



Personal Safety Solutions for Public Sector Workers

Protect lone workers | Maximise your mobile teams



Welcome to SoloProtect

For over 22 years, our personal safety solutions have been used by public sector organisations to protect workers from social, environmental or task-based risks. In fact, over 370,000 device users worldwide trust in our lone worker technology to keep them safe.

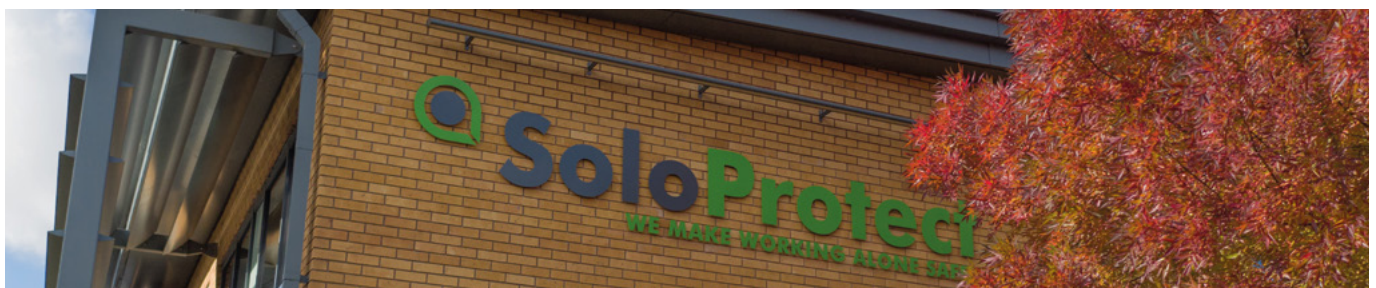
It's a big responsibility and not one we take lightly. This is why we listen to our customers and always look for new, innovative ways to develop our products, introduce new functionality, and reduce emergency response times. We're proud of the fact our Monitoring Centre can verify the seriousness of an incident and begin dispatching the emergency services within an average of 41 seconds of an alert being raised. This is extremely fast and, in the most serious situations, can be the difference between life or death.

But, for many of our customers, it isn't just about safety. Our **SoloProtect Insights** platform, which is central to the solution, facilitates a whole host of work-force management benefits including enhanced colleague visibility and increased productivity of mobile teams. Many public sector organisations find the location information particularly useful for redeploying workers to where they're needed most.

So, even though you're probably (and understandably) considering a lone worker solution because you're looking for ways to enhance the safety of your employees, why not look beyond this to discover the operational and financial efficiencies that a lone working solution can bring? Safety comes as standard with our solution.

Steve Hough

Managing Director, SoloProtect



Why Invest in a Personal Safety Solution?



Provide your employees with peace of mind that someone will be there to help in an emergency.



Increase staff retention and reduce costs and disruption associated with recruitment.



Promote a “safety-first” culture where staff feel valued and supported.



Demonstrate duty of care to your employees and contribute towards their health and wellbeing.



Ensure greater visibility of your remote teams and use data to implement operational efficiencies.



Reduce your insurance premiums by driving down the number or value of claims.



Protect your organisation’s reputation.



Prove compliance with internal requirements and external standards.



Reduce the risk of fines and other penalties.

“By deploying a **SoloProtect** lone worker solution, we’ve ensured a potentially serious situation was resolved without incident.”

JOHN LEWIS
& PARTNERS

Project Implementation Manager
John Lewis

Why SoloProtect?

A market-leading business with many public sector customers

For over 22 years, **SoloProtect** has been a market leader in personal safety technology, with huge experience as a lone worker device manufacturer, Monitoring Centre operator, and solution provider in over 14 countries.



24/7 Monitoring

We run our own state-of-the-art, secure and accredited Monitoring Centre which operates 365 days a year.



370,000+ Users

Our lone worker technology is used and trusted by over 370,000 lone workers worldwide.



We Listen, Quickly

On average, it takes 4 seconds for our operators to listen to an incident. That's 50% faster than the requirements stated in BS 8484.



Rapid Response

We verify the seriousness of an incident and begin initiating a response in just over 41 seconds.



