

SERVICE DEFINITION DOCUMENT G-CLOUD 15

Peoplesafe Products and Services



As the world's largest personal safety technology provider, Peoplesafe helps organisations to keep their people safe wherever and whenever they work.

We deliver a fully managed lone worker protection service for employees working alone, remotely, or in higher-risk public-facing roles.

The service combines easy-to-use personal safety devices and mobile applications with 24/7 monitoring by a professionally staffed Alarm Receiving Centre.

When a user raises an alert, or when an alert is triggered automatically, trained operators assess the situation, communicate directly with the user, and coordinate an appropriate response, including emergency services where required.

3 seconds

To pick up alarms

4 minutes

Police response

350,000

Employees protected by Peoplesafe

Simplified Safety Management

The service solves a critical duty-of-care challenge: ensuring staff are protected without placing additional operational burden on internal teams.

With extensive experience across the public sector, Peoplesafe brings proven adoption, established processes, and minimal implementation risk, making us uniquely placed to deliver this at scale.

Buyers are not procuring a new system to stand up and manage; they are procuring a trusted, ready-to-run service that works from day one and continues to evolve without disruption.



What this Delivers

Improved Employee Safety and Confidence

Staff can summon immediate support, helping them feel safer when working alone, remotely, or in public-facing roles.

Reduced Organisational Risk Exposure

Automated monitoring and professional response reduce reliance on informal processes and minimise risk.

Clear Audit Trails and Accountability

All alerts, actions, and outcomes are logged to support reviews, investigations, and reporting.

Demonstrable Compliance

Structured monitoring and clear audit trails support compliance with lone working, safeguarding, and duty-of-care obligations.

24/7 Personal Safety Technology



Emergency help faster than 999

Professional 24/7 response that can get emergency help on the scene in just 4 minutes.



Exceeding standards

Accredited to the highest industry standards to futureproof the service we provide to keep your staff safe.



Alarm triage

Our expert Controllers triage every call to filter out false alarms and escalate genuine incidents directly to the emergency services.



Round-the-clock protection

Service features such as check in/out act as a failsafe, guaranteeing that any personal security issues are quickly identified and dealt with.



Industry-leading management platform

Nexus was developed alongside customer partners to deliver an intuitive and user-friendly platform to proactively manage personal safety risk.



No third parties

We have complete control over security, development and quality to maintain our first-class service.



ALARM RECEIVING CENTRE

24/7 protection for your employees.

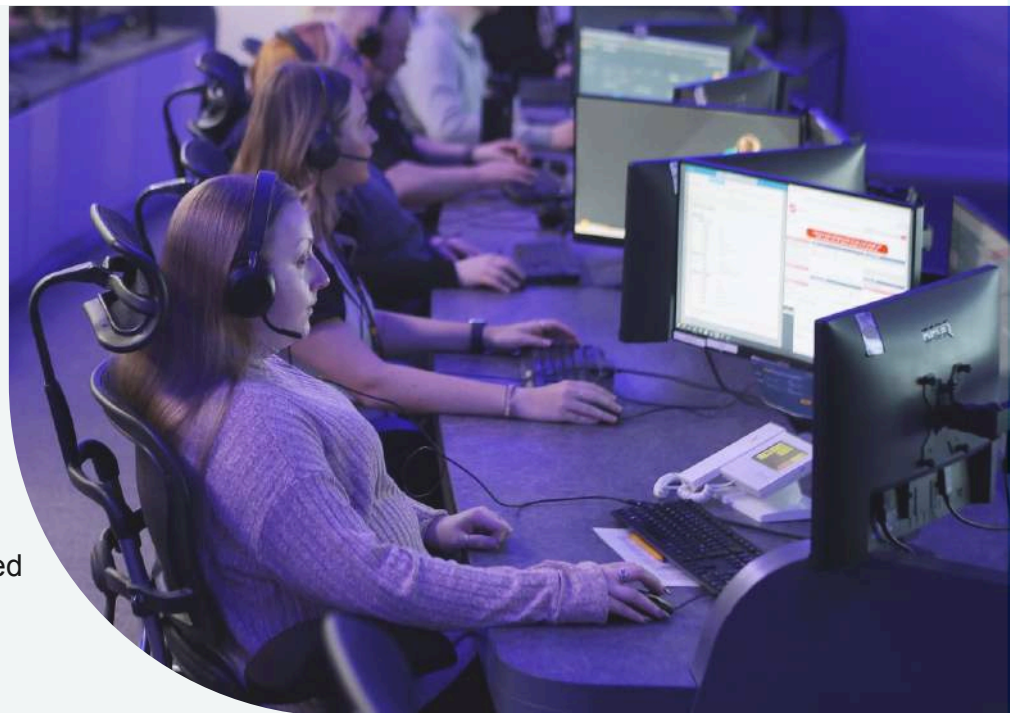
Alarm Receiving Centre

Our state-of-the-art ARC is at the heart of the personal safety service we provide and is dedicated to protecting employees at risk 24/7/365.

Based in-house and staffed by the largest dedicated team in the industry, our Alarm Controllers deliver rapid, expert responses to emergencies every day.

All Controllers are vetted to BS 7858:2019, the same rigorous screening standard used for 999 call handlers, ensuring the highest levels of trust and professionalism.

With full URN coverage and the highest accreditations, we have direct access to emergency services, ensuring help reaches your people as quickly as possible.



Highest Accredited ARC

Certification to EN50518:2019, BS8484:2022 and BS9518:2021 ensures we will always have the capability to summon a level 1 police response throughout your contract.

Connect in 3 Seconds

Surpassing BS8484 standards, this ensures the fastest proven response in the market, providing your employees with rapid access to a skilled Controller.

Trusted Market Leader

Backed by pioneering technology, reliable services and unmatched support, we are the market leader with over 350,000 current users.

99.99% System Uptime

Unbeatable system availability with best in class continuity plans in place, you can rest assured that our services will remain resilient and reliable, no matter the circumstances.

National Response Service

Fast, professional backup across the UK when emergency services can't attend.

With over 1,000 mobile response teams across the UK, this additional service ensures help can be deployed quickly in situations where emergency services cannot attend or when a lone worker is too remote for escalation contacts to provide support.

All responders are fully vetted, SIA registered and trained to industry standards, ensuring safe, professional assistance every time.



