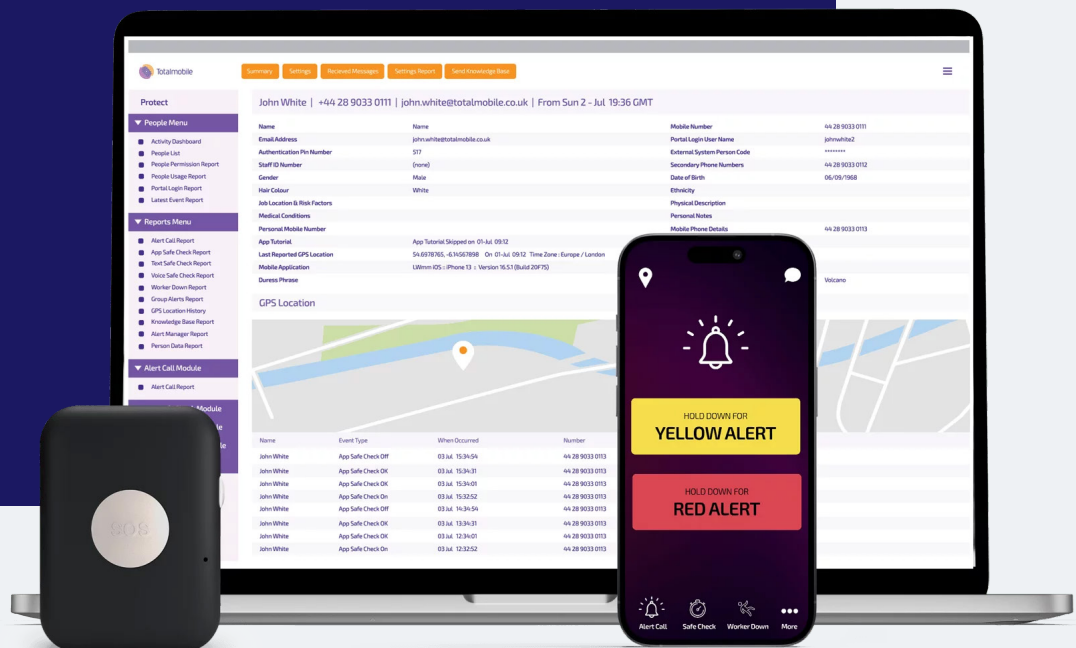# Totalmobile

FIELD FIRST

Lone Worker Protection

Prioritise employee safety with a robust lone worker protection solution that offers 24/7 support, customisable alerts, and a direct line to emergency support through secure SOS devices, apps and our award-winning ARC (Alarm Receiving Centre).
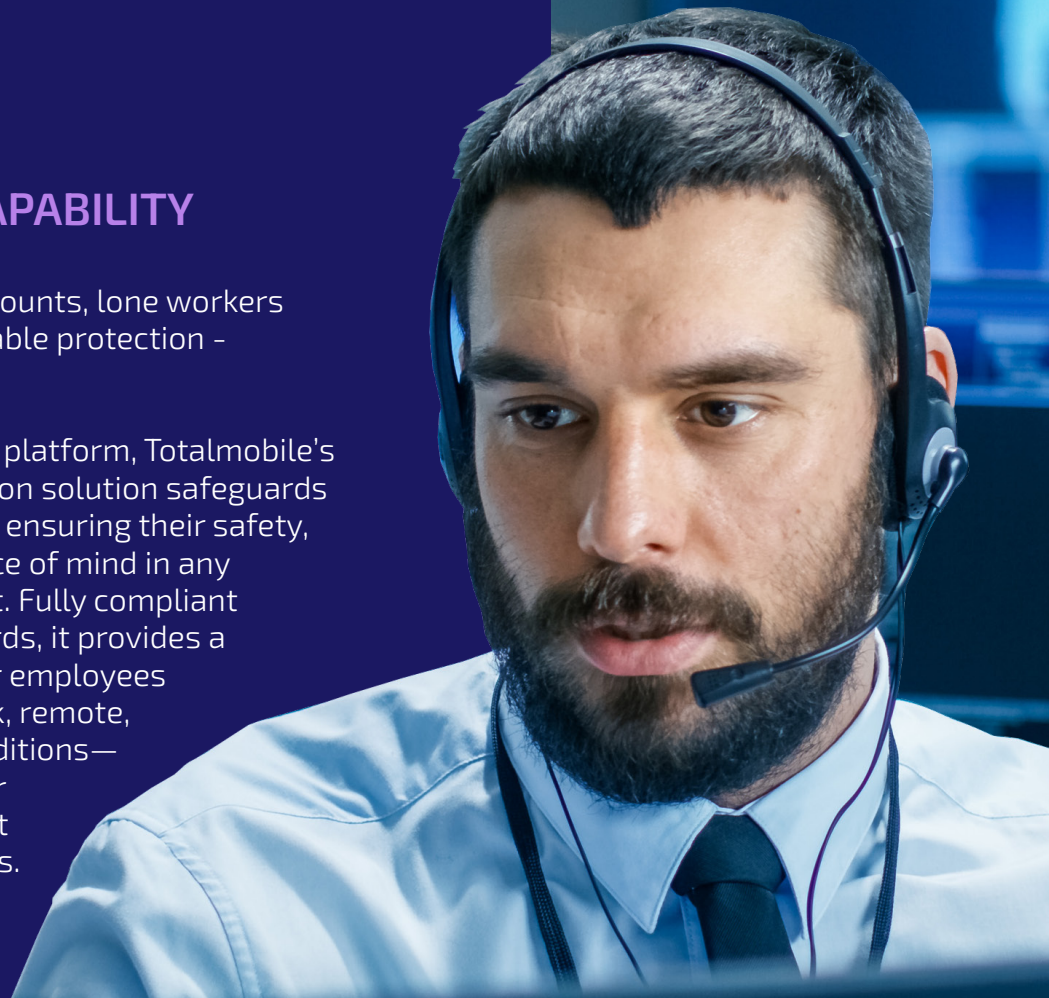
Lone Worker Protection

