



# Buyer's Guide Lone Worker Safety



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# Introduction to Lone Working

**The safety of lone workers is a core responsibility for every organisation.**

With millions of individuals across the UK working without direct supervision, from community nurses to utility engineers and security personnel, the risks are both diverse and significant. Employers must go beyond tick-box compliance to ensure that these workers are protected, connected, and empowered.

The most effective way to protect lone workers is through mobile apps on work or personal phones, or dedicated lone worker devices.






Our Buyer's Guide will demonstrate the importance of equipping your lone workers with the best safety solutions – and the steps you need to take to find, assess, and set them up effectively.

## What is a Lone Worker?

**Lone workers are those who work by themselves without close or direct supervision.**






**HEALTH & SAFETY EXECUTIVE**

**This includes employees working:**

-  In remote or isolated locations
-  From home or a hybrid model
-  On community visits or field service calls
-  In roles where public interaction carries potential risk
-  Outside of normal working hours (e.g., cleaners, security staff)

# Why You Need a Lone Worker Safety Solution

Lone workers are often exposed to the same types of risks as team-based workers, but the outcomes can be far more serious due to the lack of immediate support or supervision.

-  **Medical emergencies**, such as cardiac events, diabetic episodes, or asthma attacks, can be life-threatening without a colleague nearby to call for help.
-  **Falls from height, slips, trips, and manual handling injuries** become significantly more dangerous when workers are alone and out of contact for extended periods.
-  **Psychological harm** is a growing concern. Studies show that workers who regularly operate alone are more likely to report feelings of isolation, anxiety, and stress.
-  **Workers in public-facing roles or in sectors such as housing and healthcare** may encounter **physical or verbal abuse or aggression**.
-  **Lone workers may be exposed to environmental hazards**, like extreme temperatures, hazardous substances, or unsafe work sites with no immediate support.



## 150,000+

incidents of work-related violence are reported every year in the UK (Labour Force Survey), and lone workers are particularly vulnerable to aggression, verbal abuse, and physical attacks, especially those in public-facing or enforcement roles.

There's a real need for robust, proactive safety measures tailored to the realities of modern lone working. Without proper systems in place, organisations risk regulatory penalties, a lack of trust from their team, and damage to their reputation.



## BS 8484 Compliance

BS 8484:2022 is the British Standard that sets the benchmark for lone worker safety services in the UK. It defines the quality and performance standards that providers must meet to ensure their solutions are suitable for supporting lone workers in real-world situations.

### Specifically, BS 8484 covers:



The functionality and reliability of devices and apps used by lone workers.



Standards for alarm monitoring and escalation pathways to ensure that alerts are handled swiftly and effectively.



Defined emergency response levels, including coordination with the emergency services.



Stringent requirements for data privacy and compliance to protect workers' personal information.



**Choosing a solution that is certified to BS 8484 is the gold standard for demonstrating that your organisation takes lone worker protection seriously and is fully committed to meeting both legal and ethical obligations.**

## Legal Obligations for Lone Working

### HSE Guidance

- The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 place an overarching obligation on employers in the UK to ensure the health, safety, and welfare of their employees.
- Organisations must carry out a risk assessment that considers the hazards associated with lone working and implement suitable control measures to mitigate identified risks.
- Organisations need to have systems in place to monitor and keep in regular contact with their lone workers.



# What to Look for in a Lone Working Safety Solution

Choosing the right lone worker safety solution is about more than ticking a compliance box — it's about equipping your people with the tools, support, and confidence they need to stay safe, connected, and protected every day.

To be truly effective, your solution must combine robust safety features with seamless user experience and strong organisational support.

In this section, we outline the key features and components that any lone worker solution should include, based on current best practice and industry standards such as BS 8484.



**In our view, there are four key areas you need to interrogate to understand if a solution is right for you:**



The Device  
or Mobile App



The Web  
Platform



Alarm Receiving  
Centre



The  
Supplier

In the sections below, we share the key criteria for each of these areas that you should be using to assess potential solutions.

