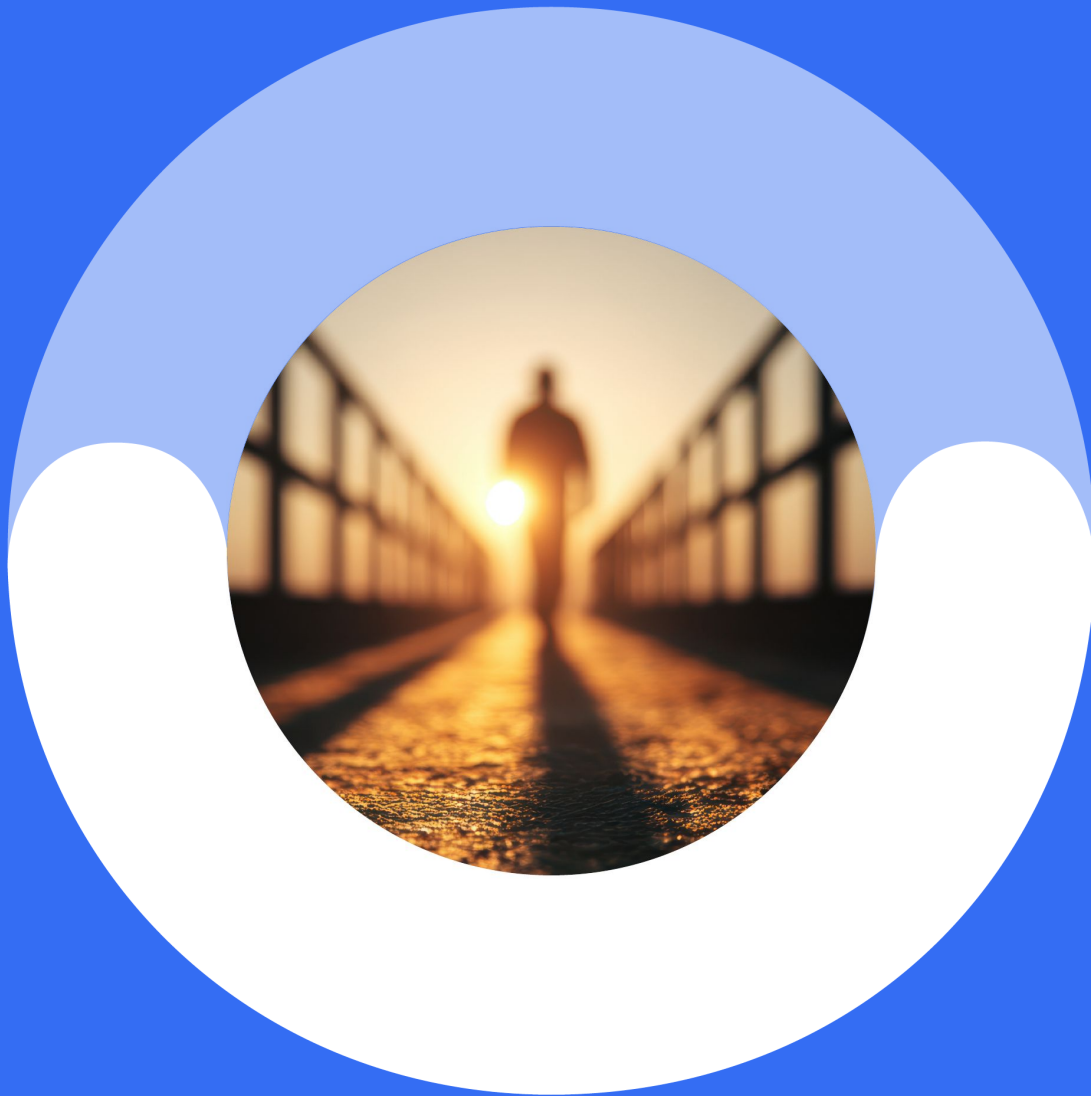


# Protecting The Invisible Workforce



Why ensuring lone worker safety is mission-critical –  
and how security solutions are stepping up to do the job



The rising demand to safeguard a more mobile workforce is reshaping the lone worker safety and security market — driven by employers seeking to reduce legal liabilities, lower insurance costs, and attract and retain top talent.

This emerging market is rapidly unlocking growth opportunities for personal safety and security providers delivering comprehensive solutions that exceed evolving expectations.