We're Consultative

We understand the safety risks associated with lone working and will work with you to create the best solution for your organisation or team.



Bypass 999 for Faster Response

Our BS 8484 accreditation means we can communicate directly with the regional police force dealing with the incident – saving valuable time.

Accreditations



ISO 27001



ISO 9001



BS 8484



BS 7858

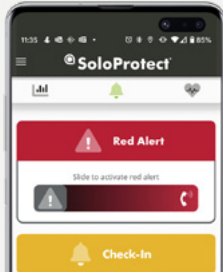


EN 50518



Lone Worker Solutions

SoloProtect® Mobile



- ✓ Simple and engaging user interface
- ✓ Easy to configure and quick to deploy
- ✓ Available for Android and iOS
- ✓ Cost-effective
- ✓ Feature rich

SoloProtect Mobile is the easy option for organisations wanting to bolster their personal safety measures and demonstrate duty of care to employees, without the cost, administration and training implications of deploying dedicated devices.

SoloProtect® Mini



- ✓ Small, fob-style device
- ✓ 4G cellular connectivity
- ✓ Geolocation technology
- ✓ Water and dust resistant
- ✓ Extremely discreet

Introducing the SoloProtect Mini—our smallest lone worker safety device.

SoloProtect® ID Classic



- ✓ 2G cellular connectivity
- ✓ Geolocation technology
- ✓ Lightweight and can be worn on a lanyard
- ✓ Dependable battery life
- ✓ Extremely discreet

SoloProtect ID Classic is a simple, effective and cost-efficient solution, giving workers peace of mind that they can easily and discreetly call for help in an emergency.

Lone Worker Solutions Continued



- ✓ Lightweight, discreet with a simple to use touchscreen
- ✓ 4G LTE connectivity
- ✓ Wi-Fi Calling
- ✓ Geolocation technology
- ✓ Water and dust resistant
- ✓ Dependable battery life
- ✓ Lanyard, belt clip and Rip Pin included

SoloProtect ID Touch is the next generation of lone worker device. It's extremely discreet and benefits from 4G connectivity and Wi-Fi calling, providing reassurance you'll get the best possible connection both indoors and outdoors. ID Touch is ideal for workers who wear an ID badge as part of their role or to access premises and the user-friendly touchscreen on the reverse is similar to a mobile phone ensuring high user engagement.



- ✓ Lightweight, discreet with a simple to use touchscreen
- ✓ 4G LTE connectivity
- ✓ Wi-Fi Calling
- ✓ Geolocation technology
- ✓ Water and dust resistant
- ✓ Dependable battery life

Pocket-sized personal safety devices with aesthetic appeal. These devices are robust, won't get in the way of an active role and feature a user-friendly touchscreen, 4G connectivity and Wi-Fi Calling. Both devices can be worn on a lanyard and the Shield also comes with a belt clip.

Safety Functions



Red Alert

Red Alerts allows the user to raise a discreet alarm at the push of a button if there is an imminent threat to their safety. This opens a one-way call with our Monitoring Centre where Operators will listen in to the incident and dispatch the emergency services, if required. This, combined with previous 'Check-In' messages and our geolocation technology, ensures the quickest possible response.



Incapacitation Alert

Incapacitation (or "Man Down") Alerts are raised if a device detects that a user has slipped, tripped, fallen, and stopped moving for longer than normal. The device will automatically raise a 2-way call with our Monitoring Centre where operators will quickly establish the severity of the situation and send assistance.



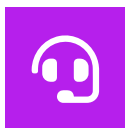
Check-In

The Check-In feature allows the user to record a voice message with details about their location, activity and any potential safety risks as they go about their work. It's particularly important to leave a Check-In message before entering a fixed address. The information provided aids **SoloProtect** in managing any subsequent alarms.



Monitoring Timer

Low signal areas can be a concern for mobile workers and a headache for managers. The 'Monitoring Timer' helps to reduce risk in these instances by allowing the user to set a timer before entering a known low-signal area location or subterranean space. If the timer elapses, the **SoloProtect** Monitoring Centre will begin a process of escalation and attempt to locate the worker to confirm their safety. Monitoring Timer is available on our touchscreen devices.