FIELD FIRST CAPABILITY

When every second counts, lone workers need immediate, reliable protection - wherever they are.

Part of the Field First platform, Totalmobile's Lone Worker Protection solution safeguards 100,000+ individuals, ensuring their safety, compliance, and peace of mind in any working environment. Fully compliant with BS8484 standards, it provides a trusted safety net for employees operating in high-risk, remote, or unpredictable conditions— helping you fulfil your duty of care and meet regulatory obligations.

Your Workforce, Protected

Delivering a class-leading suite of integrated devices and apps, Lone Worker Protection empowers your employees to request 24/7 assistance and highlight potential or ongoing emergencies. Alerts are seamlessly recorded, actioned and escalated, allowing proactive, real-time incident mitigation. You can assure your lone workers they are supported when and where needed.

Built For Employee Engagement

Our experts tailor the implementation to fit your workforce, driving high adoption and engagement rates while radically improving the safety of your highest-risk employees. Reduce the volume of manual processes associated with lone worker protection administration. Powerful automation completes repetitive, mundane or even bulk tasks related to employee safety, unlocking productivity gains.

Mitigate Against Risk

Protect your staff and help them avoid dangerous situations. Operational compliance increases with direct-to-device (D2D) well-being check-ins throughout the working day. Service continuity is assured, and your organisation avoids potential penalties and risks.

Enhance Worker Safety

Monitor and support the well-being of your remote workforce. The fully managed service handles alerts 24/7 from any employee operating in a high-risk environment.

Improve Duty of Care

Enhance your duty of care as an employer and safeguard staff, giving them the confidence to focus on delivering exceptional service.

Lone Worker Safety App

Make any smartphone a lone worker alarm with our lone worker app.

Easily installed on most modern smartphones, our lone worker app is a complete safety toolkit accredited to the latest BS8484:2022 standards with SOS alarm activation, Red and Yellow Alerts, Timed Safe Check-ins, 24/7 ARC connectivity and Home Safe.

Easy to use, swiftly deployed.

With minimal user training, quickly download and install to iOS or Android smartphones and smartwatches across your workforce.

