Education and Youth
Services solutions

45+

NHS Trusts using
our healthcare
solutions

10k+

**Registered care
providers** across
home care and care
homes

50k+

Individuals protected
by **Technology
Enabled Care**

Personal Safety

For further enquiries or clarification please contact the Access Group on details below:

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About The Access Group

The Access Group is one of the largest UK-headquartered providers of business management software to small and mid-sized organisations in the UK, Ireland, USA and Asia Pacific. It helps more than 100,000 customers across commercial and non-profit sectors become more productive and efficient. Its innovative cloud solutions transform how business software is used, giving every employee the freedom to do more of what's important to them. Founded in 1991, The Access Group employs approximately 6,800 people.

theaccessgroup.com