

StaySafe Lone Worker Product and Services Description



StaySafe Lone Worker is a service that allows organisations to safeguard employees working and travelling alone.

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Do you have lone workers?

A lone worker is anyone working without the direct and immediate support of supervisors or colleagues.

If an employee cannot be seen or heard by a colleague, they are lone working, whether that be for all or part of their working day.

Lone workers do not have to be those who work completely in isolation. There are other situations that are important to consider when identifying your lone workers. Such as those who are:

- ✓ visiting client homes
- ✓ out of sight and sound, even for short periods
- ✓ travelling for business
- ✓ working alongside the public
- ✓ home working

How are they at risk?

Those working alone often come across the same hazards as any other employee. However, lone working carries with it an increased risk as any dangers faced, are encountered alone.

People risk

Lone workers are more at risk of violence and aggression and are often regarded as easier targets. This could be down to the nature of their work such as working with vulnerable members of the public and behind closed doors, or working with large amounts of money.

Environmental risk

Lone workers can be at increased risk to common workplace hazards such as slips, trips, and falls, extreme weather, and moving vehicles. This risk is further increased when working without a risk-assessment, or on on non-regular worksites. Working alone also makes it difficult to receive immediate assistance

Ill health

If a lone worker suffers from a medical emergency such as a heart attack or fainting, receiving immediate support and alerting emergency services could prove difficult without nearby colleagues, particularly if working remotely or out of sight and sound and medical help if an accident does occur.

Your legal duty of care

Working alone is completely legal and can be safe to do so. All employees hold a legal responsibility to protect their lone workers and ensure that they are safe when carrying out work activities.

Individuals responsible for employees in an organisation, are required to proactively identify, assess, control and monitor work tasks and the workplace environment. Risks should be identified and all reasonable steps taken to eliminate risk. Where risk cannot be entirely eliminated, the risk must be minimised as far as is reasonably practical and appropriate control measures implemented.

Solution overview

The StaySafe Lone worker solution is an award winning, cloud-based monitoring service which provides personal protection for employees. The easy to use app enables your people to check-in safely and request immediate assistance in an emergency, while the hub allows for full location visibility and alert response management.

The solution allows you to meet your legal duty of care by monitoring safety status and reducing response time. If an incident or accident does occur, the app enables an employee to raise an alert, allowing you to send the help they need quickly and directly to their location.

As a low cost, scalable, and flexible solution, it is suitable for any company size and industry. We already work with a range of companies and would love to work with you to overcome your lone worker safety challenges.

- ✓ Quick and easy to use
- ✓ Maintains personal privacy
- ✓ Low up-front investment
- ✓ Greater coverage
- ✓ Up and running in 24 hours

Service summary

What's Included:

Lone Worker App:

- In-app training
- Features listed below unless otherwise stated

Lone Worker Hub Access:

- Reporting & dashboards
- Guided onboarding resources, templates, and best-practice documentation.

Welcome & Setup:

- Login credentials and system access.
- Hub creation and configuration of ready-to-use features.

Project Governance:

- Kick-off call and data requirements review.
- Structured onboarding calls for configuration and validation.

Training & Enablement:

- Virtual training resources (on-demand tutorials, contextual guidance).
- Customer readiness reviews and post-go-live retrospective.

Configuration Support:

- Assistance with account setup, feature activation, and validation of customer-led configuration.

What's Not Included:

Optional Add-Ons / Extensions

- Integration services (Reporting API)
- Single Sign-On (SSO)
- Satellite mode/messaging
- Alarm Receiving Centre Monitoring
- Wearable panic device (purchased directly from supplier)
- Garmin Satellite device (purchased directly from supplier)

EcoOnline is BS8484 and Cyber Essentials Plus accredited, giving you peace of mind that you are protecting your employees with a high-quality solution that meets stringent safety and security standards.



Onboarding & Implementation

Package Options

Essentials Implementation:

Self-service model for customers with minimal configuration needs.

Includes:

- Welcome email and login credentials.
- Access to Implementation Hub (virtual content and resources).
- Hub setup with ready-to-use standard features.
- Virtual Training Resources: on-demand tutorials and guidance integrated into the Lone Worker app.

Estimated timeline: 0–4 weeks (subject to add-ons).

Standard implementation:

Collaborative onboarding guided by EcoOnline experts.

Includes:

- Project initiation and data requirements review.
- Structured calls and best-practice sessions.
- Customer-led configuration with expert validation.
- Virtual training resources and readiness reviews.
- Post go-live review (Customer Retrospective).

Estimated timeline: 4–8 weeks per phase.

