



A guide to lone worker services **for the transport sector**

What is a lone worker?

More than six million people in the UK work either in isolation or without the safety net provided by direct supervision, often in places or circumstances that put them at potential risk. A wide variety of organisations and industry sectors employ people whose jobs require them to work or operate alone, either regularly or occasionally.

Almost by definition, lone working can be both intimidating and at times dangerous, so the protection of lone workers involves a twofold approach; not only to provide safeguards but also to offer reassurance to the people involved.

In the transport sector, lone workers often include ticket office and platform staff, train managers, engineers and delivery drivers. However, the transport sector is wide-ranging and employees in many other job roles can also benefit from lone worker protection.



Lone workers in the transport sector

Job roles within the transport sector are extremely varied and wide-ranging, meaning that the nature of risk faced by employees can differ greatly.



According to members of the BSIA's Lone Worker section, the groups facing the highest levels of risk are drivers, including those working in long-distance HGV road haulage as well as Large Goods Vehicles or local delivery drivers. Also at risk are those working on the railway network, at marinas and on buses and coaches.

Drivers in the UK are required by law to take statutory rest breaks under the Working Time Directive, but often find there's a lack of suitable and secure haulage parking and as a consequence, drivers can find themselves alone in lay-bys or industrial estates, leaving them extremely vulnerable.

According to a survey of British Security Industry Association (BSIA) member companies, physical violence is the biggest threat facing lone workers in the transport sector, in addition to armed robbery and verbal threats. Organised criminals use increasingly sophisticated methods to carry out attacks, posing as police or security officers, or even causing deliberate accidents to force the driver to get out of the vehicle. This problem is not limited to UK shores, with attacks on British drivers abroad often not reported.

Why is a lone worker policy necessary?

As in any other UK industry that employs lone workers, transport companies have a legal duty of care to their employees, which can result in heavy fines and even imprisonment for directors and managers found negligent. However, can employers really argue in court that they have taken adequate protection measures for their staff, when the technologies they use only safeguard the vehicle?



Taking care of employees is a key driver of purchasing decisions in the transport sector, according to members of the BSIA's Lone Worker Section, with demand from insurers providing employee liability insurance also causing transport companies to sit up and take notice of the issue of lone worker protection. Increased awareness of employers' responsibilities under health and safety and corporate manslaughter legislation are also generating increased interest in lone worker protection from transport companies.

Research conducted by **Peoplesafe** has revealed that 22% of employees cited safety concerns as a key factor in their decision to leave their job in the past five years and nearly a third of respondents feel that their employers could be doing more to protect them.

The benefits of prioritising employee safety extend beyond risk reduction. Research by **Gallup** found that employees who feel safe are 12% more productive. Similarly, Peoplesafe's research has shown that employees who experienced a negative event at work were on average 9% less satisfied with their job and 48% would see their employer in a better light if offered a personal safety service. It is for this reason that the BSIA's Lone Worker Section is expecting an increase in demand from the transport sector.

Advice from the Suzie Lamplugh Trust

The **Suzy Lamplugh Trust** – a registered charity set up to campaign, educate, and support people to help reduce the risk of violence and aggression for everyone – agree that the personal safety of workers should be a key consideration to employers. The charity writes: "Personal safety is an important issue that should be taken seriously at work by both employers and employees.

The effects of violence and aggression, which can include verbal aggression, threats, intimidation and harassment - can be damaging to the victim both physically and psychologically. It can also lead to low morale, high absenteeism, and a decrease in productivity. Therefore, it pays organisations to make sure that they have strategies in place to help ensure the safety of their employees."

A leader in this field, the Suzy Lamplugh Trust provides personal safety training, talks and consultancy to help organisations create and maintain a safer working environment. They can deliver customised solutions to meet an organisation's specific needs - and all training and talks are suitable for attendees to use as part of their Institution of Occupational Safety and Health continuous professional development.



How do lone worker protection solutions work?

To address these important issues, the security industry has worked with the police and end-users to develop a combination of practice, technology and standards capable of providing an effective – and cost-effective - solution to the risks.

