

Lone Worker Solutions

Service definition document G-Cloud 15



Orbis People Protection Overview

Protecting people means protecting what matters most.

Our BS5979-accredited lone worker solutions, monitored 24/7 by our NSI Gold-accredited Alarm Receiving Centre, offers immediate, discreet, and reliable support for those facing risk or isolation at work.

- Easy to use and requiring minimal training, our safety devices and apps empower organizations to safeguard employees confidently.
- Supported by the dedicated Orbis team, our solutions promote wellbeing, ensure compliance, and enable your employees to work with peace of mind.
- Designed with flexibility and scalability in mind, our lone worker solutions adapt to diverse industries and workforce sizes, providing tailored protection that grows with your organisation's needs.



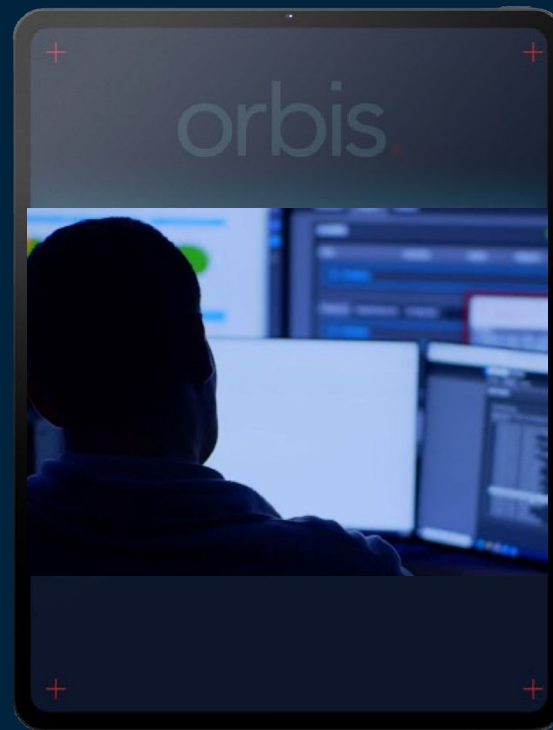


Our Alarm Receiving Centre (ARC)

Orbis' NSI Gold-accredited, BS:5979 Alarm Receiving Centre (ARC) provides fast and dependable protection for lone workers 24/7. Staffed by highly skilled real people and supported by advanced, reliable technology, our ARC team reacts to alerts within seconds, evaluates risks, escalates as necessary, and ensures assistance is promptly delivered.

With strict standards, thorough procedures, and a committed team focused on the safety of your personnel, the Orbis ARC offers organisations complete assurance that their workforce is safeguarded at all times.

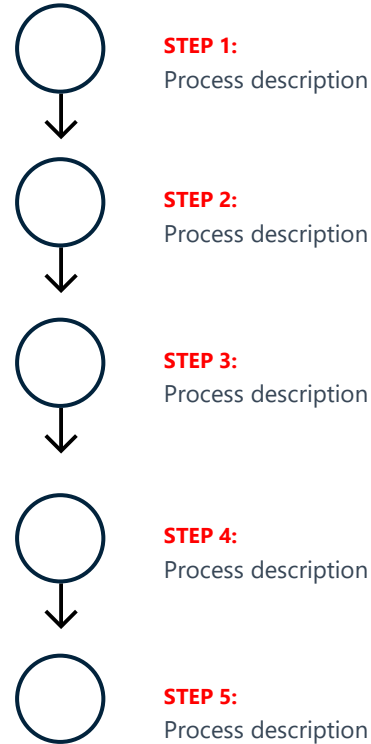
- Powered by Orbis AI, the ARC detects and reacts to threats in real time.
- Industry-leading system uptime ensures your site is always monitored.
- Direct police control room access bypasses 999, saving vital time.
- Accredited to BS5979 Cat II and ISO27001:2013 standards.
- Operates from a secure, military-grade facility with 24/7 backup systems.