Home Safe Brings Safety Home

Help your people stay safe from the start of their day to the moment they return home. HomeSafe adds simple check-ins and end-of-day confirmations, giving workers confidence and reassurance every step of the way.
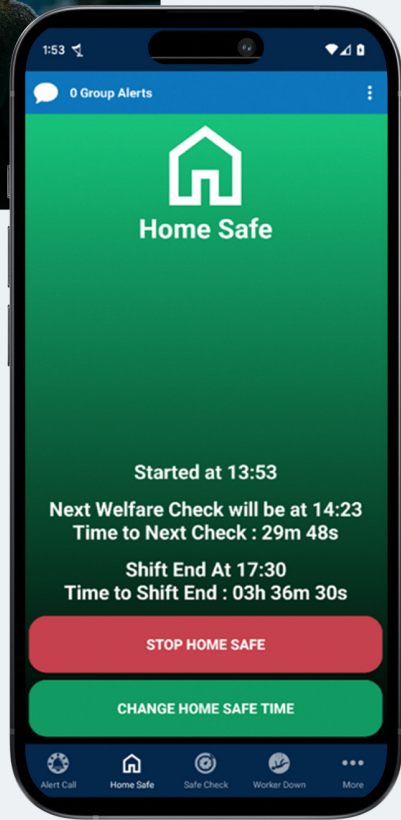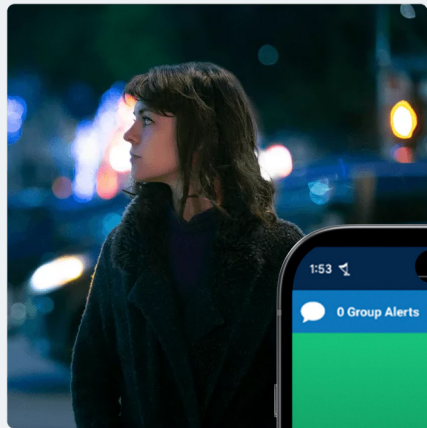
DEMO LONE WORKER PROTECTION TODAY

FOLLOW THE QR CODE TO REACH OUR PRODUCT EXPERTS

Key Feature Overview

Equip your team with dedicated SOS devices that are as tough as they are and alerts that are just as agile for 24/7 protection. With all alerts raised through a dedicated Alarm Receiving Centre (ARC), you can have complete confidence that any issues are dealt with by trained individuals committed to ensuring the safety and well-being of any lone worker in need.

Red Alert

Developed to efficiently deal with emergencies, this feature enables a lone worker to raise an alarm if they feel at risk. This immediately opens a call with the ARC which can then assess the situation and escalate as necessary.

Yellow Alert

Acting as a buddy system, staff can leave a voice message with specific information before entering a potentially high-risk environment. This information can then be accessed should a Red Alert, or other warning occur.

Safe Check

A proactive approach that enables lone workers to set up timed welfare checks which can lead to escalation should the wellbeing of the employee not be confirmed.

Worker Down

Enables organisations to react to any unforeseen developments by monitoring employee movement via the motion sensor on their device.

Group Alert

Provides organisations with the ability to push out notifications to pre-defined groups, individual employees, or staff within a defined radius of a certain location.

Safe Beacon

An alert system which is based on a lone worker's proximity to a beacon. Alerts can be sent to the employee and their line manager to ensure awareness.

Devices

Protect can be used across a range of devices enabling the organisation to pick the device that is best suited to the needs of their lone workers.

Devices available include SOS Fobs, Badges and Buttons.

An app is also available on the lone worker's mobile device, providing them with all key lone worker protection features.

Alarm Response Centre (ARC)

Our state-of-the-art Alarm Response Centre provides lone workers with over 100 phone lines that are prepared to provide support.

All requests for help are answered within 10 seconds by a support officer located at the ARC.

Robust processes and approval procedures ensure that all lone worker issues are effectively managed.

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Benefits of Lone Worker Protection

Prioritising lone worker safety isn't just about compliance—it's about creating a secure, high-performing workforce. A proactive approach to lone worker protection, supported by Field First technology, delivers far-reaching benefits:

Employee Well-being

Greater visibility of staff and improved support and safety processes ensure that the safety of your remote workforce is enhanced, especially those operating in high-risk environments.

Seamless Integration Across Field First

Lone Worker Protection works in sync with all platform capabilities, meaning that compliance seamlessly integrates with existing workflows, creating a safe, cohesive and connected service environment.

Cost Control

Our fully managed service ensures a high-quality solution with a low ownership cost that removes any risk around the need for unplanned or unbudgeted costs.

Employee Experience

Providing lone workers with immediate access to safety tools fosters a culture of trust and engagement. With an easy-to-use, high-adoption solution, employees can confidently perform their duties—boosting morale and reinforcing your reputation as an employer of choice.

Powerful Management Dashboards

Real-time insights give leadership teams a comprehensive view of workforce safety, compliance, and incident trends. Customisable dashboards deliver actionable intelligence, helping organisations improve decision-making, reduce risks, and drive continuous safety improvements.

