



Health, Safety & Wellbeing Information & Guidance Lone Working

Reviewed by: Amy Walling

Issue Number: 6

Date Reviewed: 25/04/2023

Review Due Date: 25/04/2026

Table of Contents

1.0	Introduction	3
2.0	Responsibilities	3
3.0	Risk Assessments	4
4.0	Procedure / Control Measures	5
5.0	Training	6
6.0	Protecting personal information	7
7.0	Incident Reporting	9
	Appendix 1 – Example Risk Assessment	11
	Appendix 2 – Example <i>Low Risk</i> Lone Working Procedure	16
	Appendix 3 - Example Booking in/out Sheet	19
	Appendix 4 – Solo Protect App – Lone Working Procedure	20

1.0 Introduction

- 1.1 This guidance has been written to assist managers who employ or engage with lone workers within Leicestershire County Council (LCC). It will ensure that the responsibilities, as defined under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, are understood and that suitable systems and procedures are put into place in order to comply with legal obligations towards lone worker safety.
- 1.2 Lone workers are defined by the Health and Safety Executive (HSE) as “*those employees who work by themselves without close or direct supervision*”. All persons falling into this category **must** have a **risk assessment** carried out for the time they are working alone, whether a short period or the majority of the time. A **procedure** for how managers ensures lone worker’s safety must also be in place. A large number of staff will work alone at some stage; the level of risk identified will be different depending on a variety of situations. Examples of lone working activities are listed below – this list is not exhaustive:
- Staff attending late meetings (e.g. Community Forums)
 - Working in a building / site in isolation
 - Solicitors attending court
 - Working from home (see [Safety whilst Smarter Working Guidance](#))
 - Highways surveying
 - Hedgerow and Rights of Way inspectors
 - Attending courses
 - Driving for work
 - Social Workers undertaking home visits
 - Home Care visits
- 1.3 The [‘10 Steps to Safety’](#) guidance document has been developed as a quick guide for managers and employees and should be referred to.
- 1.4 Further information and guidance can be obtained from the [Suzy Lamplugh Trust](#) and the [Health and Safety Executive](#).

2.0 Responsibilities

- 2.1 The responsibility for health and safety, including lone working, is delegated through a hierarchy to appropriate managers as described below:
- **The Chief Executive** has ultimate responsibility within the County Council for ensuring compliance with the Health and Safety at Work etc Act 1974 and with the enforcement of the County Council’s Health and Safety Policy.

- **Service Managers / Team Manager** will identify where and when lone working takes place and:
 - Establish and supervise safe systems of work; provide and ensure that employees have received appropriate training.
 - Undertake a risk assessment of all lone working situations.
 - Implement a suitable lone working procedure including emergency procedures, and an escalation procedure.
 - Consult with staff on the lone working risk assessment and procedures.
 - Regularly monitor and review all risk assessments, policies and procedures so they remain suitable and sufficient.
 - Ensure control measures and the lone working procedure is being followed correctly by staff.
 - Report and investigate any incidents or near misses and introduce additional control measures where necessary.
 - Provide and maintain any safety equipment or lone worker devices and ensure that all guidance provided is understood by the employee and adhered to.
- **Employees** have a responsibility to ensure their own safety and that of their colleagues by adhering to safe systems of work and guidance issued to them; to use all safety equipment provided to them at the appropriate time and in the appropriate manner; to report unsafe activities or faulty equipment to their line manager and report all incidents or near misses immediately.

3.0 Risk Assessments

- 3.1 The key to maximising health and safety whenever lone working is being considered is the completion of a suitable and sufficient risk assessment. It is recommended that the risk assessment is completed in accordance with [LCC's Risk Assessment Procedure](#). [Risk assessment training](#) is available on the Learning Hub.
- 3.2 The risk assessment should address four main features:
- a) Whether the work can be done safely by lone workers. It may not be safe to carry out high risk activities alone, e.g. working at height, or heavy manual handling.
 - b) What arrangements are needed to ensure, so far as is reasonably practicable, that lone workers are not exposed to significantly more risks than employees who work together.
 - c) Decide on the level of additional controls including training that will be required for persons working alone including the training for line managers.
 - d) Consider likely emergency situations to ensure, so far as is reasonably practicable, emergency procedures are in place to safeguard lone workers.
- 3.3 Lone workers should not be at more significant risk than other employees. This may require extra control measures. Precautions should take account of normal work and foreseeable situations.