**“Having someone there 24/7 to answer emergency calls was my top priority. The automatic incident logging makes my job so much easier.”**

- Swissport

[Read More](#)

# 1. Lone Worker Device

## What does it do?

It is a personal safety device which allows the user to make a phone call to our 24/7 alarm receiving centre in the case of an emergency. It usually includes a SIM card, SOS button, GPS tracking, and fall detection.



## Key Considerations for Buyers

### ✓ Is it 4G-first with 2G fallback?

Devices should prioritise 4G for faster connectivity and broader compatibility with modern networks. Ensure that 2G fallback is present to maintain functionality in rural or low-signal environments.

### ✓ Does it use a true roaming SIM?

A roaming SIM connects to multiple networks, not just one, switching to the best available signal. That's a big win for lone workers in areas where coverage changes. But not all roaming SIMs are equal – make sure it's truly network-agnostic, with no bias toward specific providers, to avoid coverage gaps when it matters most.

### ✓ How long is the battery life?

Devices should provide 3–5 days of battery life or more. This ensures functionality even when devices are not charged daily, such as over weekends or between shifts.

### ✓ Is fall detection intelligent?

Most alarms offer fall detection, but basic ones using just tilt or no movement often trigger incorrectly, going off when desk staff sit still or manual workers move normally. Look for smart fall detection that can identify real danger and everyday activity.

### ✓ Can staff test the device?

A test mode should allow staff to simulate an alert or check GPS and network connectivity. This builds user confidence while reducing unnecessary escalations to the alarm receiving centre.

### ✓ Is operating it simple and intuitive?

Simplicity is crucial in case of an emergency situation. Devices should feature a clearly marked SOS button. Avoid complex interactions or reliance on screen-based menus.

### ✓ Does it work indoors or in low signal areas?

GPS alone can fail indoors or underground. Look for hybrid location support, such as Wi-Fi triangulation positioning technology, rather than just GPS.

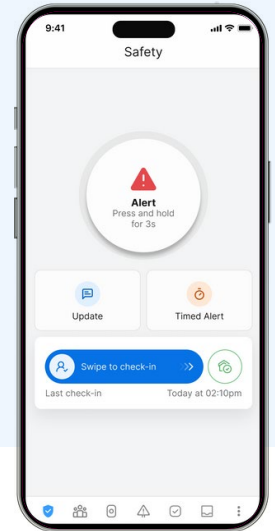
### ✓ What happens if it breaks?

Ask about warranty terms, whether devices are replaced or repaired, and average turnaround times. A reliable vendor will also stock spares to minimise downtime.

## 2. Lone Worker App

### What does it do?

A lone worker app runs on smartphones and replicates many features of a dedicated device. It can send SOS alerts, trigger check-ins, and schedule welfare checks. Some solutions – like Vatix – also allow staff to check in with a colleague and confirm they’ve arrived home safe.



### Key Considerations for Buyers

#### ✓ Is it supported on iOS and Android with feature parity?

Ensure the app provides the same features on both operating systems. This avoids capability gaps across a mixed-device workforce.

#### ✓ Can it send alerts discreetly?

Staff in duress situations must be able to raise an alarm discreetly. Make sure that the solution has options to activate the alarm without needing to unlock their phone.

#### ✓ Does it function offline?

SOS alerts should be cached when the phone is offline or out of range and auto-sent when signal returns. This is crucial for workers in tunnels, lift shafts, or rural zones.

#### ✓ Can workers schedule timed welfare check-ins?

Field staff often work alone, whether in homes or on callouts, and need to set welfare checks when facing risk. For example: “I’m working at height for 20 minutes – check in if I don’t respond.” Some providers route missed check-ins to an automated phone menu instead of real people. Always ask who’s actually picking up when it counts.

#### ✓ Is a peer check-in feature available?

Many providers use ‘check-in’ to mean a timed alert with a countdown, but a true check-in feature is different – it lets staff actively confirm they’re safe after a task, like arriving home or finishing a visit.

#### ✓ Does it handle background operation reliably?

Some smartphones suspend apps to save battery. The app should remain active in the background and automatically request the necessary OS permissions.

#### ✓ Is user privacy respected?

The system should restrict location tracking to working hours and store data securely. Look for GDPR-compliant policies and transparency on who can access what.