Complete Service Delivery

Orbis delivers a fully managed, all-inclusive lone worker service designed to make protecting your people simple, reliable, and cost-certain. Our service model removes complexity and eliminates hidden costs, with a fixed monthly fee that covers everything you need to keep your workforce safe, including device or app access, 24/7 ARC monitoring, onboarding, and ongoing user training.

From implementation through to the day-to-day operation, our experienced team ensures seamless delivery, proactive support, and consistent performance. Every customer benefits from a robust, structured service built on clear processes, industry-leading expertise, and a genuine commitment to safeguarding people. With Orbis, you gain a partner who handles every detail, so your organisation can focus on what it does best, knowing that your lone workers are protected around the clock.



Orbis collaborates closely with each customer to establish SLAs and KPIs aligned with operational needs and BS8484 accreditation.

Experience transparent reporting, actionable insights, and continuous support to ensure your lone worker service excels while aligning with your organizational goals.

"We chose Orbis as our lone working provider because of their competitive prices, their quality products and exceptional customer service. This is our second contract with Orbis and they continue to deliver a high quality lone working service. Any queries/concerns we have are resolved promptly by their support team and our account manager leading to a seamless service."

orbis.



People Protection

The following pages explore our suite of lone worker solutions, each created to empower and protect what's most valuable to you - **your people**, wherever their work takes them.

RedAlert Devices

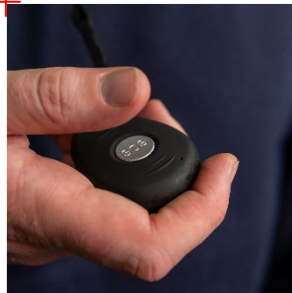
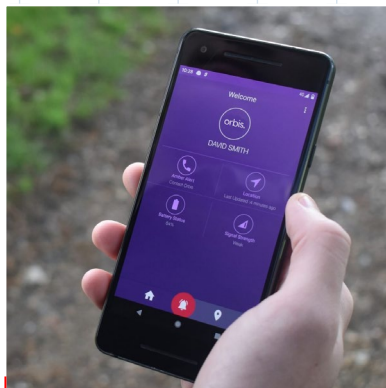
A range of devices including Fobs and ID Cards designed for discretion and ease of use for any working environment.

RedAlert Apps

Designed for higher-risk lone workers with access to mobile technology.

Bodyworn Video

Acts as a powerful visual deterrent against threats and criminal activity, ensuring simple and secure evidence capture that's easy to manage.



Devices – Red Alert Fob Plus

Compact, discreet lone worker security with a roaming 2G/4G SIM card, live GPS tracking & two-way audio to protect your people, anywhere.

One-touch instant support

Pressing the dedicated 'Red Alert' button initiates an immediate connection with our fully-accredited ARC. Through live two-way audio, our expert operators assess the situation, offer real-time reassurance, and coordinate emergency response if needed.

Three layers of intelligent protection

- **Red Alert:** Instant live audio link with the ARC, triggered by the user in high-risk situations.
- **Amber Alert:** Users can leave a voice note describing their location and activity prior to entering a higher-risk environment, a valuable audit trail should an incident occur.
- **Amber Timer:** A configurable safety countdown that automatically raises an alert if the user fails to check in before expiry.

Discreet peace of mind

Weighing just 40g, Fob Plus is ideal for workers who need to carry lightweight, unobtrusive protection on their person throughout their working hours. Fobs can be worn to suit user preference, for example, on a belt, lanyard, keychain, watch strap or armband, ensuring they're always accessible, without disrupting daily tasks and have a battery life of up to 7 days on a single charge.

More information can be found at the following link:

<https://www.orbisprotect.com/products-services/people-protection/redalert-fob-plus/>



Devices – Red Alert ID

Compact, discreet lone worker security with a roaming 2G/4G SIM card, live GPS tracking & two-way audio to protect your people, anywhere.