- 3.4 It is important to note that, where a training need is identified in a risk assessment, it must become a mandatory requirement for all relevant staff. Managers are responsible for ensuring training is undertaken.
- 3.5 Staff and relevant Trade Union Safety Representatives should be consulted on the hazards associated with the lone working activities and the proposed control measures.
- 3.6 A template risk assessment is available in [Appendix 1](#) however, this is intended as guidance only and must be made specific to the service and individual involved with the lone working activities.

4.0 Procedure / Control Measures

- 4.1 It is important that Managers are assured that their staff are safe throughout the working day and have finished work at the end of the day safely. Monitoring methods must be put in place to check lone worker's safety throughout the day.
- 4.2 The monitoring method that is chosen must be formally recorded in a document and shared with staff. An example procedure for a low-risk team can be found in [Appendix 2](#).
- 4.3 The level of monitoring required will depend on the level of risk. Your risk assessment will help to determine if the risk is high, medium or low.
- 4.4 **Low Risk**

Low risk lone workers are likely to be staff that are working in a low-risk environment, such as traveling to and from meetings or in other office environments, not working with any dangerous equipment and there is a low risk of violence or aggression. They do not have any known serious health conditions which make them vulnerable. Staff members with medical conditions may require a [personal risk assessment](#).

A suitable level of monitoring for a low-risk lone worker could be a calling in/out system or a buddy system. An example lone working procedure can be found in [Appendix 2](#). It is important that Managers know where the lone workers are throughout the day and that they have arrived at their destinations safely.

If such a method is adopted, the following factors should be considered:

- This must be completed by all lone workers, whenever they are working alone.
- Wherever the estimated time of return is exceeded or if the staff member goes directly home after a visit/meeting, the Line Manager or a colleague should be contacted to up-date the system.
- Emergency personal contact details should be shared with all necessary persons on a 'confidential' basis. Staff partner/family should be provided with their manager's contact details.
- Report failures of the procedures/system.
- A template booking in/out sheet is available in [Appendix 3](#).

An alternative process for less regular lone working practices, or out of normal office hours working, would be the use of a 'Buddy System', where staff pair up and contact each other at pre-arranged times. A process of escalation should a call be missed needs to be established which will involve contacting a senior manager at the appropriate stage.

Whatever system is adopted, procedures should be rehearsed and tested, and all members of staff should be aware of the procedures and their responsibilities under them. This includes escalation procedures should a member of staff be un-contactable or missing/late back.

4.5 Medium Risk

Medium risk lone workers are likely to be operating in higher risk situations such as remote locations or with dangerous equipment, there is a potential risk of violence or aggression. Lone workers that have health conditions which could affect their safety/ability to raise the alarm in an emergency should be treated as a medium or high-risk lone worker.

A suitable lone worker solution for medium risk lone workers could be a mobile phone app installed on the phone of the lone worker. LCC currently has a contract in place with [Solo Protect](#) who offer a variety of lone working solutions, including a mobile app. To request licences please see further information on the [intranet](#).

An example lone working procedure for the use of the Solo Protect App can be found in [Appendix 4](#).

Note: it is important that other control measures are considered in the risk assessment to lower the risk.

4.6 High Risk

High risk lone workers are likely to be operating in high-risk physical environments or in situations with a high risk of violence (look at incident records to see if there is a risk). High risk lone workers may be in situations when they need to raise the alarm discreetly, or quickly due to the level of risk.

It may be appropriate to procure a lone working device or fob to help protect high risk lone workers.

Further information can be found on the [intranet](#).

Note: it is important that other control measures are considered in the risk assessment to lower the risk.

5.0 Training

- 5.1 LCC has a responsibility to provide information, instruction, training, and supervision as necessary to ensure, so far as is reasonably practicable, the health and safety of their employees.