Optional Add-Ons (Not Included in above packages)

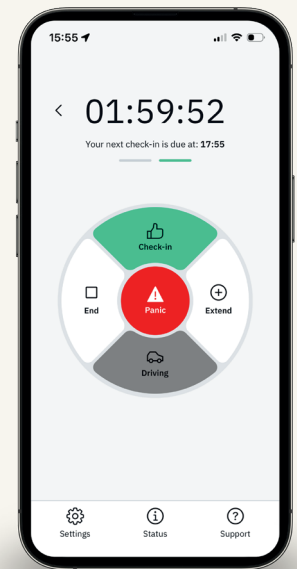
- Additional user import.
- Live training (virtual/onsite; travel costs extra).

The app

The intuitive StaySafe app enables employees to check-in safely at the start and end of a lone working session or travel. During the session it monitors their welfare status in real time.

A number of alerts can be triggered through the app, or sent automatically in situations where your employees are unable to reach their phone. Location data is only available when the app is live, providing enhanced privacy for your people.

The StaySafe lone worker app works in areas of low signal, keeping your employees protected in any environment. The app has been designed for a simple user experience so that it is quick, easy to use, and fits effortlessly into the working day.



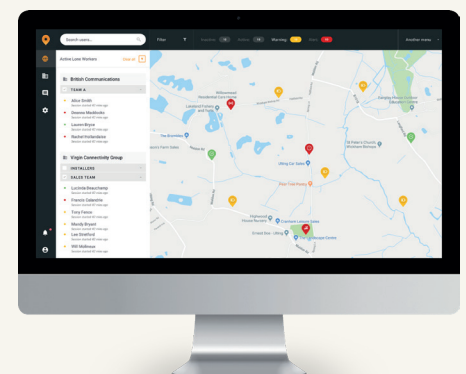
The hub

The StaySafe app is linked to a secure, cloud-based monitoring hub which accurately locates your employees on a map and provides you with real-time updates on their movements.

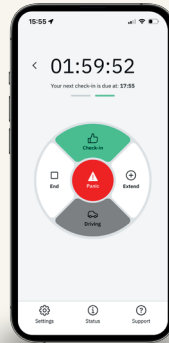
If an employee misses a welfare check or raises an alert, a notification will pop up in the hub, and via text, email, and phone notifications, allowing you to locate them on a map and respond according to your standard operating procedures.

The hub provides an accurate log of previous lone working sessions and alerts so that you can create reports and audit trails.

Alternatively, EcoOnline work alongside a number of security partners to provide 24/7 monitoring and response services on your behalf.



Features of the app



Timed sessions

Ensures your employees have finished working safely and/or are home safe.



Welfare check

Employees are requested to provide welfare checks. They check-in at any point to confirm that they are safe. Failure to do so will raise an alert.



Fall detection

Automatically sends an alert to the hub when an employee suffers an impact.



Driving mode

Remove any distractions from an employee when they are behind the wheel of their vehicle, whilst still being able to raise a panic alarm.



Low signal mode

When data is not available the StaySafe app will automatically switch to low signal mode. Alerts will be sent via SMS.



Biometric control

Employees can use fingerprint or facial recognition to use the app even more easily.



Reminders

Prompts for employees to start and end sessions based on time and/or location.



Low battery

Low battery warnings will be sent to the employee and hub.



Panic Alert

Raise an immediate alert if employees are in need of assistance. A panic can be raised at any time the app doesn't need to be active.



Discreet panic

A discreet panic alert can be triggered using the phone's power button, Siri commands, shortcuts, or through a connected bluetooth device.



Duress Pin

If an employee is being forced to terminate the app, a 'false PIN' can be entered to appear as if the app is inactive or alert has been cancelled. A duress alert will be triggered and raised in the Hub.



Non-movement

If an employee has not moved for a prolonged period of time, an alert is triggered in case there has been an accident and the employee is unable to move.



Get up and running fast

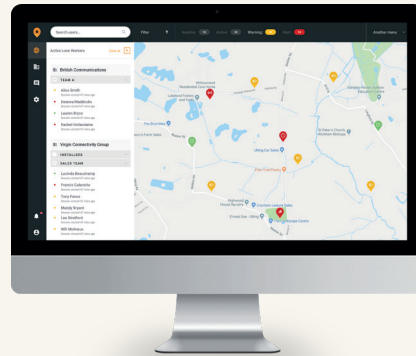
Our team are always on hand to help with any issues or questions you may have. In-app training means users do not need formal training to use the app. The training can be accessed at any time through the app, allowing you to easily onboard new employees remotely.



Satellite connectivity with Garmin device*

Get connectivity everywhere with full app functionality at all times, using Iridium's satellite network – the only network to span the entire globe. *additional cost, per user per month

Features of the hub



StaySafe hub

The lone worker app is linked to a secure cloud-based Hub which accurately locates your employees on a map and provides you with realtime updates on their welfare. Optimised for mobile.

Monitoring

The hub enables you to self monitor or use the global network of professional monitoring partners who provide 24/7 monitoring and response on your behalf.

Disaster communications

Use the SMS broadcast feature to communicate with your team quickly and easily by sending group SMS messages to all or selected users via the hub.