Alternative Backup

A reliable response when 999 cannot attend, isn't appropriate, or when a lone worker has no available escalation contact.

Nationwide Coverage

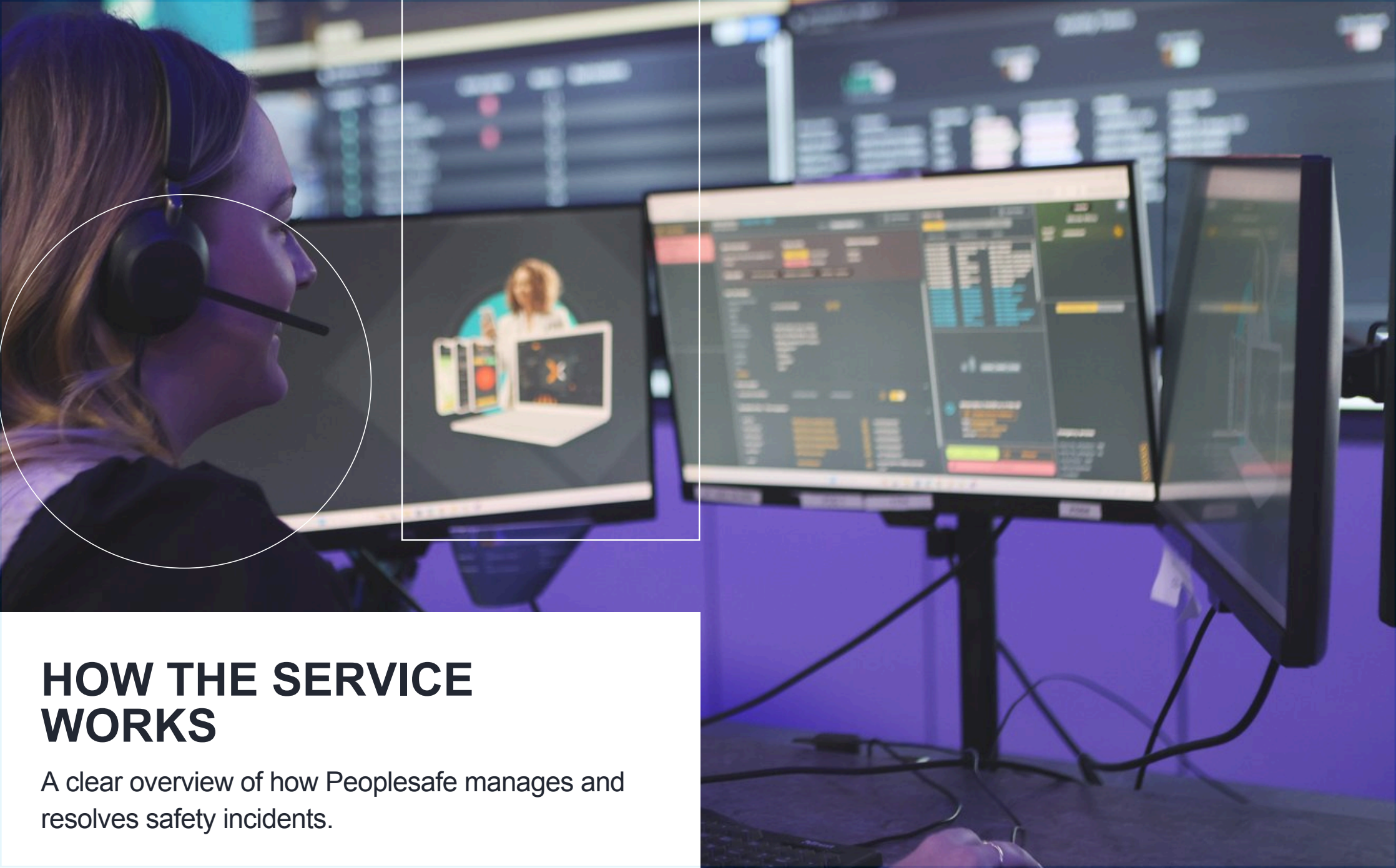
Over 1,000 mobile response teams positioned across the UK, ensuring rapid deployment wherever your employees are working.

SIA-Certified

All responders are vetted, trained and certified, screened to BS 7858-2, PNC-checked, SIA registered and trained in conflict resolution and communication.

End-to-End Support

ARC Controllers coordinate every incident, maintaining direct contact with both the employee and the responder until the situation has been fully resolved.



HOW THE SERVICE WORKS

A clear overview of how Peoplesafe manages and resolves safety incidents.

How the Service Works

Users access the service through Peoplesafe personal safety devices and mobile apps, tailored to reflect the organisation’s policies, roles, and risk profiles.

During normal use, the service runs quietly in the background while your people get on with their jobs. Safety-critical information is stored securely on Peoplesafe’s servers. This means users can still be protected if coverage drops or a device loses charge.

Only essential information, such as user status, time-stamped activity, and location, is used, keeping the service effective without being intrusive.



Alarm Receipt

When an alert is raised, it is received immediately by Peoplesafe’s in-house Alarm Receiving Centre, which operates 24/7 and is fully accredited to EN 50518:2019 and BS 8484:2022.

Initial Assessment

A trained Alarm Controller listens and, where safe to do so, speaks directly with the user. The Controller assesses the situation using live information, the user’s profile and escalation plan.

Rapid Response

The agreed escalation procedure is followed, including contacting escalation contacts or emergency services. If included in the escalation plan, the National Response Service can be deployed.