- 5.2 Training and information relating to lone working must include the following.
- General training on safety whilst lone working. [Lone Working e-learning](#) is available on the Learning Hub.
 - Training and information on how to use any specific lone working apps or devices. Solo Protect training is provided during the roll out of the licences or can be requested via the HS&W team.
 - Training and information on any local procedures or escalation procedures.
- 5.3 Training must be made available to new starters and refreshed at periodic intervals, as determined by risk assessment

6.0 Protecting Personal Information

- 6.1 Protecting your identity and personal information online is important, in the first instance staff are encouraged to 'Google' themselves to determine what information about themselves and their families and friends is available on-line and therefore can be obtained by any individual. This can include home addresses and personal contact information.
- 6.2 There are at least 3 organisations that provide personal details such as home addresses and home telephone numbers freely to members of the public. Under the Data Protection legislation, you have a right to remove your details if you wish:
- www.192.com**
- 6.3 It is possible to trace most people through this website, which also provides maps to your home, details of other adults living within the home and even your telephone number (unless you're ex-directory).
- 6.4 You can remove your details from its site by completing form C01, either by calling the Freephone number 0800 0192 192, or you can [download the form](#) (you have to then post it or fax it back to them). Upon receipt of this form, your details will be removed from the website and all future I-CD publications, including UK Info Disk and UK Info Disk Pro.

Register of Electors

- 6.5 There are two official Registers of Electors. One is held by your local Council, the other is sold to marketing companies. The one held by your local Council is no longer available in libraries for casual inspection but can be viewed (under supervision) at Council offices. It should be noted that, unless the enquirer has certain information regarding your locality/full name, it could still be difficult to trace you.
- 6.6 Within the electoral registration form, you will see a small box entitled 'opt out box'. If you choose to tick this box, your details will not be sold to marketing companies and other organisations who are members of the Direct Marketing Association (DMA). This

will only apply if you have moved address after 2002. Before this date your information will still be sold on.

Mailing Preference Services (MPS), Telephone Preference Service (TPS) and the Fax Preference Service (FPS)

- 6.7 The DMA is self-regulating and has developed services that allow individuals and households the opportunity to remove their name and address from marketing lists. You can register for these electronically at <http://www.mpsonline.org.uk/mpsr/> or by writing for an application form to: DMA House, 70 Margaret Street, London, W1W 8SS.
- 6.8 MPS does not remove your details if you have contacted a company previously. To remove your name from these companies you need to ask them to refrain from sending any more information. Some companies request you write in to have your name removed from their database: this is not a legal requirement; it is used to discourage you from removing your details from their mailing lists.

BT Telephone Directory

- 6.9 This directory holds details of all other telephone companies as well as BT customers (unless you are ex-directory). If you are a BT customer and wish to be ex-directory, ring 0845 6045884. You will be removed after 7-10 days but remain in the printed telephone book until new copies are distributed. If you are not a BT customer, contact your telecommunications provider to advice on becoming ex-directory.
- 6.10 Remember – whenever you fill out a coupon and give your address details to a company, they are legally obliged to give you the option to say that you do not wish them to pass your details on to other companies. So, if you don't want your details passed on, remember to tick that box.

Other online forums:

- 6.11 Employees should be aware of other on-line forums; these include dating websites, gaming sites and any other website where personal information may be stored and therefore obtained.

Social Media

- 6.12 Poorly managed privacy settings on social media accounts can reveal a wealth of personal and sensitive information about yourself to more than just your friends and family. Posts intended for trusted contacts could be seen by linked or associated contacts of those you trust. This information could be accessible not just within the social media platform itself but also directly from a Google search.
- 6.13 Following a few simple steps and checking your profile privacy settings regularly can help protect your personal information on social media.
- Make sure your security settings are not open access - set to family, friends only. Often, default settings for many social media sites are set to open access rather than restricted access.

- Think about the information you post in the first instance – your trusted contacts can always re-post the information onwards
- Don't accept people you don't know as friends – they could be service users or their family.
- Be aware that belonging to a 'group' can be a 'back door' into your profile.
- Ask your family and friends to protect your professional status and not post tagged images of you on their open access profiles
- Consider choosing a username that doesn't reveal any personal information
- Consider using a separate email account to register and manage your social media account

6.14 Further advice on the risks associated with the use of social media and tips on safe social networking can be found at getsafeonline.org

6.15 If you are unsure where to find the privacy settings for your social media accounts the [National Cyber Security Alliance](#) and [National Cyber Security Centre](#) provide links to the privacy settings for many social media platforms, as well as other popular online services.

6.16 In addition to the above, staff should ensure they are familiar with [council guidance on the personal use of social media sites](#).

