

A woman with short, dark, curly hair is smiling broadly, looking off to the side. She is wearing a blue denim jacket over a white turtleneck sweater and a red skirt. She is holding a brown paper coffee cup with a black lid in her right hand and a black laptop in her left. The background is a bright, modern interior with large windows. A decorative graphic of several curved, overlapping yellow and orange lines is positioned behind her, extending from the left and right sides of the frame.

Enabling Safer Communities

Society is changing, it's time to act

Crime and protests leading to anti-social and criminal behaviour are on the rise. Violence and intimidation against women and girls, the nations retail workers and ethnic minorities is increasing. Knife crime, thefts using e-bikes, organised crime groups and prolific shoplifters all continue to significantly impact communities across the UK.

The concerning figures speak for themselves.

- In 2023, according to British Transport Police data revealed more than a third of all British women who travel by railway are likely to be assaulted during their commute. [More than a third of women sexually harassed on train and Tube journeys, figures show | The Standard](https://www.standard.co.uk/news/uk/sexual-harassment-train-tube-btp-british-transport-police-tube-british-experiences-b1121214.html)¹
- According to The British Retail Consortium, violence and abuse against shopworkers rose by 50% in the year to August 2024.

- Based on Home Office statistics, between 2022 and 2023, Muslims were the target of 44% of religious hate crimes.
- Based on statistics from UK Parliament, between 30 July and 7 August 2024, there were 29 riots and demonstrations, many of which included violence, with over 1,200 arrests being made².

We believe it is our moral and corporate responsibility to promote safety. To bring together the public and private sectors to enable safer communities in which everyone can thrive. But our mission needs a range of organisations to work as a collective.

1. <https://www.standard.co.uk/news/uk/sexual-harassment-train-tube-btp-british-transport-police-tube-british-experiences-b1121214.html>

2. <https://commonslibrary.parliament.uk/policing-response-to-the-2024-summer-riots>

COMMUNITIES MUST FIRST FEEL SAFE.

Safety is the foundation of thriving, connected and empowered communities. Without a sense of security, individuals cannot fully contribute or participate in society and support its growth. But safety is more than compliance. It's about dignity, and peace of mind, that empowers communities and provides a foundation on which they can prosper.

There are shoots of positive action already taking place, with society beginning to organise and galvanise. Initiatives like the White Ribbon campaign, the Government's 'Take Back our Streets' mission, and Project Pegasus in the retail sector.

These are all fantastic examples of work already underway, but they prove safety cannot be delivered in silos. We must act together.



WORKING TOGETHER TO ENABLE SAFER COMMUNITIES

There is a growing gap between public needs and available resources when it comes to safety. That's why, as a leader in securing environments, we are spearheading an initiative to complement traditional policing by working in partnership with local authorities, police forces, businesses and community organisations, with the ambition to bridge these gaps and strengthen the fabric of local communities.

Through Mitie's nationwide presence of 72,000 colleagues, real-time intelligence and advanced technology, our ambition is to support communities through data-driven, actionable insights and help address the safety challenges they face, including violence against women and girls and sexual harassment in the workplace.

This is more than a short-term commitment. The safer communities initiative aims to foster long-term societal well-being, creating safer spaces, and empowering individuals through collaboration and technology, to enable safer communities in which everyone can thrive.

Safer Communities Pledge

By combining the power of the public and private sectors, together we will create environments where people feel secure and supported. Whether commuting, at work or simply out and about in the local community, our goal is to safeguard people's safety and peace of mind through five key pillars. These form our 'Safer Communities Pledge'.

COLLABORATION

We are committed to making collaboration happen through encouraging shared responsibility. By breaking down silos, we enable the Police, wider industry and our customers to work together for the safety of all, creating communities where everyone can thrive.

INFORMATION

The consequences of the Worker Protection Act and Martyn's Law mean it is crucial for data and intelligence to be shared among agencies with a role in public safety. Shared information networks enable the likelihood of risks and threats to be calculated more accurately. This enhances community security.

EDUCATION AND REHABILITATION

Breaking the cycle of offending is no easy task. Through raising awareness of the impact of education and rehabilitation, and its importance in counteracting crime and anti-social behaviour, we look to help individuals start a new chapter in their lives.

INITIATION

We understand community safety needs everyone to play their part. That is why we are spearheading the move to enable safer environments, initiating positive action in our business, with our clients and in Government.

EMPOWERMENT

Raising awareness and improving how people manage their personal safety is a crucial part of Safer Communities. Mitie helps to empower everyone – colleagues, customers and the public – with access to personal safety tools and resources like WalkSafe, the UK's leading personal safety app.



Worker Protection Act

Mitie's commitment to enabling Safer Communities is demonstrated in how we safeguard colleagues, customers and the public. We are also supporting organisations with the implementation of the Worker Protection Act and Martyn's Law.



The Worker Protection Act 2023 requires organisations to take reasonable steps to prevent sexual harassment of their employees. This means taking proactive measures aimed at protecting colleagues not only at work, but also when attending training courses, external meetings and work-related social events.