## Executive Summary

Businesses today can't afford to compromise the safety of their people — especially lone and mobile workers who play a crucial role in healthcare, construction, retail, transportation, public safety, utilities, infrastructure, and various other occupations.

Fortunately, innovative solutions now enable businesses to equip employees with connected safety devices that provide a direct line to human help whenever they feel unsafe. That kind of reliable support doesn't just keep staff secure — it also builds a culture of trust and helps protect the company's bottom line.

This report dives into who these workers are, the risks they face, and the integrated security technologies that businesses are currently investing in. It also highlights three employee safety innovators partnering with Noonlight to deliver comprehensive safety solutions that meet the growing demand for end-to-end protection for lone, mobile, and remote workers.





# 53M

**lone  
workers**  
in need of  
protection



## Protecting lone workers isn't just right — it's smart business

Employers today have both a legal and ethical responsibility to keep their lone and mobile workers safe. Globally, multiple frameworks make this duty unmistakably clear: [OSHA Standards](#) in the U.S., the [Health and Safety at Work Act](#) in the UK, [Workplace Health and Safety Regulations](#) in Australia, and guidance from the [International Labour Organization](#) (ILO) all require businesses to assess risks, implement controls, and maintain safe working conditions. Failing to comply can lead to serious consequences, including regulatory penalties, liabilities for medical expenses or death benefits, increased insurance costs, and lasting reputational damage.

This responsibility is especially critical given the scale of the challenge. Today, an estimated [53 million lone workers](#) in North America and Europe operate without close or direct supervision. Many work in remote, isolated, or high-risk environments where immediate support from managers and colleagues simply isn't available. Meanwhile, the global mobile workforce has grown to [2.7 billion employees](#) — including taxi drivers, nurses, utility workers, forestry workers, truck drivers, and countless others — all doing vital work. However, many are dispersed, without a fixed base location, and often work alone.

These trends mean businesses can't rely on outdated, single-location safety practices. To protect workers operating independently, employers need to redefine their safety protocols and make safety platforms a core requirement for both compliance and employee well-being.

Investing in advanced security solutions isn't just about meeting legal obligations — it also reduces accidents, improves emergency response times, lowers insurance costs, and demonstrates to employees that their employer truly has their back. By prioritizing lone worker safety, companies can fulfill their duty of care, protect their reputation, and strengthen the overall well-being of the organization.



# 2.7B

**mobile  
workers**  
in need of  
protection



## The strategic value and ROI of lone worker monitoring solutions

OSHA guidelines recommend regular check-ins to support worker safety, but relying on manual check-ins alone has a critical flaw: in an emergency, every second counts, and the next check-in could be too late.

Businesses must proactively monitor lone and mobile workers, as accidents or threats can happen at any time. Manual monitoring is often inefficient, unreliable, and labor-intensive. Even relying on cell service alone can fail in remote areas. As a result, companies are adopting advanced security tools and technologies paired with live monitoring to better protect their staff and minimize risks.

Key reasons businesses are adopting these monitoring solutions:

**Mitigating legal risks:** Companies face significant legal and regulatory challenges in protecting lone workers, with the risk of fines or lawsuits if safety requirements aren't met. Lone worker monitoring solutions help maintain compliance, even in places without specific lone worker laws. They do this by offering automated check-ins, GPS tracking, geofencing, and real-time communication. These tools enable faster emergency response, reduce injuries, and help prevent safety violations. Clear documentation also strengthens their legal position, reduces incident costs, and helps safeguard a company's reputation.

**Reducing insurance costs:** Accidents and injuries among lone workers can lead to higher workers' compensation claims, driving up insurance costs. By using monitoring systems equipped with GPS tracking, panic buttons, man-down alarms, and 24/7 monitoring, companies can respond quickly and reduce the severity of incidents. These stronger safety measures and detailed incident reporting show a clear commitment to protecting employees, which can help businesses negotiate lower insurance premiums and better terms with their providers.



# 70%

The number  
of frontline  
child welfare  
workers who  
have been  
victim of  
violence in the  
line of duty.