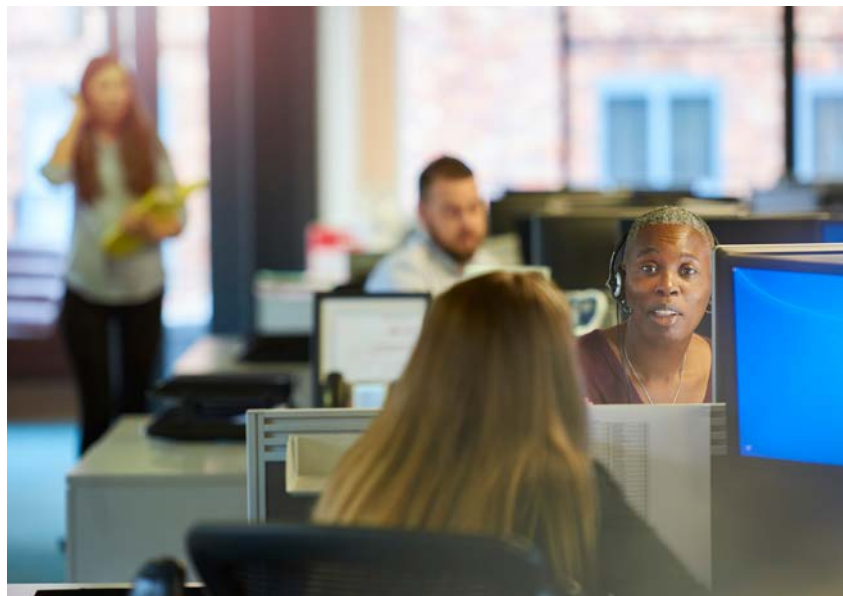
The development of technology and practice in the field has focused on encouraging and enabling lone workers to assess the risks they might be facing and provide them with the means both to summon aid in an emergency and collect information that can be used in evidence, if necessary.



This has led to the creation of lone worker devices equipped with mobile phone technology that connect employees quickly and discreetly with an emergency response system that has direct links to the police. A number of products are commercially available from BSIA member companies, ranging from applications on Smartphones to dedicated Global Positioning System (GPS) / Global System for Mobile communication (GSM) Lone Worker devices.

Lone worker products are connected to an Alarm Receiving Centre (ARC), which receives and manages the alarm call and can quickly request emergency services or other response if required.

Sending a pre-activation message allows users to inform the ARC when they are entering an area with a potential risk – e.g. before walking across a dark car park. If the user then experiences a problem or encounters a situation that seems likely to escalate into something more serious then the lone worker device can be activated to summon help.



Activating the lone worker device automatically triggers a voice call to the ARC where operators monitor the audio channel in real time, enabling them to assess the situation and alert the police if the user needs help or protection. No further action is required by the user as the device effectively functions as an open microphone. This procedure allows the police to optimise their response to genuine emergencies by providing a 'moving picture' of the incident, including an increase or decrease in risk as it happens.

The very knowledge that this is taking place is, of course, a major boost to the user's confidence. The ARC captures an audio recording of the incident for future action such as police investigation of legal proceedings.

Lone worker services in practice – case studies

Ringway Jacobs, responsible for maintaining over 10,000 miles of highways, 8,400 miles of footways, and almost 7,000 miles of Public Rights of Way, has adopted **Peoplesafe's** personal safety service to mitigate potential risk to their 300+ employees.



For the Ringway Jacobs highway inspection teams, undertaking walked, visual inspections of footways and carriageways, there was a significant threat to personal safety. All too often seen as the 'face' of the highway authority, they could find themselves at risk from violent and abusive behaviour. Some team members frequently work in remote locations, where they are at higher risk of slips, trips and falls. Others are at risk of road traffic incidents and accidents, both inside moving vehicles and roadside.

To protect their staff, Ringway Jacobs opted for the Peoplesafe and SureCam integration, rolling out a safety solution, which combines the Peoplesafe Pro lone worker app with SureCam video telematics.



Upon starting work, drivers scan a QR code using the Pro mobile App to register their unique ID, which confirms who is driving the vehicle. This then automatically enables ARC controllers to access both audio communication and video footage, as well as incident data when an alarm is raised. This could be an injury, illness, accident, or incident of aggression.

Footage from forward and rear-facing SureCam vehicle cameras provides immediate visual insight into what has happened, so the most appropriate action can be taken quickly, efficiently, and safely. Not only can incidents be recorded, but the combination of the ARC, Peoplesafe app and video footage means that access to emergency help is much faster and more efficient than calling 999.

This system also supports the driver both in and outside the cab of their vehicle, something not possible with any standard in-cab SOS button function device.