One-touch instant support

RedAlert ID is our discreet, next-generation, wearable security device, designed to keep individuals connected, protected and supported throughout their working day. Housed in a familiar identity card holder format, it appears entirely innocuous to others, discreetly concealing advanced safety technology in a lightweight, low-profile design.

Three layers of intelligent protection

- **Red Alert:** Discreet one-touch SOS button for instant connection to the ARC.
- **Amber Alert:** Users can leave a voice note describing their location and activity prior to entering a high-risk environment, a valuable audit trail should an incident occur
- **Amber Timer:** A configurable safety countdown that automatically raises an alert if the user fails to check in before expiry.

Discreet peace of mind

Weighing just 80g, our ID badge holder is ideal for workers who need discreet, unobtrusive protection on their person throughout their working hours. Visually indistinguishable from a standard ID badge, and often worn on a lanyard, RedAlert ID blends seamlessly into any role and has a battery life of up to 3 days.

More information can be found at the following link:

<https://www.orbisprotect.com/products-services/people-protection/redalert-id-solution/>



RedAlert Apps

Three flexible options, one trusted system

Designed to adapt to the needs of your workforce, our three app options — **Professional**, **Welfare & Companion** — ensure your team rapidly receives the right level of protection, without unnecessary costs or complexity.

RedAlert Professional

Robust, app-based protection for high-risk workers

In high-risk environments, your team needs protection that responds instantly. With 24/7/365 ARC monitoring and intelligent escalation, RedAlert Professional delivers faster intervention, improved safety, and total peace of mind. Offering one-touch ARC escalation, secure voice message logging, and real-time visibility to ensure critical events are captured and actioned without delay. Built-in fall and lack of movement detection, along with timed check-in alerts, ensure automated ARC escalation if a user becomes unresponsive or fails to check-in at a set time — ideal where communication is limited or a delay could prove dangerous.

More information can be found at:

<https://www.orbisprotect.com/products-services/people-protection/redalert-professional/>

<https://www.orbisprotect.com/products-services/people-protection/redalert-welfare/>

<https://www.orbisprotect.com/products-services/people-protection/redalert-companion/>



FEATURE	PROFESSIONAL	WELFARE	COMPANION
DEDICATED 'RED ALERT' BUTTON	✓	✓	✓
INSTANT ARC RESPONSE	✓	✓	✓
AUDIO STREAM TO ARC	✓	✓	✓
AMBER ALERT (RECORDED MESSAGE LOGGING)	✓	✓	✓
AMBER TIMER (AUTOMATIC ESCALATION)	✓	✗	✓
FALL DETECTION & ALERT	✓	✗	✗
LACK OF MOVEMENT DETECTION & ALERT	✓	✗	✗
REAL-TIME LOCATION TRACKING	✓	✗	✗
FULLY BS 8484 CERTIFIED	✓	✓	✗
COMPATIBLE WITH ALL SMARTPHONES	✓	✓	✗
COMPATIBLE WITH ANY PHONE OR LANDLINE	✓	✗	✗

Body Worn Video

Two flexible camera options

In high-risk, public-facing, or remote settings, RedAlert Body Worn Video (BWV) delivers complete situational awareness, enhanced personal safety, and instant escalation when needed. Secure recording captures incidents in full, enabling faster, smarter decisions, evidential clarity, and the promotion of transparency and accountability for both staff and the public.