# App or Device – Which is Right for You?

When deciding between a lone worker app and a dedicated safety device, there's no one-size-fits-all answer. The right solution depends on your team's environment, technology setup, and what you're ultimately looking to achieve.



## 1 Signal Coverage

The biggest deciding factor for many organisations is signal reliability. Our dedicated device (Safe Pro) includes a multi-network SIM, meaning it can switch between networks to find the strongest available signal — which can make a material difference in remote or patchy coverage areas.

## 2 Work Phones Vs Personal Phones

If your team already uses company-issued smartphones, an app is often the simplest and most cost-effective solution. It integrates easily into their existing workflows. However, if staff rely on personal phones, a dedicated device could ensure more consistent use.

## 3 Usage and Familiarity

Think about what you're really trying to achieve:

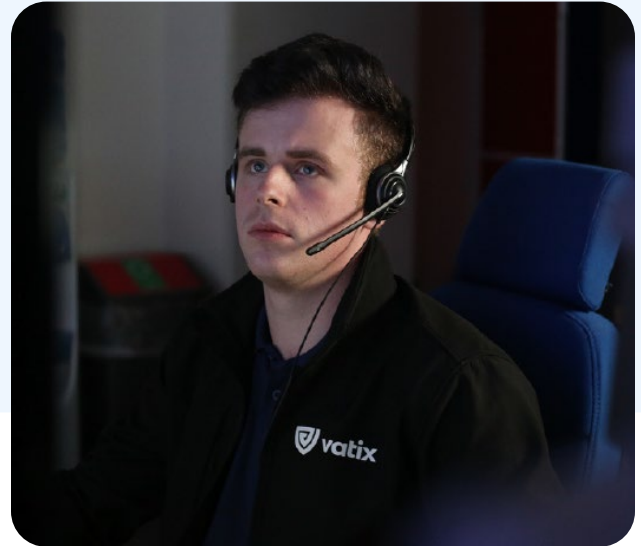
- ✓ If the priority is to give workers a discreet, reliable SOS button, the Safe Pro device is ideal. It's simple, robust, and does exactly what's needed in an emergency.
- ✓ If you're aiming to modernise your check-in process — especially if you're currently relying on WhatsApp groups or manual buddy systems — the Vatrix app is a seamless upgrade. It doesn't disrupt the worker's core task, but it does provide structure, accountability, and visibility for managers.

This isn't about choosing based on industry, but on comfort and behaviour. Some teams are more familiar with using their phones throughout the day, while others prefer having a standalone device that's clearly separate from personal or job-specific tech.

# Alarm Receiving Centre

## What does it do?

An Alarm Receiving Centre (ARC) is the 24/7 monitoring centre behind your lone worker solution. When an SOS is triggered, trained operators act swiftly, following an agreed escalation path to deliver the right support at the right time.



## Key Considerations for Buyers

### ✓ Is the ARC BS 8484:2022 accredited?

Accreditation under BS 8484 ensures the ARC meets performance benchmarks for response time, resilience, and emergency service integration. Ask to see the current certificate, as older certificates will no longer be valid.

### ✓ Who operates the ARC?

Ask whether alarms are handled in-house or outsourced to a third party. It's important to understand if the ARC is monitored by specialists with appropriate levels of training and experience – and whether they exclusively handle lone worker alarms.

### ✓ Is it staffed 24/7, 365 days a year?

Confirm there is uninterrupted coverage and that staff are trained in lone worker protocols, not just generic alarm handling. Is data passed between multiple systems? Some third-party ARCs have their own platform, which integrates with the supplier's, meaning that sensitive data about your lone workers (such as their location) is passing between two systems. An end-to-end solution keeps all your data safely in one system.

### ✓ What are response times and SLAs?

Ask for detailed data on average and maximum response times over the past 12 months. Ensure these are contractually committed via an SLA.