The result is not only an improved level of safety and fleet risk reduction, but also an increased and enhanced level of support to drivers both in and out of their vehicles.

Speaking on the integration, **Dave Bonehill**, Head of Fleet at Ringway Jacobs, said: "Health, wellbeing, and safety are paramount in everything we do, and our commitment is to ensure a safe working environment for our employees. We are dedicated to embracing industry best practices and technologies, which is why we are implementing the video-enabled lone worker service in collaboration with our valued partners at People safe and SureCam."



"This initiative not only enhances compliance with our lone worker procedures but also extends and elevates the protection we offer to our drivers."

Dave Bonehill, Head of Fleet

Lone worker services in practice – case studies

DHL is the world's largest contract logistics specialist, operating in over 60 countries and employing approximately 120,000 employees. The DHL Supply Chain operation provides solutions for customers of all sizes, including many of the world's leading brands and corporations.



DHL's clients were looking to rationalise costs as much as possible without compromise to the excellent service supplied. One opportunity was to introduce single-manned deliveries as opposed to two. However DHL recognised that this had its challenges; fundamentally being the well-being and safety of its drivers when alone, more often than not at night, and/or in potentially vulnerable environments.

The safety of drivers is paramount to DHL. The potential risks of intimidation or threats to personal security are magnified by that fact that most deliveries are made at night and often to locations within town centres where pubs and clubs would be open late. Other Health and safety concerns included the possibility of injury by accident such as a slip, trip or fall whilst unloading, road accidents or even vehicle hijacking.

In consultation with the Union and drivers it was acknowledged that the **Reliance Protect** device and the back-up support services of the Monitoring and Communication Centre provided the necessary assurances to enable single-manned deliveries. Drivers now feel comfortable in the knowledge that their health and safety is being monitored 24/7/365, and that ultimately a guaranteed police response can be called upon if required. DHL Supply Chain was subsequently enabled to offer their client considerable cost savings by providing single-manned deliveries.

Reliance Protect is a service that can either utilise your existing smart phone or specialised lone worker devices that are supplied as part of the service and worn about the person. With either solution the lone worker can discreetly alert our remote monitoring centre to a threat with a single press of a button ensuring no suspicion is raised. By listening to and capturing everything that takes place during the incident, our trained specialist monitoring staff can respond appropriately depending on the severity of the situation – including calling out the police, alerting colleagues/supervisors and archiving recordings as evidence for any subsequent legal action.



Reliance
P R O T E C T

Lone worker services in practice – case studies

The **Gregory Group**, operating with a fleet of over 500 vehicles, 900 trailers and 1,900 employees has adopted **Peoplesafe's** personal safety service to mitigate potential risk to their lone working delivery drivers.



Using the MySOS alarm, Gregory Distribution drivers are able to call for help at the touch of a button, wherever they are, 24/7. With valuable consignments, haulage drivers are a common target for criminals with frequent reports of assaults and theft within the industry. In fact, a survey conducted by Peoplesafe in 2021 shows that 1 in 5 home delivery professionals have been attacked or threatened by members of the public.

Although most HGVs have fitted tracking devices to safeguard the assets, there is often no means of driver protection. With an alarming 42% of reported attacks occurring in truck parks or motorway service stations, it is clear that additional driver protection is required. The MySOS device is designed to stay on your person at all times, protecting the driver when they are away from the vehicle.

The MySOS allows users to raise an alarm at the press of a button should they feel threatened. The alarm is immediately sent to Peoplesafe's purpose-built Alarm Receiving Centre (ARC) where Incident Managers will listen in, locate the user, assess the situation and take action as appropriate, including escalating to the emergency services.

When tracking options are enabled, the MySOS device will also automatically record and transmit its GPS locations at set intervals, or manually by the press of a button. These positions can be viewed on a map in real-time, via the Peoplesafe Portal.



Speaking as to why Peoplesafe was the preferred choice, **Liz Dewell**, Group Health and Safety Manager, The **Colico Group** said:

"Our lone workers are very happy with their new devices, and we have been incredibly impressed with Peoplesafe's service too. We have a dedicated account manager who is always friendly, helpful and quick to respond, and they ensured that the whole set-up process went very smoothly, despite the complexity of our organisation. Peoplesafe's dedicated Alarm Receiving Centre has also been brilliant on the few occasions our employees have needed support."