More information can be found at:

<https://www.orbisprotect.com/products-services/people-protection/redalert-body-worn-video-cameras/>



FEATURE	HORIZON	NANO
SIZE	86 x 54.8 x 29.8 MM	52 x 42 x 18 MM
WEIGHT	145G	73G
RECORDING	16 HOURS CONTINUOUS	12 HOURS CONTINUOUS
RESOLUTION	UP TO 1440P	1080P
GPS POSITIONING	INSTANT	INSTANT
LIVE STREAMING	GSM & WI-FI	VIA WI-FI
WATER RESISTANT	YES	YES
STORAGE	UNLIMITED	UNLIMITED
ENCRYPTION	AES-256 (INDUSTRY STANDARD)	AES-256 (INDUSTRY STANDARD)
CUSTOMISATION	FULLY CUSTOMISABLE	FULLY CUSTOMISABLE
DOCKING	SELF-LOCATING MAGNETIC BASE	SELF-LOCATING MAGNETIC BASE

Specialist Devices



Intrinsically Safe ATEX Device

Unleash unstoppable safety in the harshest environments with the ATEX-approved TWIG intrinsically safe device, built for workers who operate where ordinary tech simply can't survive.

Engineered for explosive-risk zones, TWIG delivers rapid SOS escalation, powerful two-way audio, advanced ManDown detection, and precise location tracking, all wrapped in a rugged IP67-rated shell.

When every second counts, TWIG cuts through the danger with fast, reliable alerts to the Orbis ARC, giving your team total confidence that help is always just one press away.



Satellite Spot Device

The SPOT Satellite Lone Worker Fob delivers reliable safety in remote or low-signal environments, using satellite communication to maintain contact when mobile networks can't.

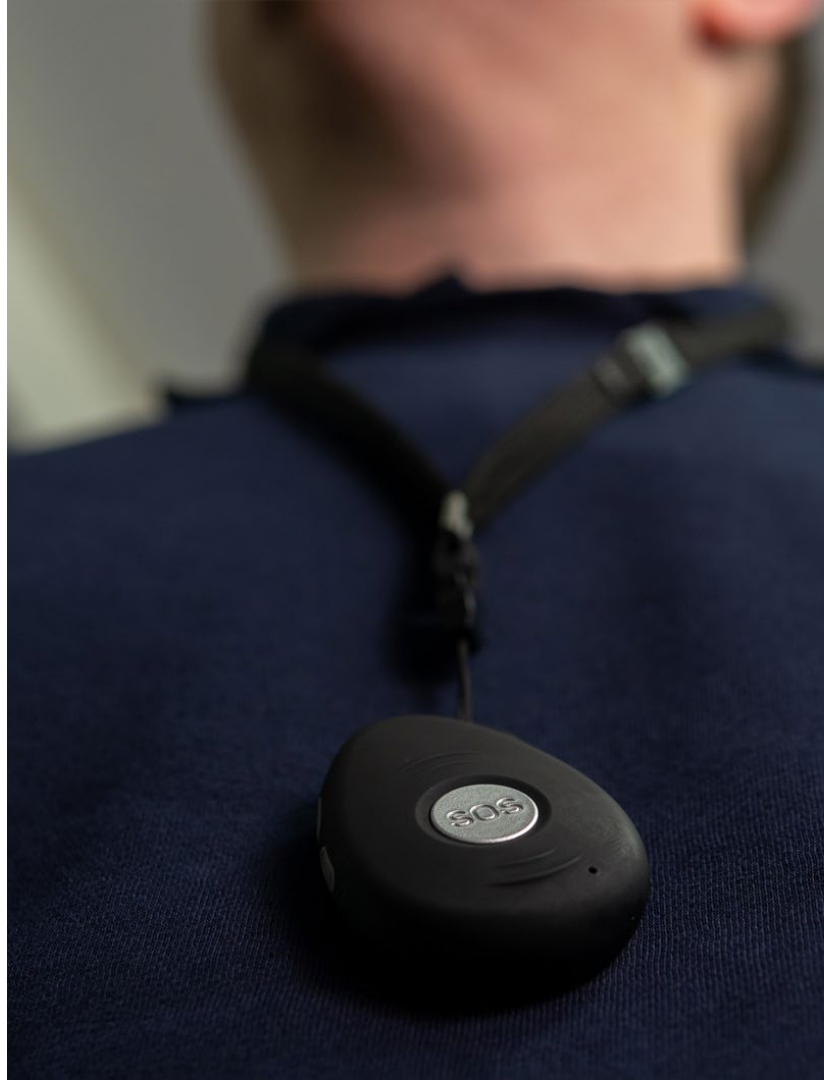
With GPS tracking, simple check-ins, and one-touch alerts, including a full S.O.S, it ensures workers can quickly call for help wherever they are.