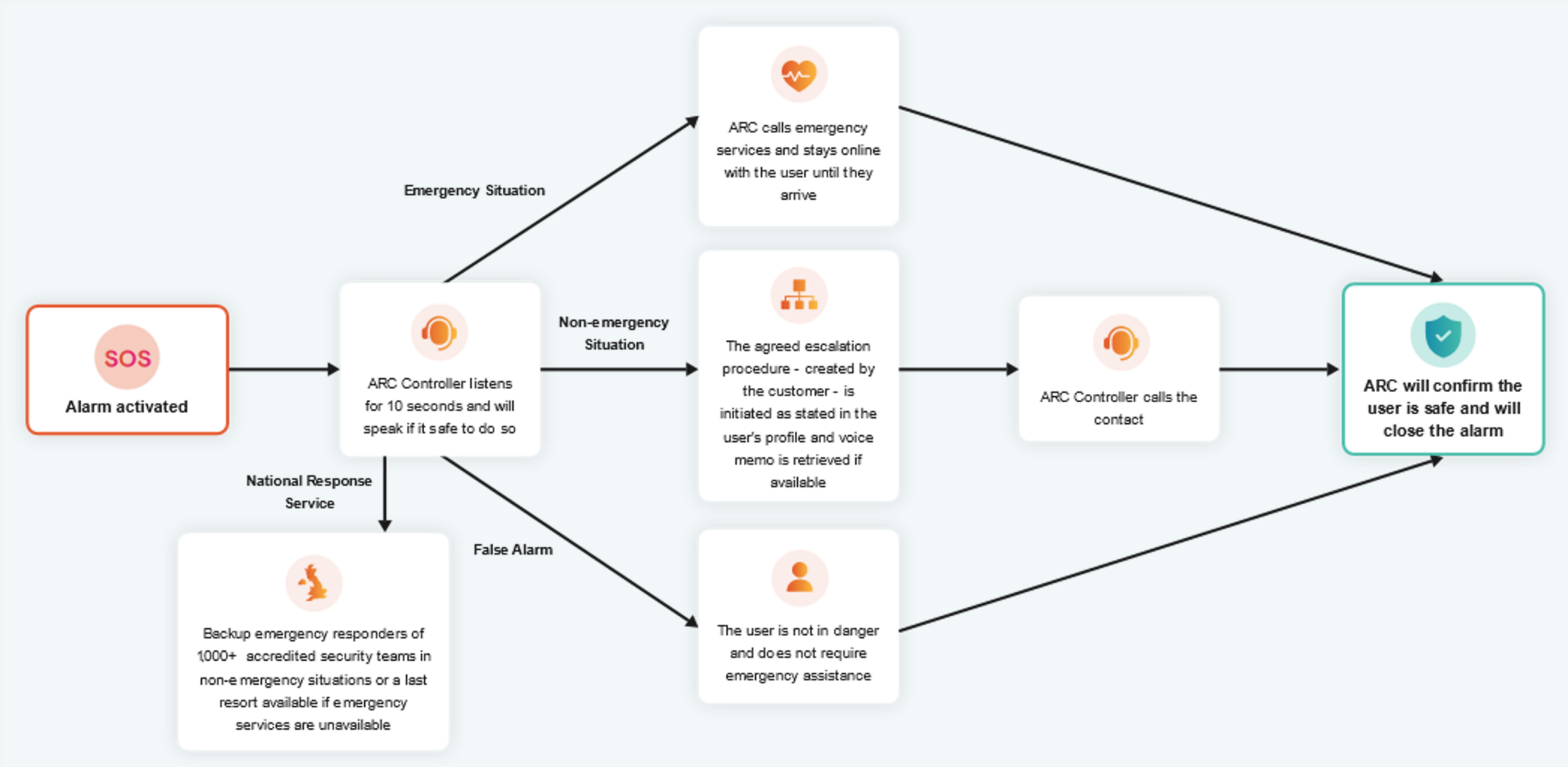
Resolution

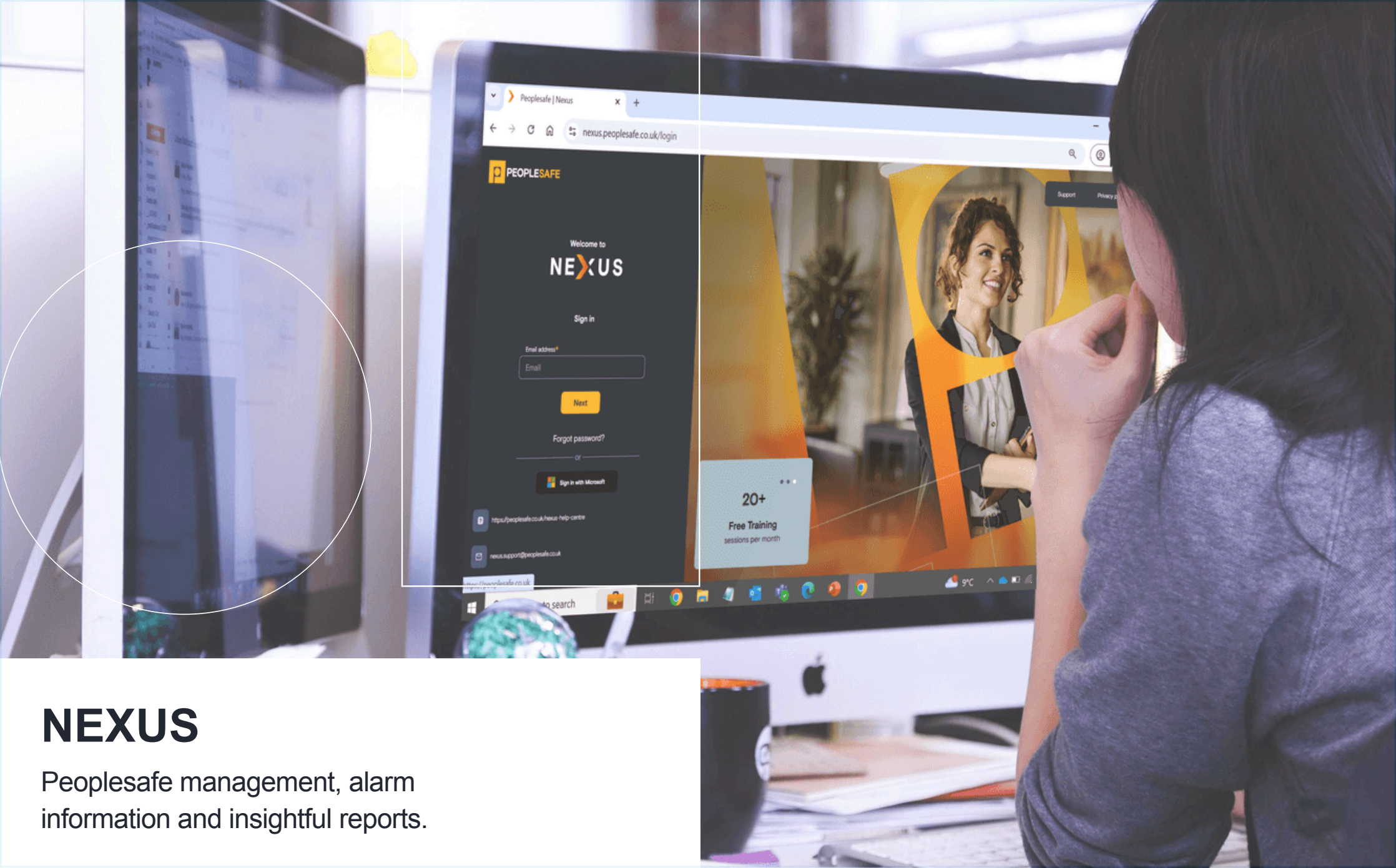
The Alarm Controller stays on the line until the situation is resolved, only closing the alarm once the user is confirmed safe and agreed steps are completed. Every step is logged, creating a clear audit trail.