Ready2Talk ®

Ready2Talk is a monitoring service from **SoloProtect**, designed to give lone workers non-emergency support, prior to a situation reaching the point of 'Red Alert'. If a worker believes there is a risk to their safety e.g. a clear potential for aggression or a man-down scenario, selecting the Ready2Talk feature connects the user to an operator who will remain on the line until the user advises they are safe. If a situation escalates, the operator will upgrade to a 'Red Alert'.



Wi-Fi Calling

SoloProtect offers Wi-Fi Calling as a device feature, making personal safety solutions accessible to those in areas or buildings with a poor 2G, 3G or 4G connection. Wi-Fi Calling allows **SoloProtect's** touchscreen safety devices to call the Monitoring Centre via a Wi-Fi network (rather than cellular) in the event of a Red Alert, Incapacitation Alert or Ready2Talk situation.

Industry-Leading, In-House Monitoring

Ensuring the fastest possible response

The SoloProtect Monitoring Centre is certified to EN 50518 (the European Standard for Alarm Receiving Centres) which is also a key consideration within BS 8484 (the British Standard for Lone Working). It's our BS 8484 accreditation that allows us to request a priority emergency response for your worker.



After an alert has been raised, on average, our operators will be listening in only 4 seconds and will locate your device, verify the seriousness of the situation and begin initiating an appropriate response in just over 41 seconds. This could be alerting the emergency services or calling escalation contacts (e.g. a manager or colleague).

Whatever the risk you're facing, our specially trained operators will be there to help.