7.0 Incident Reporting

7.1 All accidents and injuries should be recorded, no matter how trivial they might appear. This includes accidents and incidents that occur whilst working alone. This includes any incidents of physical or verbal abuse, which should be reported to management as soon as possible after the incident. A record must be formally made through AssessNET accident reporting system. Additionally, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) require that employers must inform the HSE of certain accidents. The definition of accidents includes assaults, so that injuries resulting from assaults to staff are also reportable in circumstances where a violent incident has resulted in more than 7 days absence from work or a 'major injury'. RIDDOR reportable incidents should also be recorded on AssessNET.

7.2 Employees who are involved in violent incidents must be given the opportunity to talk through their experiences as soon as possible after the event. Managers should arrange a de-briefing session as soon as possible. The [Violence at Work Guidance](#) should be read for further details on this process.

- 7.3 The council has various forms of Wellbeing support which should be offered to any employee who has been involved in a traumatic incident. This includes the Wellbeing Service (counsellingandwellbeing@leics.gov.uk) and Mental Health First Aiders.

Activities Covered by this Assessment	Lone Working Activities (This risk assessment must be made team specific)		
Site Address / Location		Department / Service / Team	
Note: A person specific assessment must be carried out for young persons, disabled staff and new and expectant mothers conducting this activity			

Appendix 1 – Example Risk Assessment

Hazard (Something with a potential to cause harm)	Who might be Harmed & How?	Existing Controls (Consider Hierarchy of Control)	Initial Risk Rating (S x L)			Further Controls Required (Consider Hierarchy of Control)	Final Risk Rating (S x L)			Action Required		
			Severity	Likelihood	RISK Rating		Severity	Likelihood	RISK Rating	Who (Initial)	Date By: (---/---/---)	Done?
Lone Working	Staff may be unable to raise the alarm in the event of injury and may be unable to obtain first aid. Staff may be injured as a	<ul style="list-style-type: none"> Staff must following the team’s lone working procedure (INSERT DETAILS HERE) Mobile phone provided, or use of personal device. 				<ul style="list-style-type: none"> (This risk assessment must be made team specific) 						

	<p>result of physical & verbal assault / abuse while lone working. This may potentially result in stress, anxiety, loss of confidence etc.</p>	<ul style="list-style-type: none"> ▪ Public calendar for knowledge of whereabouts. ▪ Assessment of individuals and circumstances prior to meeting. For example, time, location, other people in proximity, behaviours etc. ▪ Due politeness and courtesy of staff. ▪ Paired working in known risky sites. ▪ Contact sites prior to appointment to ensure they are aware of your arrival and what to expect from the visit. 												
<p>Staff Medical Conditions, Disabilities, pregnancy.</p>	<p>Staff may be injured as a result an accident, injury, threat to personal safety, delayed assistance in emergency.</p>	<ul style="list-style-type: none"> ▪ Pregnant women and those with a medical condition/disability which could lead to an emergency are considered as high risk and specific personal risk assessments are undertaken if required to work alone. 	H	M	H	<ul style="list-style-type: none"> • (This risk assessment must be made team specific) 								

		<ul style="list-style-type: none"> ▪ Health clearance for working alone is requested via Occupational Health (OH) provider for employees, who have a medical condition for which any foreseeable emergencies that may impose an additional physical or mental burden cannot be managed safely. ▪ Consideration should be given to a lone working device. ▪ Adequate first-aid facilities available at all times. 												
--	--	---	--	--	--	--	--	--	--	--	--	--	--	--

To add more rows to the risk assessment, place the cursor within the last row right click and select insert row below.

<p>During this activity, what could go wrong resulting in an emergency situation?</p>	
<p>How could this emergency situation be prevented / controlled?</p>	
<p>Who should respond to a potential emergency situation and how? Have staff been trained to respond to this emergency situation?</p>	

Could any non – routine changes affect the safety arrangements in place for this activity? (E.g. weather, people, equipment etc.) What can be done?	
---	--

Risk Assessor (s) Name(s):		Risk Assessor(s) Signature (S):	
Authorised By:		Authoriser Signature:	
Date Conducted:		Date Review Due	Date of Review
			Initial

Potential Severity of Harm	High Death, paralysis, long term serious ill health.	Medium	High	High
	Medium An injury requiring further medical assistance or is a RIDDOR incident.	Low	Medium	High