Manager Access

Managers access a secure portal to review incidents and reports for audit and compliance. User details can be updated in real time, with optional API integration to reduce manual admin.

Standard Operating Procedure





NEXUS

Peoplesafe management, alarm information and insightful reports.

Nexus: Award-Winning Safety Management

Manage your staff's safety effortlessly

Nexus gives you one clear view of people risk across your organisation, connecting your teams, managers, and our Alarm Receiving Centre in a single, secure platform.

With real-time data and customisable reports, you can quickly understand what's happening, identify trends, and make informed decisions that strengthen duty of care and reduce risk, without extra admin.



Simple User Management

Mirror the way your organisation is structured. All changes are made in real-time and instantaneously updated across your account.

Secure Access by Role

Role-Based Access Control enables you to protect sensitive data and ensure employees only have access to necessary information and actions.

Guided Onboarding

Interactive online onboarding is supported with live and on-demand webinars, video tutorials, eLearning, and an extensive resource centre.

Built From Real Insights

When building Nexus we worked with several customer development partners to understand what they wanted from the management portal.

API Integration

Our APIs connect your HR and workforce systems directly with Peoplesafe, automating user management and safety workflows to reduce admin and improve accuracy.

User Management API



Automate lone worker service administration.

Eliminate manual data entry and management of users. Our API automates user management regardless of your HR platform, whether you use WorkDay, Oracle HR, PeopleHR, or a custom solution.



Reduce admin costs – Save costs by automating user management and safety workflows, reducing admin time and improving efficiency.



Automate team management updates – Manage user profiles, Teams and Groups automatically.

Services API



Protect staff and manage work using one app.

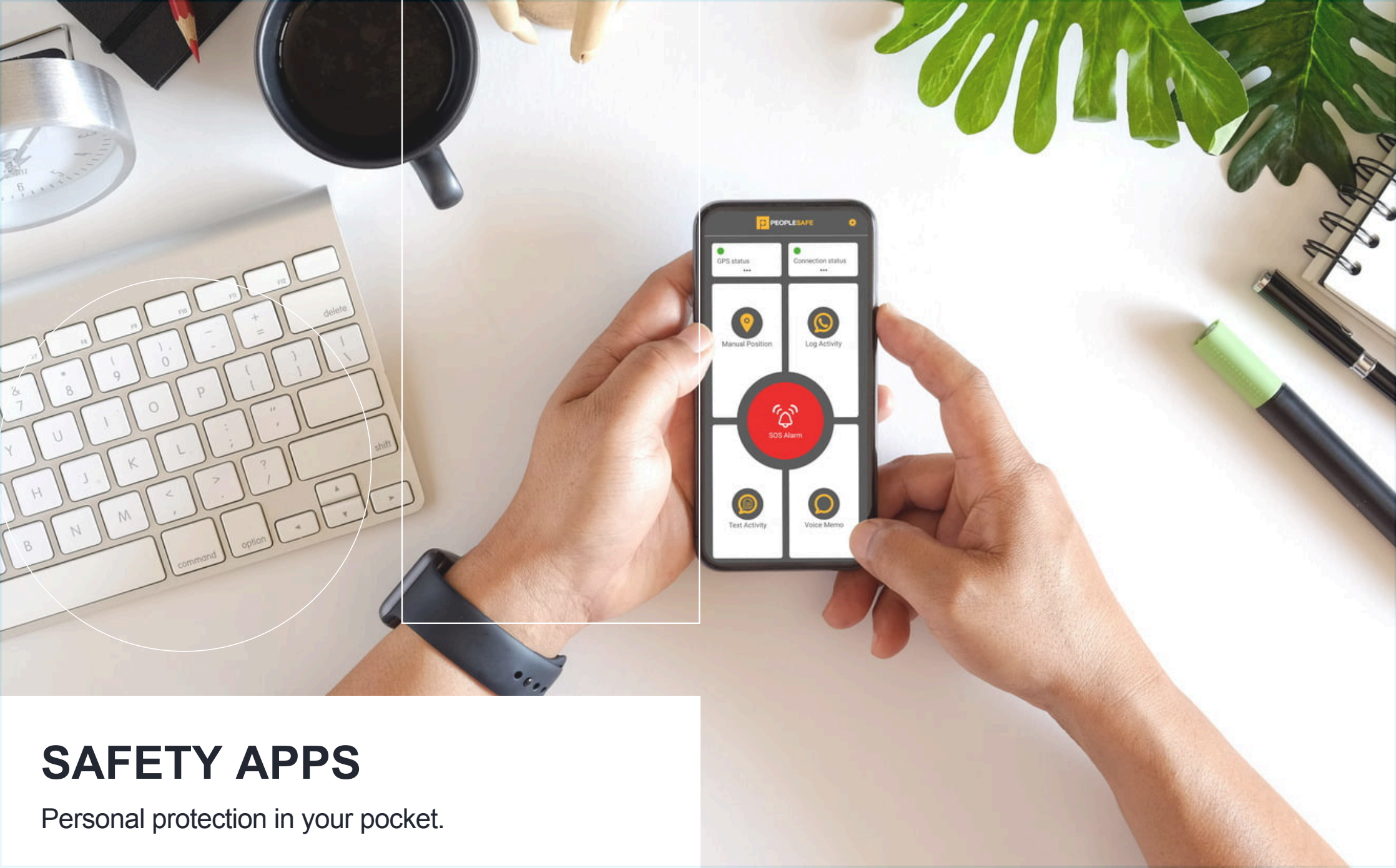
Drive increased usage and adoption as your team only need to use their Workforce Management app to enable protection on their Peoplesafe app.