Compliance Assurance

Strengthen regulatory compliance with automated safety protocols, audit trails, and accurate reporting. Features like safety check-ins, GPS tracking, and emergency escalation ensure adherence to BS8484 and industry safety standards, positioning your organisation as a responsible employer while mitigating penalties.

Notting Hill Genesis

Notting Hill Genesis (NHG), formerly Notting Hill Housing, is one of London's leading housing associations, owning and managing more than 32,000 properties across the capital. Notting Hill Genesis deployed our Lone Worker Protection solution including over 400 SOS Fobs across its lone working teams. Designed to work seamlessly across all handsets, the app is available for Android, Apple and Windows smartphones (as well as BlackBerry handsets, standard mobiles and PCs).

emh homes

Following a successful implementation of Totalmobile's Job Management capability, emh homes integrated Lone Worker Protection to ensure the safety of their 100-strong lone workforce. On any given day, as many as 100 emh lone workers serve over 18,000 properties across 35 local authority areas. With personal safety at the forefront of their operation, emh chose to integrate Lone Worker Protection into the existing platform deployment to provide a one-click interface to report personal safety. Engineers who receive all their work orders through Job Management are now guided through Lone Worker Protection to mark themselves safe, enhancing staff engagement with safety compliance.

Before integrating capabilities, emh had **less than 100** safety compliance interactions per month

After incorporating Lone Worker Protection with Job Management, emh saw a rise to **over 16,000** interactions per month by the end of 2022

Emh now has a **90%** engagement with lone worker compliance

The integration aids emh in achieving **staff well-being** and **compliance goals**

The Field First Platform

Field First is Totalmobile's fully integrated and capability-rich FSM platform, enabling our customers to set new benchmarks for service excellence while making work, and the lives of field service workers, better.

Built on a unified field service intelligence platform, Field First brings Totalmobile solutions, capabilities, and analytics together in one intelligent location. Working hard in the background, Field First joins the dots that separate each stage of service delivery, creating one fully integrated and shared experience with our solutions.

Technology Principles

Capabilities

Vertical Solutions

Core Solutions

Employee Safety that's Field First

Whether it's one capability or everything Totalmobile offers, Field First ensures that lone worker protection doesn't exist in isolation - it's a vital part of a connected and strategic approach to field service management.

By ensuring the safety of your staff, you create an efficient, high-performing service. With seamless integration across Field First capabilities, Lone Worker Protection helps organisations safeguard employees while enhancing operational efficiency and engagement.
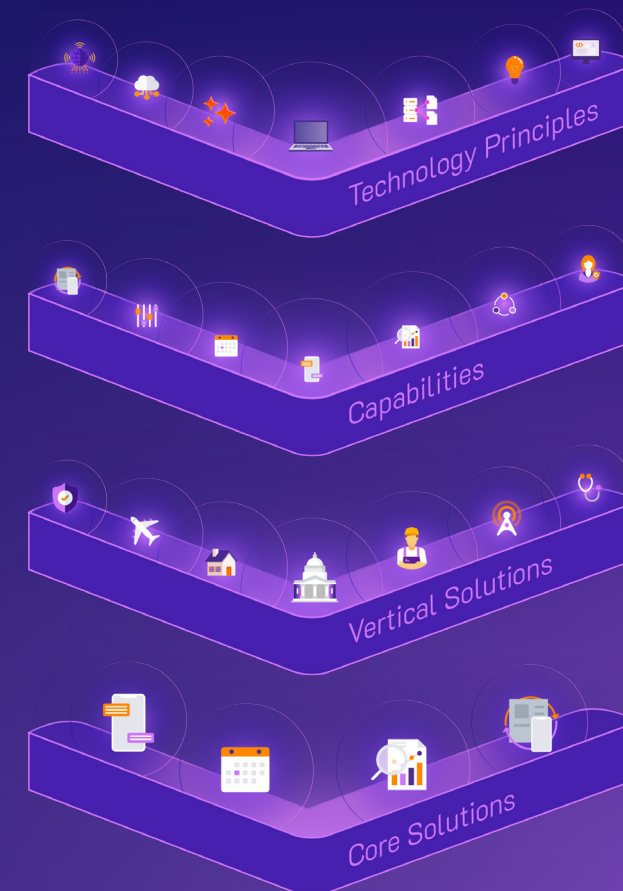
Field First

from (⊚) Totalmobile

Contact Us

Totalmobile is a Field Service Management (FSM) solution provider passionate about making work and the lives of mobile workers better.

See How Field First Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service.

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TO DISCOVER FIELD FIRST