	Low Minor injuries not resulting in any first aid or absence from work.	Low	Low	Medium
		Low The event is unlikely to happen.	Medium It is fairly likely to happen.	High It is likely to happen.
Likelihood of Harm Occurring				

Risk Rating Definitions	
Low	This is an acceptable level of risk. No further controls are required as the risk rating cannot be reduced any further. However, it is advised that continual monitoring occurs in order to ensure that no changes / deviation of control measures occur.
Medium	It is advised that further controls are implemented to reduce the risk rating to as low a level as possible. If the risk cannot be reduced to lower than a medium, then on site monitoring should occur to ensure that all stipulated controls are being adhered to.
High	This is an unacceptable risk rating. Urgent interim controls should be implemented to reduce the risk so far as is reasonably practicable. If the risk rating cannot be reduced to lower than a High, then a documented safe system of work should be implemented to control the activity. It may be necessary to seek further professional advice. Serious considerations should be given to the validity of carrying out the activity at all. Regular monitoring of the activity should occur.

Appendix 2 – Example *Low Risk* Lone Working Procedure

Booking in/out & Buddy System

Please note this lone working procedure must be made team specific.

Insert team name

General Notes

It is important that all lone workers are safely accounted for when engaged in lone working activities during and outside of the 'normal' working day.

Outlook Calendars

All Outlook calendar entries for each meeting will include the following details:

- ✓ Location of meeting (including postcode & contact number if not usual/known location)
- ✓ Title/purpose of meeting
- ✓ If applicable, name of person(s) with whom the meeting is being conducted
- ✓ Time meeting/activity/training is to start and finish
- ✓ Managers and duty officers have access to full calendar details

If the above information cannot be achieved, your line manager must be notified.

General Office Hours

The following procedure applies to all normal daily activities (i.e Monday to Friday 07:00 to 18:00):

Start Work

Contact the duty officer and inform them of your whereabouts for the day.

Throughout the Day

Contact duty officer **when heading to new location and when you arrive**. Contact duty officer **when leaving location, and when you arrive at new location**. If meeting is running over, please call the duty officer.

End of Day

Contact the duty office to let them know you have **finished work**.

Out of Office Hours (i.e 18:00 – 07:00)

Identify a Buddy

If your meeting is confidential or Out of Hours please identify a buddy.

Making Contact

Contact buddy when arriving at location.

Signing Out

Contact the buddy at the agreed time to let them know you are safe. If the meeting is overrunning let them know.

Escalation Procedure

Initial Response

If a colleague does not check in at the required time (30 mins grace period will be given) (i.e., start of the day, throughout the day, or end of the day) the duty officer or buddy should make initial attempts to contact them using information available. I.e., Mobile, Teams, contacting the venue or colleagues they were meeting.

Second Line

If the duty officer/buddy has not been able to make contact within 10 minutes, contact the relevant Team Leader who will attempt to make contact using personal contact numbers.

Third Line

If the Team Leader has not been able to make contact using personal contact details available, Team Leader should contact Team Manager. Decisions will be made on the next steps on a risk assessment basis. Contact with next of kin and/or emergency services will be considered.

It is the responsibility of the individual to ensure that all their contact details are up to date in any published material and that Oracle is updated also.

Responsibility

The onus is on the individual team member to co-operate with this procedure and to ensure that they keep the Duty Officer aware of their working location at regular times. This will help to avoid confusion, unnecessary time wasting and diminution in the value of the procedure. If a serious incident were to occur, then speed will be of the essence and a quick phone call or email throughout the day will make all the difference so that the team know easily and efficiently that everyone is accounted for.

Appendix 3 - Example Booking in/out Sheet

Date	Name	Departure Time	Expected Time of Return	Visit Details (name and town)	Category of risk	Mobile Phone No.	Special Instructions/ Actions	Actual Time of Return and Initials

Appendix 4 – Solo Protect – Lone Working Procedure

Medium/High Risk Lone Workers

Please note this lone working procedure must be made team specific.

Insert team name

The following Solo Protect device is used for this team.

- Solo Protect Mobile App
- Optional wearable fob.
- Solo Protect ID

The requirement for these devices, or others, must be identified following a robust risk assessment process.

Information on the features of these devices can be found on the [Solo Protect website](#).

Further information on how to request a device can be found on the [intranet](#).

Roles / Permissions

Solo Protect User – app or device end user.