Increased safety management – Integration means that timed alarms and check-ins are automatically set for all users every shift.



Reduced app fatigue – Users only need to interact with the Workforce Management app regularly.



SAFETY APPS

Personal protection in your pocket.

Safety Apps & Features

Transform any smartphone into a personal safety device that gets emergency help on scene in 4 minutes.



Pro App

Accredited specifically for lone workers to use



Pinpoint location - Locate staff within 5m² in an emergency thanks to What3Words integration.



Check-in & out - Staff can check in and out of shifts or appointments.



Fall detection - Automatic alarm raised when a fall is detected.



Discreet alarm - Raise an alert without using the SOS button.



Timed alarms - Alarm automatically raised if the activity timer expires.



Welfare check - Prompt staff to confirm they're safe at set intervals.



Award-winning – Winner of the THS Awards 2025.

Enhanced Risk Mitigation



The Peoplesafe app goes beyond lone working, offering flexible, integrated, purpose-built features to support multiple risk profiles.



Travelsafe

Know your employees have reached their destination safely. They enter their destination and mode of transport, and if they haven't arrived by the ETA, the app automatically raises an alarm.



Reassuring check-ins – Regular automated welfare checks can be scheduled asking the staff member to confirm they're okay.



Automated arrival – The timed alarm is cancelled automatically when the employee is within 10m of their destination, helping to reduce false alarms.

Roamsafe

eSIM technology keeps staff protected in remote or low-signal areas by giving the Peoplesafe app access to all four major UK networks.



Low signal solution – Call for help even in remote locations, buildings with poor signal, or areas with unreliable networks.



Simple to scale – Deploy roaming SIM connectivity with no postage costs, setup delays or extra hardware required.

Unique Apple Integration



As an exclusive Apple Enterprise Partner, Peoplesafe is vetted directly by Apple's own development teams, enabling deeply integrated personal safety features.



Apple Watch

The only professional-grade personal safety app available on Apple Watch, enabling workers to raise an SOS even when using a phone is unsafe or impractical.



Discreet alarm activation – Trigger an SOS directly from the watch without drawing attention in sensitive or hostile situations.



Always within reach – Raise an alarm even when the paired phone is locked or out of reach, ensuring support is available whenever it's needed.

Crash Detection

Integrated Crash Detection identifies serious vehicle incidents the moment they occur, providing reliable protection for employees who travel between appointments or work alone on the road.



Automatic SOS activation – Use Apple's advanced crash-sensing technology to detect serious impacts and raise an alarm without manual intervention.



Professional incident handling – Alerts are received by the Peoplesafe ARC, allowing rapid triage and escalation in line with your policy.

Instant Safety Messaging



Ensure your team receives the right safety messages at the right time, strengthening protection and confidence across your workforce.



Peoplesafe Alert

Reach all workers, even on silent or Do Not Disturb. This dedicated, air-gapped platform delivers critical alerts via app or SMS to warn staff of sudden risks and disruptions.



Drive usage and adoption – Educate and remind your staff of your processes to protect their safety.



Never miss a message – Air-gapped communication guarantees delivery from a separate server, shielding you from network outages and cyber-attacks.

Team Broadcast

Send instant safety alerts within the existing Peoplesafe apps, keeping your team informed wherever they are and helping them respond quickly to emerging risks.



Instant in-app alerts – Share urgent safety information with your team in seconds.



Targeted communication – Deliver alerts to specific Groups, Teams or individuals so only the right people receive the right information.



SAFETY DEVICES

Dedicated SOS devices designed to protect lone and high-risk workers.

Core Safety Features

Our core lone worker devices feature five elements



ARC Connection (EN 50518)

Devices are connected to the 24/7 Peoplesafe ARC which is accredited to the highest standards



BS 8484 Certified

Meeting section 5 of the standard, our devices have all the essential functions to be compliant



Audio Evidence

When the SOS button is pressed, audio recording starts that can be used as evidence in court



Status Indicators

Can be used to check battery life and whether mobile and location signals are available



Nexus

Manage devices, user profiles, escalation processes and reports through our web-based portal

Safety Devices

Dedicated SOS devices customisable to your team's needs, available in 4G for faster, future-ready protection.



MySOS

Durable, compact and IP67 rated with the longest battery life in the industry



MySOS ID Badge

Hidden in plain sight and easy to access



Pinpoint location - Locate staff within 5m² in an emergency with What3Words integration.



Check-in & out - Staff can check in and out of shifts or appointments.



Fall detection (optional) - Automatic alarm raised when a fall is detected.



Long lasting battery - Supports a full working week on a single charge.



Roaming SIM - Always connects to the strongest network for wider coverage.



Waterproof & dustproof – Robust casing helps prevent breakage and damage.

4G

4G enabled - Available in 2G and 4G for future-proof connectivity.

Specialised Devices

Remote or hazardous workers need special devices suited to their extreme environments.



SPOT Gen4 & SPOT X

Rugged satellite SOS alarms designed to protect lone and vulnerable workers in remote and rural areas such as environmental officers, tree surgeons and park rangers.



Water, dust, and sand proof casing - With an IP68 rating, the SPOT Gen4 is waterproof and protected against dust, sand or airborne particles.



Help / SPOT assist - Employees can request help from a specific contact using their current GPS location.



TWIG Ex

An intrinsically safe, highly durable ATEX/IECEx approved SOS alarm designed to protect lone workers in hazardous environments, including potentially explosive areas like airports and power stations.



Waterproof & dustproof casing - With an IP67 rating, the device is waterproof and protected against dust or airborne particles.



Fall detection - Automatic alarm raised when a fall is detected (optional).

Integrated Solutions

Turn these devices into immediate emergency response solutions with the Peoplesafe Pro app.



Body Worn Camera

Record vital evidence and get immediate help whenever it's needed.



Front facing camera - A visible deterrent that reduces hostility. When perpetrators see themselves being recorded, aggression is proven to drop by 43%.