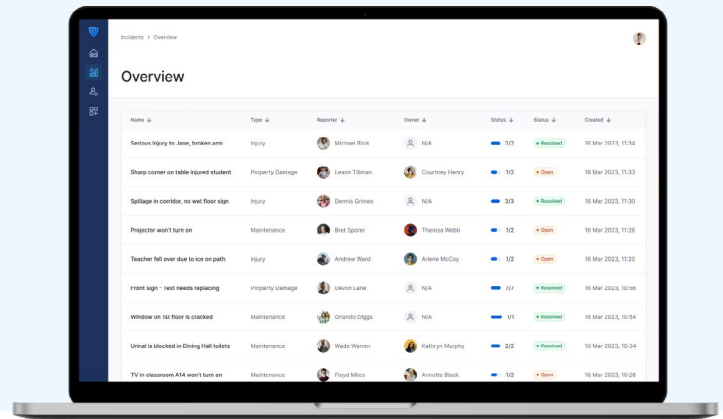
### ✓ What's the continuity plan?

Robust ARCs have geographic redundancy and real-time backup plans. Ensure there's a documented process for maintaining service in case of an outage.

# Web Management Platform

## What does it do?

This is your central hub for managing users, devices, and data. It gives managers visibility into activity, device allocation, check-ins, alerts, and system usage.



## Key Considerations for Buyers

### ✔ Is it modern and easy to navigate?

The interface should be fast, intuitive, and require minimal training. Outdated or clunky platforms increase admin burden and reduce effectiveness.

### ✔ How are users added and removed?

Look for bulk import tools or integration with your HRIS or Active Directory. These streamline onboarding and prevent human error.

### ✔ Can permissions be tailored by team/site?

Your H&S team may need full access, while site managers only require data on their teams. Role-based access control ensures privacy and relevance.

### ✔ Are reports audit-ready?

Dashboards should allow export of data on usage, incidents, check-ins and escalations.

### ✔ How easy is onboarding and setup?

The solution should require minimal steps to get started. With the right supplier support, you should be able to get started almost immediately and roll out to teams within a very short timeframe.

### ✔ Can response protocols be customised?

If you need to make a rapid change to your response profiles, you need a system that can accommodate this. Avoid systems that require you to notify them when a change is made.

### ✔ Does it include device tracking?

The platform should track device assignment, handover history, battery status, and fault reports. This is vital for shared or rotating equipment.

### ✔ Is pooled device management supported?

Devices used across multiple users or shifts should support reassignment with a digital log of who had it last.

# The Supplier

Choosing the right supplier goes beyond ticking feature boxes — it's about finding a partner you can trust. Look for a team that's responsive, knowledgeable, and committed to helping you succeed — from initial setup and training, to ongoing support and future scaling.



## Key Considerations for Buyers

### ✓ Are they BS 8484:2022 and ISO 27001 certified?

These are essential standards for any serious vendor. BS 8484 relates to lone worker safety; ISO 27001 demonstrates information security best practices.

### ✓ Do they act like a partner, not just a vendor?

Look for vendors who understand your challenges, engage proactively, and provide named account contacts—not just a ticketing portal.

### ✓ Who else do they work with?

Reference customers in similar sectors (e.g. utilities, social care, logistics) show maturity. Ask for case studies or testimonials.

### ✓ What does onboarding look like?

Good suppliers will provide structured rollout plans, live training, onboarding documentation, and support for pilot phases.

### ✓ How are updates and issues communicated?

Vendors should notify you of platform updates, new features, and any planned downtime. Clear, proactive communication is a sign of quality.

### ✓ Can they scale with your organisation?

Confirm the platform can handle a growing user base, new regions or sites, and added modules without friction.

### ✓ Do they offer more than just lone worker tools?

If you're planning to centralise EHS software, ask whether the vendor supports risk assessments, audits, and incident reporting from the same platform.

# About Vatix

**Vatix is a leading provider of lone worker safety solutions,** trusted by organisations across highrisk and fast-moving industries. We help teams stay connected, compliant, and protected — with easy-to-use devices and 24/7 monitoring built specifically for lone workers. Plus, a powerful safety platform for event reporting, audits, and risk assessments.



## Ready to Take the Next Step?



Whether you're looking to replace a manual check-in process, meet compliance standards, or give your lone workers peace of mind — **Vatix is here to help you get it right.**

With our combination of intuitive technology, a dedicated monitoring service, and a team that understands the real-world challenges of lone working, we'll help you build a solution that fits your people, your risks, and your responsibilities.

[Get a demo](#)



[www.vatix.com](http://www.vatix.com)