Analytics View – assigned to users' managers to monitor the usage of the Solo Protect device. i.e., how often it is being used.

Administration – usually assigned to Business Support or Team Managers. Access to view and amend user details and escalation lists. Can view users' last known location when privacy mode is disabled.

Escalation Contact – will be contacted by Solo Protect if an alert is raised.

Responsibilities

Where a lone working device, such as a mobile phone app, or fob has been identified as an operational control, **Managers** are responsible for ensuring that:

- A lone working risk assessment has been carried out for their teams' activities.
- A lone working risk assessment should be reviewed **annually** or:

- If a significant operational change occurs, (a new item of equipment, for example.)
 - If there has been an accident, (this may suggest that the controls in place were insufficient)
 - If there have been revisions to best practice guidance / legislation,
 - Change in the workforce, (i.e. young / disabled employees) or
 - Following an audit or inspection that has highlighted significant weaknesses in the safety management system.
- A lone working procedure is written and communicated to all lone workers within the team.
 - Lone working devices or apps are issued to all relevant colleagues who report into them.
 - The device is used and worn appropriately by these colleagues, in accordance with training provided.
 - Using the device is compulsory when working alone.
 - They follow their department's user management process, and where required ensure information is always kept correct and up to date on Insights (Solo Protect Management Portal), including the escalation process for emergencies.
 - They actively review colleagues' device usage through Insights, or from information provided by Business Support and discuss and rectify any identified non-conformance.
 - They access familiarisation training as provided.
 - Insights is used in line with the [GDPR information and guidance](#).

Colleagues that are issued with a lone working device are responsible for ensuring that:

- They know how to properly use the device and undertake any necessary training.
- Personal information, such as known medical conditions, and vehicle details are added and kept up to date to assist with emergency response if required.

- Their lone working device/mobile phone is fully charged, and that the device is worn and used correctly when working alone.
- Regular status checks are made on the device for battery, signal, and GPS location.
- Alerts are left on arrival at their location or when starting a new task.
- Any faults with the device are immediately reported to their manager.
- The app must be opened at the start of the working day and closed at the end of the working day in line with training received.
- Privacy mode should not be enabled during the working day.

The following will be monitored by Managers and/or Business Support and HS&W colleagues via Insights:

- Usage statistics
- False alarms
- Genuine alarms

GPS Tracking / Privacy Mode

The Insights Portal can be used to access the last known location of a Solo Protect user by authorised staff members with administration permissions.

During the set-up process access permissions will be carefully considered. Only staff members who require access to manage user account will be given access, for example Team Managers, or Business Support colleagues.

GPS location will only be accessed by authorised personnel where there is a real and actual concern for a staff members safety. I.e., request from Team Manager because of missed check in/out.

The use of privacy mode will prevent any administration user being able to view the last known location of a Solo Protect User. Privacy mode is permissible for use when not working, when on-leave or when the user is not lone working.

While privacy mode is enabled the GPS location of the user **will only be available** to Solo Protect Alarm Receiving Centre (ARC) if an alert is raised, to assist with emergency assistance.

Procedure

All Outlook calendar entries for each meeting will include the following details:

- ✓ Location of meeting (including postcode & contact number if not usual/known location)
- ✓ Title/purpose of meeting
- ✓ If applicable, name of person(s) with whom the meeting is being conducted
- ✓ Time meeting/activity/training is to start and finish

If the above information cannot be achieved, your line manager must be notified.

Top tips:

- ✓ Ensure your phone is fully charged before work.
- ✓ Remember to disable privacy mode before you start work – or it be left permanently disabled.
- ✓ Ensure you have fully completed the Solo Protect User training.

Start Work

- ✓ Open the Solo Protect App
- ✓ Set working status to available.
 - ✓ Disable privacy mode

Incapacitation

You can choose to set an incapacitation timer for a chosen duration. I.e., 8 hour working day

Check in

Record a message detailing the address of your location, how long you expect to be and any perceived risk.

Update throughout the day.

Non-Emergency- Ready to Talk

Open a Ready to Talk call when there's clear evidence of risk, but non-emergency situation.

Emergency- Red Alert

Active a discreet emergency Red Alert call when your personal safety is compromised.

End of Day

- ✓ Close the Solo Protect App
- ✓ Enable Privacy mode if desired
- ✓ Set working status to off Shift