Audio and video evidence - Capture irrefutable evidence with Body Worn Camera video footage.



Bluetooth trigger - A single SOS press raises an alert and starts recording.



SureCam

Keep drivers safe inside and outside their vehicle.



Secure cloud based solution - All information captured before, during and after the incident is stored securely in the Cloud with easy access if required for evidential purposes.



Audio and video evidence - Capture irrefutable evidence with the audio recordings from the ARC and the dashcam video footage.



SAFETY FEATURES

All apps and devices come equipped with core safety features, with the option to add extra capabilities for enhanced protection.



Optional Features

Available on all core devices to help staff raise an alert quickly and confidently.

Voice Memo

A voicemail-style recording that can be accessed by the ARC Controller when an alarm is raised.

It is recommended to leave any risk and location information (e.g. entering flat 16 on the fourth floor)

Available on: MySOS, MySOS ID Badge, Peoplesafe Pro App



Timed Activity

The user records a voice message detailing their location and risks with the added protection of a timer that is held server-side (not on the device), so it is counting down even in areas of no signal.

At the end of the timer, automated calls will check on the user and if unanswered, an alarm will be raised.

Available on: MySOS, MySOS ID Badge, Peoplesafe Pro App



Test Call

Check that the device's microphone and speaker are working as expected and that it is connected to the correct user profile on the Peoplesafe Portal.

This can be used any time, and is recommended to be performed once a month.

Available on: MySOS, MySOS ID Badge



Optional Features

These features provide extra layers of information to the ARC, helping to protect staff whose roles involve elevated or unpredictable risks.

Automated Tracking

Ensure GPS updates at your chosen interval to give the ARC Controller the most accurate location in an alarm.

Available on: MySOS, MySOS ID Badge, Peoplesafe Pro App



Check In/Out

With this feature users can check in at the beginning of the day and check out when they have safely finished. An optional activity timer can also be applied.

Managers can view this information on the Nexus.

Available on: MySOS, MySOS ID Badge, Peoplesafe Pro App

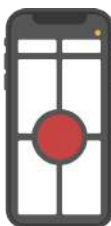


Welfare Check

Can be added to timed activities, check-in timers and Travelsafe in the Peoplesafe Pro App to prompt workers to confirm they're OK at set intervals.

If they don't confirm 'yes' in 5 minutes, an automated call will be made. If the call is unanswered or they select 'no', an alarm will be raised.

Available on: Peoplesafe Pro App



Optional Features

Add extra layers of protection with optional features designed to suit your team's specific risks.

Fall Detection

Automatically raises an alarm if a fall, lack of movement and sudden change in orientation is detected, without the user needing to press a button.

Sensitivity can be adjusted to reduce false alarms, and an alert lets the user cancel instantly if they're safe.

Available on: MySOS, MySOS ID Badge, Peoplesafe Pro App

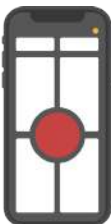


Global Response

Experience peace of mind with our international escalation service.

Whether staff are travelling or working overseas, our UK-based ARC Controllers receive their SOS alarms and follow your agreed escalation process to ensure the incident is handled and the employee's safety is confirmed.

Available on: Peoplesafe Pro App

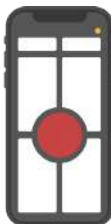


Eurowatch

Travel with confidence using Peoplesafe, now available in 40+ countries across Europe, North America and Australasia through our partnership with Teletrac Navman.

By combining their extensive international network with our solution, we deliver consistent, reliable protection for employees working or travelling abroad.

Available on: Peoplesafe Pro App





ONBOARDING & IMPLEMENTATION

A structured onboarding approach designed for simple, low-risk deployment.



Onboarding and Adoption

Onboarding is designed to be simple, structured, and low risk, supporting rapid adoption while maintaining clear governance and control.

Implementation

Our onboarding is designed by our PRINCE2 delivery team, with clear, step-by-step guidance for implementation and dedicated project support for larger or more complex roll-outs.

This helps your teams get up and running quickly without unnecessary delays or confusion.

Configuration & Setup

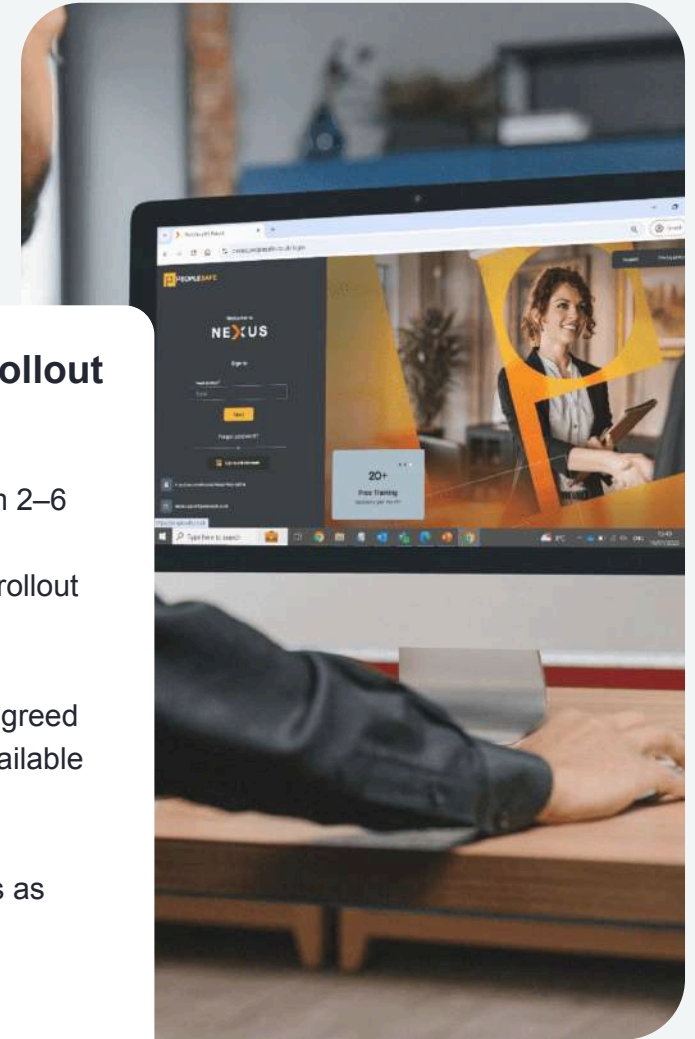
Customers quickly and simply apply their user groups, escalation processes and data requirements directly within our award-winning Nexus portal.