Backed by 24/7/365 monitoring at Orbis' ARC, it provides a compact, dependable safety lifeline for teams operating off the grid.

Key functions of Orbis' Lone Worker Solutions

RedAlert provides a unified lone-worker protection ecosystem designed to keep mobile and remote staff safe.

- **One-touch Red Alert** for instant connection to our 24/7/365 UK-based ARC
- **Amber Alert** voice notes for pre-risk activity logging
- **Amber Timer** automated countdown with escalation if a user fails to check in
- **Intelligent safety sensors** including fall, tilt, and no-movement detection
- **Real-time GPS/wi-fi locating**
- **Roaming multi-network** providing excellent connectivity including eSIM capability
- **Secure online portal** providing live location, audit trails, and incident logs
- **Stay With Me mode** for continuous, active monitoring during heightened risk until users reach a place of safety
- **Broadcast Messaging** enabling rapid communication via our app to individuals or teams during emergencies or operational events
- **Check-in/Check-out** log users arrival and departure from locations, giving peace of mind that users have reached their destination
- **Scalable options** devices and apps to suit all user preferences
- **BS 8484-accredited**, delivering trusted, compliant, and rapid emergency response



Training & Support

Flexible Delivery Options

Training can be delivered:

- + On-site at your premises
- + Remotely via Teams or online sessions
- + One-to-one for high-risk or specialist roles
- + Group training sessions for large teams
- + Train-the-Trainer programmes to enable in-house rollout
- + SCORM-compliant training packages for easy integration into your LMS
- + User guides available on-line for quick refresher

Guidance on:

- + Device setup, activation, and daily use
- + Raising Red Alerts and Amber Alerts
- + Using safety features like Stay With Me, Broadcast Messaging, and fall/tilt detection
- + Understanding GPS location checks and connectivity behaviour

Ongoing support including:

- + Direct access to a dedicated Account Manager for refresher training throughout the contract term
- + New-starter onboarding
- + Continuous support and guidance whenever needed



ORBIS supplies fobs for residential staff and a mobile application for outreach employees.

Bedspace has access to the ORBIS Sentry portal, which enables monitoring of user activity and tracking, should it be necessary in the event of an emergency. The portal also features facilities for employees to document their journeys and mileage.

This tool has been acquired exclusively as a safety measure, although it may also be utilised for tracking purposes when necessary and in cases where an alert for an emergency situation is triggered. If a red alert is activated, we can be assured that an ORBIS call handler is present, listening in and recording the conversation while being prepared to initiate contact with emergency services as needed.

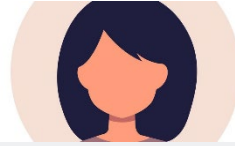
The ORBIS team is responsive to any inquiries, facilitates the adding of new employees to the system, and provides customised reports when required. Bedspace highly recommends ORBIS.

Chris Wareing Director of Operations, Bedspace

Industry Leading Account Management and Experience

At the heart of our service is the strength of our account management team.

Our core Lone Worker Management team collectively possess over a century of experience, enabling us to deliver solutions that are precisely aligned with your unique requirements. This depth of expertise allows us to fully understand the operational challenges faced by your team and to deliver lone working solutions that are both effective, flexible and user friendly.