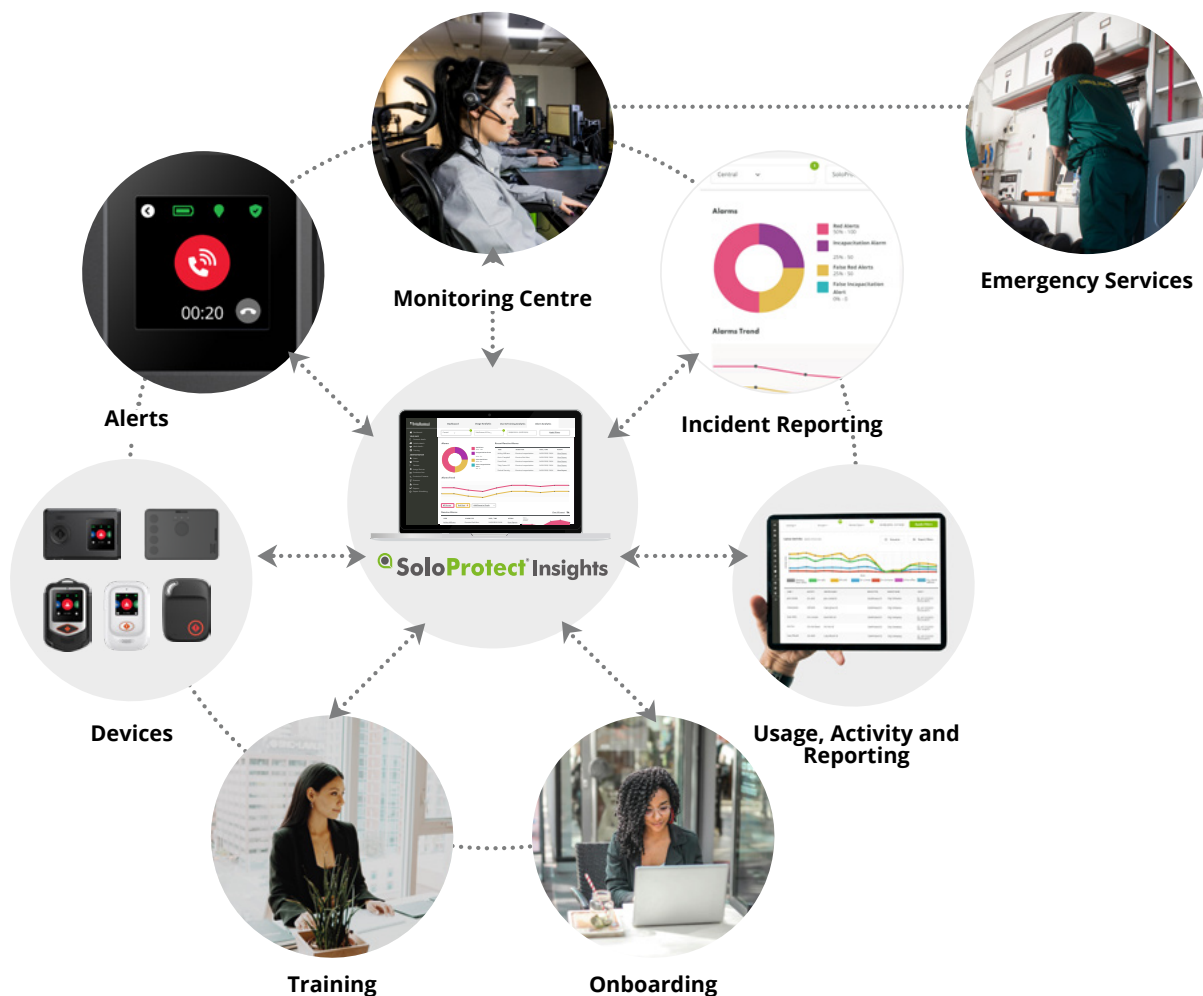
SoloProtect® Insights

Central to our solution

All aspects of the **SoloProtect** solution are linked to our **Insights** platform.

It really is the key to a successful solution deployment.

SoloProtect Insights drives the onboarding, training and implementation stages for your team or organisation, powers comprehensive automated reporting around usage and alerts, allows you to structure your solution to reflect organisational reporting lines, and so much more.





Simple user onboarding and training

SoloProtect Insights allows you to easily allocate devices or app licenses to users, manage the details of escalation contacts, and check the progress of online training (available within **Insights**) as the solution is being rolled out.



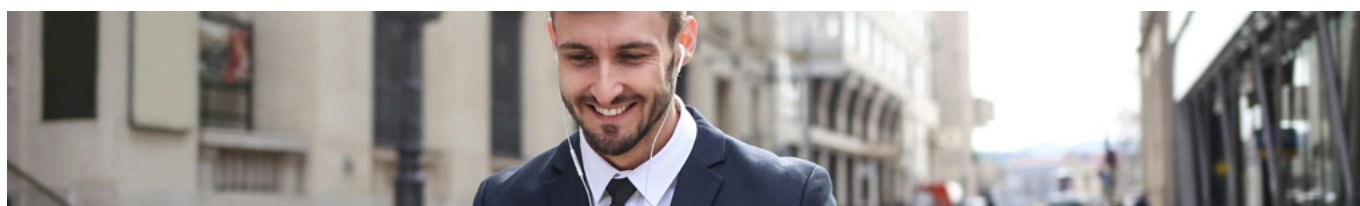
Send automated reports to key stakeholders

Access a series of digestible reporting dashboards within **SoloProtect Insights** that provide important solution health indicators. Whether it's to review solution usage across your organisation or to better understand which teams need a greater level of alarm support, **Insights** gives simple data points for review. You can also automate the distribution of reports to key stakeholders, reducing the time managers spend on manual reporting.



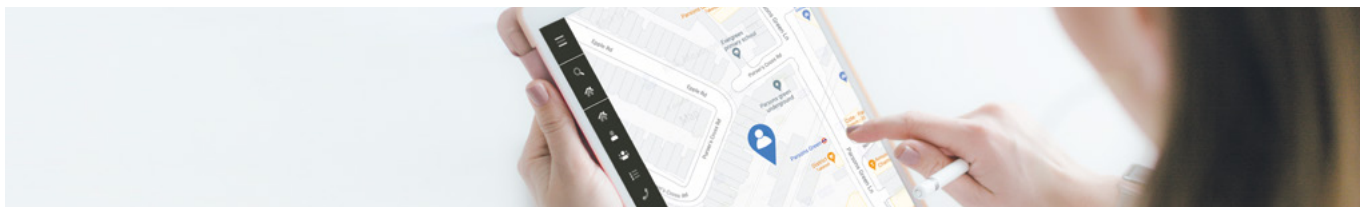
Access alarm information and evidence

Access all alarm reporting and request audio relating to genuine incidents, directly within **SoloProtect Insights**. You can also provide access to senior management who may need to review serious incidents to better shape your organisation's policy and response.