American Federation of  
State, County, and  
Municipal Employees

**Attracting top talent:** Safety is a growing priority for employees in lone or mobile roles, and companies that take it seriously gain an advantage in attracting and keeping top talent. By demonstrating genuine care through reliable safety solutions, companies offer employees true peace of mind, knowing help is always within reach if something goes wrong. This sense of security reduces stress and empowers people to focus entirely on their work, boosting productivity and engagement. Ultimately, a clear commitment to safety shows employees that they're valued, strengthening loyalty and making it easier to attract choice candidates for new roles.

**The bottom line:** modern worker safety solutions aren't just an added expense — they're a necessary investment in protecting employees, mitigating legal and financial risks, and fostering a strong company culture.







EVERY  
**30**  
MINUTES

How often a  
healthcare  
worker is  
assaulted.

[OR Manager](#)

## Industry adoption of lone worker safety solutions

Every industry faces unique challenges in protecting lone and mobile workers. The best solutions are tailored to specific risks and environments. Here's how different sectors are adopting lone worker safety technologies to keep their people secure and connected:

**Healthcare:** Nurses, caregivers, and paramedics often face risks such as assaults, medical emergencies during home visits, or working alone in isolated settings. Reliable safety solutions, featuring discreet panic buttons, real-time location tracking, and rapid emergency dispatch, help deliver immediate assistance when it's needed most, protecting both staff and the people they care for.

**Retail:** Frontline staff, night-shift workers, and warehouse teams face increasing risks from shoplifting, aggressive customer behavior, and storeroom accidents. Safety solutions, including discreet panic buttons, security cameras, real-time alerts about suspicious individuals, and live audio interventions ("talkdown"), help deter threats and create a safer work environment.

**Hospitality:** Hotel, casino, and restaurant employees face unique security challenges due to the industry's public nature and high guest turnover, including theft, unauthorized access, and incidents of violence or disorderly conduct. Effective safety solutions include advanced access control and surveillance with proactive alerts to help prevent incidents and keep staff and guests safe.

**Industrial Sectors:** In construction, manufacturing, and utilities, lone workers face greater risks of injury and exposure to environmental hazards when performing duties at remote sites or under isolated conditions. Safety solutions that include real-time location sharing, video monitoring, and rapid emergency assistance are essential for protecting these employees and ensuring a quick response when incidents occur.



# 2/3

The number  
of Uber and  
Lyft drivers  
who were  
threatened,  
harassed, or  
assaulted.

Strategic  
Organizing Center

**Government and Social Services:** Public sector workers — like those in law enforcement, social services, and infrastructure maintenance — often find themselves in remote or underserved areas, where the risk of accidents or health emergencies is higher. Safety devices equipped with panic buttons, GPS tracking, and timed check-ins make sure employees can quickly alert emergency contacts or monitoring agents, so help is always close by.

No matter the industry, the goal is the same: equipping workers with tools that provide a direct, human connection when they need help most.







# How tech transforms lone worker safety

A range of innovative mobile platforms has emerged to meet the needs of lone workers. These digital, real-time solutions ensure that remote and mobile employees stay safe, connected, and supported 24/7, with features such as real-time location sharing, automated check-ins, and instant emergency assistance.

## Critical Functions For The Invisible Workforce

- **Wearables:** One-push, location-based alerts.
- **Mobile Apps:** 24/7 safety for remote workers.
- **Access Control:** Biometrics and entry codes.
- **Video Surveillance:** AI analytics, and facial/license plate recognition.
- **GPS Tracking:** Real-time location alerts.
- **Live Video Sharing:** Quick sharing with law enforcement.
- **Artificial Intelligence (AI):** Enhances monitoring and responses.
- **Faster Response:** Fast incident detection and resolution.
- **Live Video Monitoring:** Agents assess and dispatch help.
- **Integrated Systems:** Unified security management.

This guide showcases three standout lone worker safety innovators who partner with Noonlight to deliver advanced monitoring solutions.

**Papa:** Empowers lone caregivers with a safety solution that integrates geolocation tracking, identity verification, and built-in emergency assistance for discreet help during home visits.

**WorkSafeGuardian:** Offers a comprehensive safety platform with customizable alert triggers, wearable Bluetooth duress buttons, and welfare check-in timers, prioritizing safety through 24/7 monitoring.

**WSPER:** Provides always-on safety with a standalone GPS/LTE panic button that works without Wi-Fi or cell service, featuring panic alerts, temperature monitoring, and secure door status detection.