**Fay Wilcock**

People Protection
Commercial Director

15 Years experience in
the Lone Worker
industry

**Steve Brennan**

Lone Worker
Product Manager

17 Years experience in the
product development and
innovation

**Warren Ottaway**

People Protection Business
Development Manager

17 Years experience in
the Lone Worker
industry

**Alan Tyrell**

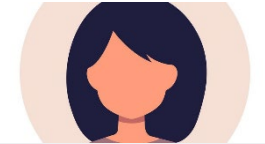
People Protection Key
Account Manager

18 Years experience in
the Lone Worker
industry

**Denise Gammage**

Strategic Account
Director

37 years experience in
Strategic Account
Management

**Laura Bull**

Group Monitoring
Customer Services Manager

25 years experience in
customer service delivery

Innovation at the Heart of Our Lone Worker Service

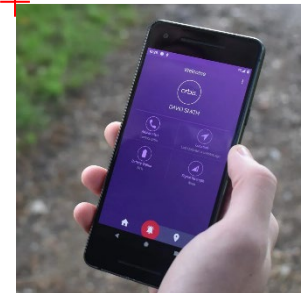
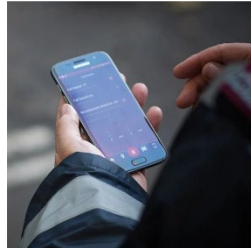
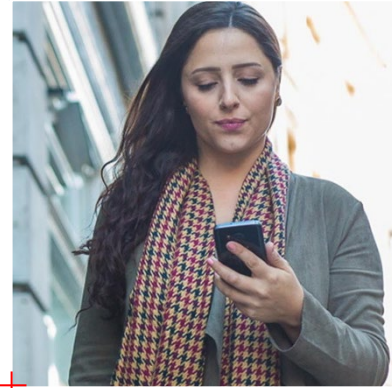
Innovation is driven by our customers, not assumptions.

Our in-house development and technology teams design, build, and refine our lone-worker services based directly on real feedback from the organisations we protect.

Because we own and control our entire technology stack, from devices to the Sentry portal and our amazing Alarm Receiving Centre, we can continuously adapt features, quickly introduce new capabilities, and tailor processes to meet sector-specific needs

Innovations developed from customer feedback

- Stay with me
- Enhanced fall/no-movement detector
- Improved indoor positioning (wi-fi location)
- Broadcast messaging
- Integrated mileage tracker
- Dynamic check-ins
- Homesafe geo-fencing



API Integration

An API (Application Programming Interface) serves as a vital bridge enabling seamless communication and data exchange between software applications. The Orbis API offers a powerful integration point, allowing your systems to connect directly with the Orbis portal to keep user records consistently up to date.

What does this mean for you?

With Orbis API integration, end user accounts remain perfectly synchronized with your existing People Management systems, such as Workday. This enables automatic creation, updates, or removal of users, along with their attributes, teams, and groups, all managed effortlessly through the API connection. Any relevant changes made within your HR system are instantly mirrored in Orbis via the APIs.

Additionally, APIs can enable the automatic generation of organizational structures within Orbis, dramatically reducing manual administration while streamlining security access controls for team managers.

Orbis API is designed to enhance operational efficiency and simplify management processes, supporting your organisation's needs effectively.

- Reduced manual data entry
- Streamline processes
- One system for a simplified user experience
- Cost saving by reducing admin