This enables organisations to apply their own policies and structures quickly, without complex technical setup. We work collaboratively to agree an implementation approach aligned to operational needs and readiness.

Timescales & Rollout

Typical onboarding timescales range from 2–6 weeks, depending on deployment size and rollout method.

Success criteria are agreed early, with support available for pilots, phased deployments or full organisational rollouts as required.





Ongoing Support

Once live, the service is supported through accessible training resources, in-life support, and planned exit management to ensure consistent adoption and operational confidence.

Training & Adoption

Training is provided as standard and includes administrator guidance, user onboarding materials, and optional live or recorded sessions.

Ongoing support, education and best-practice guidance are available throughout the contract to support consistent usage and adoption.

Customer Support

Customers are supported by Peoplesafe's in-house Customer Support team, available 08:00 to 18:30, Monday to Friday, to assist with service queries and technical issues.

For urgent issues outside of these hours, 24/7 support is provided by Peoplesafe's Alarm Receiving Centre.

Controlled Exit

Exit is planned and controlled. Data can be securely exported where required, services withdrawn, and systems decommissioned in line with contractual and data protection obligations, enabling a smooth transition.

Key SLAs for Public Sector Buyers

Our SLAs outline the performance standards, response times and service commitments customers can expect from us.

24/7/365 Alarm Receiving Centre Availability

An accredited ARC is available at all times, ensuring continuous protection for lone workers regardless of time, location, or incident type.

Mandatory Alarm Response Times (BS 8484:2022)

All alerts are handled in line with regulated response-time requirements, providing assured, audited human response rather than unverified platform targets.

Platform Availability – 99.95% Target

The service is designed for high availability, with systems replicated across three separate data centres to support resilience and continuity at scale.

Helpdesk Responsiveness

Calls are targeted to be answered within 30 seconds, and emails within 24 hours, during support hours (08:00–18:30, Monday–Friday).

Information Governance Breach Notification

Any potential or actual information governance incident is targeted to be notified to customers within 24 hours, supporting transparency and audit requirements.

Reporting & Audit Access – 24/7

Customers have continuous access to reporting and audit records via the management portal, supporting compliance, assurance, and external scrutiny without manual intervention.



SECURITY, DATA PROTECTION & COMPLIANCE

Strong controls and governance ensure all sensitive data is protected throughout the service.

Security, Data Protection & Compliance

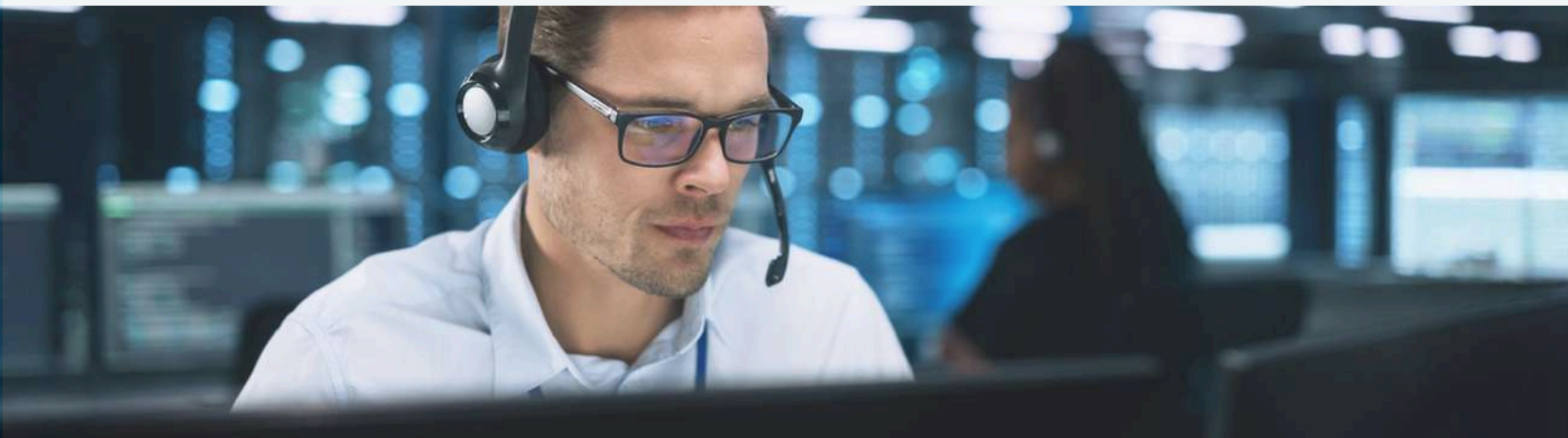
Peoplesafe processes personal data only where required to deliver the service, meet duty-of-care obligations, and provide audit evidence. This includes user details, time-stamped activity, and location data. Access is strictly role-based and limited to authorised personnel and systems.