## **Empowering lone caregivers with safety solutions and emergency response**

Papa connects seniors and vulnerable adults with vetted "Papa Pals" for companionship, daily tasks, and transportation. Their dedicated safety solution protects caregivers who often work alone in isolated settings or during home visits.

Their platform integrates real-time safety features to protect both Papa's care providers and the families they serve. For those working alone in home environments, it's a critical tool for discreetly requesting help in uncomfortable or dangerous situations. Caregivers use an app with geolocation tracking, identity verification, and built-in emergency assistance that instantly connects them to trained agents if needed. This not only safeguards caregivers' well-being but also builds trust and enhances the overall quality of in-home support.

**[Learn more about Papa >](#)**



## Protecting lone workers across industry and around the globe

WorkSafeGuardian (WSG) is dedicated to safeguarding lone workers with a comprehensive safety platform and app designed to deliver immediate assistance in line with national workplace health and safety regulations.

The WSG app delivers peace of mind for companies and employees across all industries by prioritizing safety through 24/7 monitoring and direct access to emergency services. It offers real-time features such as customizable alert triggers (touch, shake, or voice), a wearable Bluetooth duress button, and a welfare check-in timer that automatically sends follow-up alerts if a scheduled check-in is missed — all designed for fast, reliable emergency activation. WSG also prioritizes privacy by only using location data during active alerts.

[Learn more about WorkSafeGuardian](#) >



## Always-on safety, with zero Wi-Fi dependency

For high-stress roles in industries like retail, education, healthcare, public service, and field operations, WSPER delivers always-on safety with a standalone GPS/LTE panic button that works even in isolated or low-connectivity areas. Unlike traditional solutions, WSPER is powered by the LTE-M network, so it doesn't rely on phones, Wi-Fi, or Bluetooth.

Its wearable or mountable design provides easy access in emergencies and features panic alerts, environmental temperature monitoring, secure door status detection, and a "heartbeat" function that confirms device connectivity with regular check-ins and automatically alerts administrators if a device goes offline or malfunctions. For faster emergency response, WSPER can integrate live security camera footage into panic alarms—giving 911 dispatchers real-time visuals that confirm emergencies and prioritize response.

**[Learn more about WSPER >](#)**



## Lone worker safety is too important to ignore

The workplace is changing — and so are the complexities of keeping employees safe. The companies profiled here deliver connected safety and security platforms built to meet these challenges. With user-friendly tools and real-time access to trained agents, these solutions ensure that when an alert is triggered, help is on the way.

That's where Noonlight comes in. The companies profiled use Noonlight's Dispatch API to enhance their safety offerings — gaining instant access to agents and seamless emergency response without the need to build their own infrastructure.

The result? Lone workers are never truly alone, and organizations can offer real-time protection at scale. Noonlight's platform provides:

- **Peace of mind**, with reliable, real-time responses and a real person on the line to help employees feel safer and more supported.
- **Instant emergency support**, with trained agents who assess alerts, dispatch services, and deliver critical data for faster, coordinated intervention.
- **Ability to add live security camera feed**, Noonlight is able to pull live security camera footage and share it with PSAPs and first responders for real-time, verified response.



## **Partner with us to create a complete safety and emergency response solution**

Businesses are demanding smarter, more connected ways to keep their people safe — and that's a major opportunity for lone, mobile, and remote worker safety and security providers across the enterprise. Today's clients want reliable, easy-to-integrate solutions that reduce risk, build trust , and protect employees wherever and however they work.

If you already offer a safety or security platform, Noonlight can help you transform it into a truly end-to-end solution — filling the gap with AI-driven tools and live, human-in-the-loop monitoring that bring real-time intelligence and rapid emergency response to your offering.

Learn how we can help you deliver a complete, connected safety experience that allows you to tap into this fast-growing enterprise-wide opportunity.

**Book a Noonlight demo today.**





Noonlight combines advanced technology with real humans to protect and comfort people so they can live freely. Launched in 2013 as a mobile application, Noonlight has since grown into a connected safety platform — partnering with products and services to enable modern and affordable 24/7 professional sensor monitoring, video monitoring, false alarm filtering, and data-rich emergency response via an API. Noonlight’s technology works everywhere in the United States and Canada, allowing end users to quickly get help in any situation, without requiring a 911 call or the ability to talk or text.

For more information please visit [www.noonlight.com](https://www.noonlight.com)