Reporting

Measure your return on investment. Live reporting allows you to see onboarding, usage and alerts, to manage how employees are using the solutions. You can also schedule reports to be sent to several recipients on a daily, weekly, or monthly basis.

Two-way audio

If an employee raises a panic alarm, two-way audio allows the responder to listen in on the situation and talk to the lone worker via the app where appropriate.

Standard Operating Procedures

You can set Standard Operating Procedures within the hub to ensure all employees receive the same level of care. All responders follow a single written procedure so that they all know how to respond to each alert.

Text & email notifications

If one of your employees fails to check-in or raises an alert, a notification will pop up on the screen as well as via SMS text and email, allowing you to locate them and get help straight away.

Keep an audit trail

Staff responsible for resolving incidents can add notes on the actions taken to resolve an alert. Notes are saved within the reporting section, so there is always an audit trail to refer to.

Phone call notifications

Prefer to receive alerts over the phone? With phone call notifications you will receive a phone call with the details of an alert through an automated message.

Geofencing

Alert lone workers to high-risk zones in real time and reduce the risk of manual procedures falling short.

What3words

The hub is integrated with what3words so location is more accurate than a postcode, and aids the dispatch of emergency services to the right location.

Security accredited

We adhere to the highest standards of online data security with Cyber Essentials Plus accreditation. Your employee data is safe with our solutions.

Additional devices

Wearable devices*

The wearable lone worker device protects your employees in an emergency, wherever they are. It is unobtrusive and can remain hidden and can be worn on a wristband, pendant, or clip for convenient access. The wearable lone working device from StaySafe makes it easy for employees to use our lone working app without unlocking their phone. By connecting the button to their smartphone device via Bluetooth, the employee can click or hold the button to continue checking in or send their employer a panic alert. *additional cost, purchased direct from supplier

- Discreet panic alarm
- Man down alarm
- Dust and weather-proof
- Quick check-in
- Confirmation alerts raised



Satellite devices*

Keep employees protected even in the most remote corners of the world with the Garmin inReach MINI. The satellite device gives you the functions you'd come to expect from StaySafe, including accurate GPS tracking, timed sessions, SOS panic alerts and two-way messaging.

Thanks to 100% global signal coverage using the Iridium satellite network, you can check the on the welfare of your employees even when they are far from the beaten track.

*additional cost, purchased direct from supplier



- 100% global coverage
- Easy to wear/mount
- Integrates with the StaySafe hub
- Impact and weather-proof

Service Management & Support

StaySafe Lone Worker is a SaaS product by EcoOnline, enabling customers to achieve their required outcomes without the need to own or manage the underlying technology, operational costs, or associated risks. Service management is focused on ensuring availability, performance, security, and continuity of the service throughout its lifecycle.

EcoOnline applies recognised IT service management best practice, including ITIL principles, using a pragmatic and proportionate approach aligned to the services provided. Where third-party cloud services are used (for example, AWS), EcoOnline works in partnership with those suppliers to ensure end-to-end service delivery.

Technical Support

Our technical support services are designed to ensure you receive timely, reliable assistance whenever you need it.

Customers can raise support requests via email or our online ticketing system, providing a simple and efficient way to log and track issues.

Support Response Times

We operate a structured priority-based response model to ensure critical issues are addressed quickly:

Category 1 (Critical): Initial response within 2 business hours, with regular updates provided until the issue is resolved.

Category 2 (High): Initial response within 4 business hours, with ongoing communication maintained through to resolution.

Category 3 (Medium): Initial response within 12 business hours of case creation.

Category 4 (Low): Initial response within 24 business hours of case creation.

Support Channels

Phone support: Available 24 hours a day, 7 days a week

Email & online ticketing: Available for logging and managing support requests

Onsite support: Available by arrangement and at an additional cost

Alarm Receiving Centre

EcoOnline works with accredited Alarm Receiving Centres around the world to deliver a truly Global 24/7, 365 emergency response for lone workers—ensuring help is always available when it matters most.

Combine outsourced monitoring with the power of our lone worker app and rest assured that your lone workers have round-the-clock protection.

- Monitoring partners are accredited to British or European standards – BS 8591:2019, BS 8484:2022 or EN 50518:2019
- Direct link with emergency services
- 3-second response time (that's faster than 999).

Service levels and security

Service availability:

- Hub: 24 hours per day / 365 days per year
- App: set via app provider hosting the service (Apple or Google)
- Email/SMS: set by the carrier being used

Service level:

- Hub: 99.9% of time within each calendar month
- App: as per the cellular service provider
- Email/SMS: as per the carrier being used
- EcoOnline have 24/7 provider support SLAs in place to ensure uptime of the hosting infrastructure.
- EcoOnline maintain full disaster recovery plans for all business activities and hosted infrastructure. These are audited as part of our ISO 27001 certification and are managed as part of an overall audit program.

Data and user security:

Data is stored exclusively on servers located within EU-based data centres.

Access to all services is through user names and passwords defined by individual clients and restricted to their specific data.



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