"Peoplesafe's dedicated Alarm Receiving Centre has been brilliant on the few occasions our employees have needed support."

Liz Dewell
Group Health & Safety Manager



Lone worker services in practice – case studies

A **John Lewis** driver recently used his **SoloProtect** personal safety device when he was involved in an issue with his trailer.

"By deploying a SoloProtect lone worker solution we've ensured a potentially serious situation was resolved without incident." As a highly recognised Great British brand, John Lewis strongly believes in safeguarding the wellbeing of its employees, including those in lone working roles. This is why they have invested in SoloProtect's personal safety solution.



The business focuses on ensuring their workforce is fully prepared should an incident occur, which was recently evident in a situation involving a lone working driver. In a case that could have had serious consequences, a John Lewis driver became stranded on the upper deck of a trailer when the electrics failed and the internal lifting deck became disarmed. The driver didn't panic and, thanks to comprehensive training and the deployment of a SoloProtect lone worker device, the situation was resolved without incident.

The Project Implementation Manager for John Lewis said: "It's hugely important to us to have precautions in place to protect all our staff and this incident is a reminder of the dangers involved in lone working. We believe in being proactive when it comes to the health and wellbeing of our employees and it's paid off. By deploying a SoloProtect lone worker solution, we've ensured a potentially serious situation was resolved without incident."

John Lewis chose SoloProtect for a number of reasons but discreet devices and focus on customer support were big selling points. John Lewis is very happy with the service offered by SoloProtect, as the Project Implementation Manager explains:

"SoloProtect has been there for us right from the very beginning, through the onboarding process, onto training and helping us drive usage. The service from the Monitoring Centre when a genuine 'Red Alert' occurs has been excellent and the incident with one of our drivers reassured us that the solution is fit for purpose.

The SoloProtect solution is accredited to BS 8484 (the British Standard for Lone Worker Device Services) which means we can dial straight into the regional police force, saving valuable time in an emergency. The solution includes the chosen SoloProtect device(s), 24/7 monitoring, and device training, plus access to **SoloProtect Insights** - our online platform for the end-to-end management of the solution and wider visibility of mobile teams."



BS8484: why is it important?

The development of **British Standard BS 8484**, a Code of Practice for the provision of Lone Worker Device Services, has been a key element of the security industry's work to create such solutions. BS 8484 is employed and adhered to by all credible suppliers in the industry and forms the basis for police response to lone worker systems.

Responsible employers will consider the health and safety of their lone workers as a top priority, and the use of BS 8484 compliant lone worker devices/applications can help by connecting such employees with an emergency response system that has direct links to the police. This approach fast tracks the escalation to the police force local to the incident and bypasses the general national 999 service, generating the highest priority response from the police forces for incidents that warrant such a response.



BS 8484 is the axis on which police respond to lone worker systems, so it's important for employers to choose a supplier who is certified to these standards. Suppliers who are not audited and certified compliant with BS 8484 cannot access this fast-tracked direct escalation to the police forces and have to rely on the general 999 escalation route

Choosing a system: what to look for

When sourcing lone worker solutions, the BSIA Lone Worker Industry Group suggests that you look for systems that offer:

- Device or smartphone applications certified to BS 8484
- A supplier who can prove they are audited and compliant against BS 8484 through audit
- Monitoring by an Alarm Receiving Centre certified to BS 5979 (Cat II) / BS 9518 or BS EN 50518 (Cat I)
- Solutions that fit the lone working application and risk profile of your workforce

Smartphone software applications are also available as an alternative to using a dedicated device. While these are not always ideal for high risk lone workers, they are a viable option for some clients who do not want to carry additional hardware. Apps offered by members of the BSIA's Lone Worker Industry Group are compliant against BS 8484 through audit.

Choosing your supplier from the BSIA's Lone Worker Industry Group ensures you peace of mind and quality of service.

Find out more

For more information on the work of the BSIA's Lone Worker members and to find a supplier in your area, visit the **BSIA website**.

For more information about Suzy Lamplugh Trust services, visit their **website** or call 0207 091 0014.



About the BSIA

The British Security Industry Association (BSIA) is the trade association representing over 70% of the UK's private security industry. Its membership includes companies specialising in all sectors of security. For security buyers, BSIA membership is an assurance of quality, with all member companies required to adhere to strict quality standards.