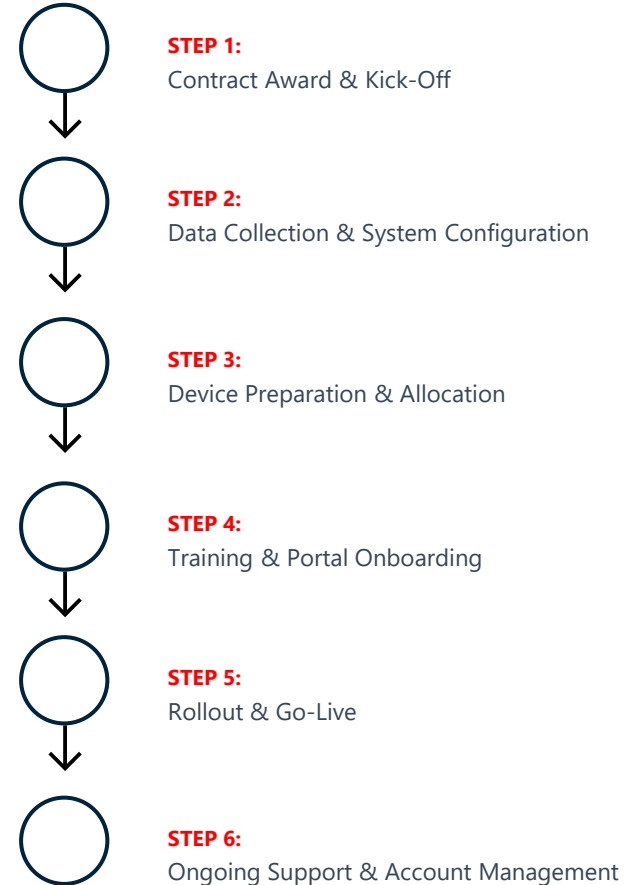
Implementation – 6 Key Stages

In delivering a structured, fully-managed implementation process, Orbis ensures a smooth transition from contract award to full operational use.

Following award, our implementation lead works with your team to confirm requirements, gather end-user data, set up escalation routes, and configure devices and apps.

We prepare and allocate all hardware, create portal access for managers, and deliver tailored training for both administrators and end-users.

Once deployed, alerts and workflows are tested to validate system accuracy before go-live. A final rollout review confirms readiness, after which the contract transitions into ongoing account management, with continuous support, refresher training, and regular service reviews to ensure your lone worker solution remains effective, compliant, and aligned to your operational needs.





Industries **we support**

Orbis offers their comprehensive 24/7 support service to assist workers in various high-risk job roles throughout their daily tasks. These include:

Social Housing providers

- Housing Officers
- Maintenance Officer
- Revenue collection officers
- Homeless liaison officers

Local Government

- Revenue protection officers
- Probation Service Officers
- Community Care Officers
- Parking wardens
- Estate maintenance teams

Commercial organisations

- Distribution drivers
- Frontline
- Hotel staff
- Night Porters
- Security guards
- Retail staff
- Estate agents
- Surveyors
- Farmers

NHS Trusts

- Community nursing staff
- Midwives
- Transport services
- Patient transport service
- Ambulance Staff
- Caretaker teams

Utilities & National infrastructure

- Meter readers
- Installation teams
- Remote line walkers
- Transport

Transport

- Ticket inspectors
- Bus drivers
- Infrastructure support
- Revenue collectors
- Anti social behaviour teams

Protecting your compliance

Orbis products and services are assured compliant with a number of major insurers such as Aviva, Howdens, Zurich and more. [On this page](#), you can find the details and specifications of major products and services to aid in your compliance checks.

Orbis ISO compliance assets



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Orbis ISO compliance assets



Orbis – Ecovadis Bronze supplier

In April 2024, Orbis was certified as a bronze supplier within Ecovadis, placing us in the top 50% of assessed suppliers. Our reassessment in October 2025 showed an increase in our sustainability rating to now be rated within the top 35% of assessed suppliers.

Orbis are delighted to have been recognised as a leader in sustainable practices within the security and property space, exceeding our competition in all measures.

Orbis' capability (green quad, right) exceeds our peers in security in almost every area (grey quad, right).

Any gaps identified in our 2025 Ecovadis audit have been compiled and reviewed by senior management to create an action plan for the upcoming financial year.

We are keen to partner with our clients and customers to continually improve both their supply chain and our services provision wherever possible.

If you have any questions regarding our CSR capability, or how we can support our customers' supply chains through our CSR efforts, please contact csr@orbisprotect.com