Empower team managers

SoloProtect Insights can be structured to reflect the setup of your organisation. This means team managers are empowered to oversee the solution for their own team members.



Access device location information

Managers can access a user's 'Last Known Location' information which can help them make informed decisions about the redeployment of workers or assist them in tracking a goods transfer, for example.



Reduce administration time

SoloProtect Insights can reduce administration time for health and safety managers or team leaders. The cloud-based system makes the management of the end-to-end solution extremely easy for all those involved in implementation, delivery and review.

“The SoloProtect solution gives us peace of mind that if a situation does arise, there is always someone there ready to listen, monitoring our safety and wellbeing...”

Transport Planning Assistant



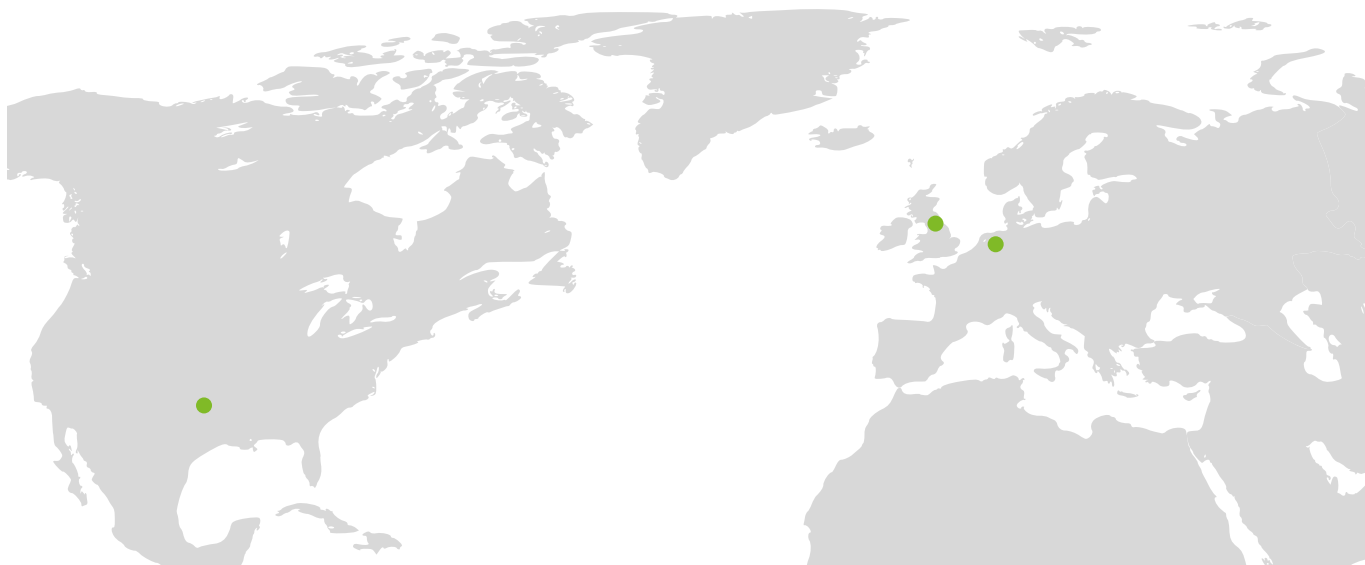


Our Customers

We have a range of valued private, public and third sector customers. Here's a snapshot:



Contact Us



UK Office

Suzy Lamplugh House
1 Vantage Drive
Sheffield S9 1RG



+44 (0) 114 399 6000

US Office

6363 N State
Highway 161, Suite
360, Irving, TX 75038



+1 866-632-6577

European Office

Wilhelminasingel 2a
6041CH Roermond
Nederland



Netherlands

+31 475 253 000

Follow us:



@SoloProtectUK



@soloprotectuk



@SoloProtectUK

To contact us, [click here](#)

To request a demo, [click here](#)

France

+33 (0) 9 70 73 43 92

Germany

+49 (0) 69 2222 24833

www.SoloProtect.com