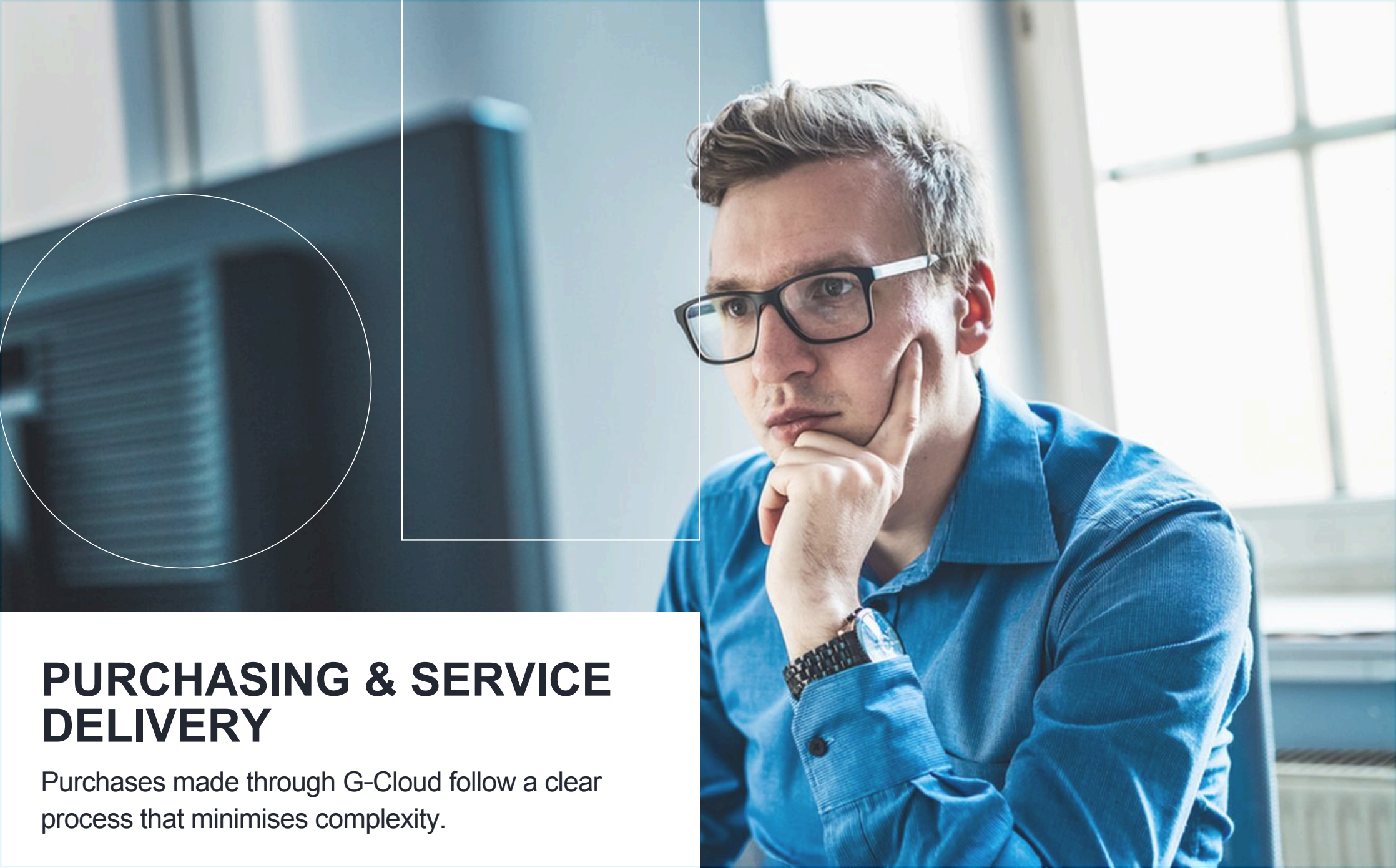
All service data is hosted in the UK using Microsoft Azure, supporting public sector data residency and security requirements. Peoplesafe acts as a data processor, with customers remaining the data controller, and processes data solely in accordance with customer instructions and UK GDPR.

Peoplesafe holds Cyber Essentials Plus and ISO 27001 certification, providing independent assurance over information security controls. Operational response services are audited against EN 50518:2019, BS 9518:2021 and BS 8484:2022. Governance is led by an in-house Data Protection Officer and Compliance Director, supported by a dedicated compliance team.

Business continuity and disaster recovery arrangements are in place, with services hosted across resilient Azure infrastructure and regularly tested to maintain availability and service continuity.

- **EN50518:2019:** Category I. The standard for ARCs that monitor, receive and process alarms
- **BS8484:2022:** certified to all five Clauses of the standard
- **BS9518:2021:** replacing section 7 of BS 8484:2016
- **BS7858:2019:** staff screening policy and procedures
- **ISO9001:2015:** relating to our Quality Management System
- **ISO14001:2015:** relating to our Environmental Management System
- **ISO27001:2022:** proving our ability to handle sensitive data securely
- **Secured by Design:** The Police Preferred Specification product design scheme
- **Cyber Essentials Plus:** protecting services and your data, audited by a third party
- **NHS Data Toolkit** compliant





PURCHASING & SERVICE DELIVERY

Purchases made through G-Cloud follow a clear process that minimises complexity.

Purchasing & Service Delivery

The service can be purchased directly through the G-Cloud Digital Marketplace, in line with framework rules and published pricing.

Peoplesafe has extensive experience supporting public sector buyers through G-Cloud and currently protects tens of thousands of employees under framework contracts, enabling rapid and compliant deployment.



The process

Order via G-Cloud

Buyers select the service, confirm volumes and options, and place an order without the need for further competition where G-Cloud conditions are met.

Order Confirmation

Following purchase, Peoplesafe will confirm requirements, agree onboarding timelines, and assign a named service or contract lead.

Service Delivery

Delivery is managed by a team dedicated exclusively to employee safety, ensuring focus, consistency, and clear accountability rather than competing service priorities.

Pre-Purchase Queries

For clarification prior to purchase, buyers can contact Peoplesafe using the details provided in the G-Cloud listing or via the Digital Marketplace messaging facility.

How the Service Is Managed

Peoplesafe Responsibilities

Peoplesafe is responsible for delivering, operating, and continuously improving the lone worker protection service, including 24/7 monitoring, alarm handling, response coordination, platform availability, and compliance with relevant standards.

We invest heavily in resilience and innovation to reduce reliance on factors outside anyone's control, for example, delivering high service uptime, introducing the UK's first eSIM Roamsafe capability to extend smartphone protection using roaming connectivity, and providing tools such as Team Broadcast to support emergency and operational communication with employees.

Customer Responsibilities

To ensure the service works as intended, customers are responsible for providing accurate and up-to-date employee information, escalation contacts, and role details, following Peoplesafe's guidance.

Where integrations or APIs are used, customers must ensure the appropriate internal systems, teams, and access are available; Peoplesafe will support this process throughout.

Customers are also responsible for nominating a contract or service lead who acts as the primary point of contact, helping ensure the service, tools, and reporting are embedded effectively across the organisation.

Where devices are supplied, these are leased as part of the service. Charges may apply for lost or damaged devices, reflecting the significant upfront investment made by Peoplesafe. If a contract is terminated early, a fair commercial arrangement will apply to ensure this investment is recovered. **Clear shared responsibilities help both parties focus on what matters most: keeping people safe.**

Thank you for reading

Peoplesafe's Service Definition Document