WHAT HAS DRIVEN THE NEED FOR THE WORKER PROTECTION ACT?

A number of factors have resulted in the need for this legislation. They are set out below.

1. **Rising awareness of workplace harassment.** The #MeToo movement and other social campaigns highlighted the prevalence of harassment. This has also drawn attention to the limitations of existing UK laws.
2. **Gaps in third-party harassment protection.** Before the Act was implemented, employers were not liable for harassment by third parties, such as clients or customers. However, this left colleagues vulnerable, particularly in industries with significant public interaction. The amendment confirms employer responsibility to protect against such incidents.
3. **Cultural shift.** Society's expectations have moved. There is now greater awareness of personal safety and more recognition of the employer's responsibility to maintain safe and respectful workplaces. The duty to take 'reasonable steps' to prevent harassment reflects this expectation.
4. **Escalating harassment issues.** The increase in remote working and changes in workplace dynamics after the Covid-19 pandemic have created new challenges in monitoring and managing harassment.
5. **Public and Parliamentary pressure.** Advocacy groups, colleagues and unions highlighted shortcomings in previous protections, influencing lawmakers to strengthen legislation.



HOW IS MY ORGANISATION IMPACTED?

The legislation establishes the legal framework to maintain a secure, fair and supportive working environment. Organisations benefit too; compliance can bring enhanced productivity, reduced costs and improved reputation to the marketplace. This strengthens organisations' public image, helping to make them a top preference for exceptional talent when choosing an employer.

As the Act was implemented without a grace period in October 2024, it is important to act now to become compliant. The impact of the legislation on your organisation is summarised below.

- 1. You must comply with the law.** It's essential to adhere to the legal framework set out in the Workers Protection Act 2023. Failure to do so can result in penalties, fines and further legal repercussions.
- 2. Your organisation must account for colleague wellbeing.** The Act aims to safeguard employees' rights, securing fair treatment, safety and wellbeing in the workplace. Organisations that adhere to these regulations foster a healthy work environment.

- 3. Enhanced reputation.** Organisations that comply with the Act and prioritise employee welfare demonstrate strong ethical standards. This helps to build a positive reputation, which can attract and retain top talent through being viewed as an 'employer of choice', as well as strengthen customer loyalty and relationships.
- 4. Increased productivity.** By providing a safe, supportive and comfortable working environment, organisations can increase employee engagement, satisfaction and motivation. This can lead to improved productivity and efficiency.
- 5. Reduced employee turnover.** Looking after colleague safety and wellbeing can lead to higher levels of job satisfaction and loyalty. In turn this helps reduce employee turnover and corresponding recruitment and training costs.
- 6. Reduced risk of legal disputes.** By adhering to the regulations set out in the Worker Protection Act 2023, organisations will significantly reduce the likelihood of employment-related disputes. These can be costly, time-consuming and reputationally damaging.

“ The Worker Protection Act was introduced in October 2024 with no grace period, organisations need to act now”

HOW MITIE CAN HELP YOU STAY COMPLIANT

Consultancy services

Mitie's consultancy services can be split into a three stage process; gap analysis, risk review, audits. The first is a thorough gap analysis encompassing reviews of policies and procedures, models of practice and colleague skills and knowledge. This gap analysis results in a board level report with findings and recommendations to address the identified gaps.

The second stage of consultancy is a risk review, identifying risks that exist within your organisation that may result in non-compliance, and provide actionable recommendations to mitigate or minimise these risks. This will also assess current approach towards risk, particularly how existing practices recognise, record, respond and refer to any safeguarding, vulnerability or potential criminality.

Finally, our through our audit process, we can provide the assurance that your organisation remains compliant in future, in line with changes to the legislation, and is prepared for any potential inspections to confirm compliance.

Technology applications

New technology can be a crucial for complying with the new legislation, as evidence of 'reasonable steps' being taken to protect colleagues. The introduction of WalkSafe Pro provides organisations with the leading personal safety app for their colleagues, giving them information to enable safer commuting and access to emergency support if required. In addition, Mitie's business intelligence software, Merlin Protect 24/7 empowers colleagues to report incidents in the workplace, enabling greater insight into risks and ultimately enabling your organisation to take action.

Intelligence insights

Our 24/7 open-source intelligence capability harnesses a range of technologies and couples them with our teams of intelligence analysts. With access to a broad range of first and third-party data, collected through real-time monitoring, incident reporting, and from the wider security industry, we are able to provide real time threat warnings, intelligence reports and thematic papers that will ensure your organisation has the insights needed to make informed decisions about colleague safety.

24/7 response capability

Through our 24/7 control centre, we deliver support to SOS calls for colleagues using the WalkSafe Pro Monitored service that are in need of safety support, in high-risk roles, working unsociable hours or while travelling. Managed and monitored from our state of the art, NSI Gold accredited Alarm Receiving Centre in Northern Ireland, where we also support clients with lone worker monitoring, alongside dedicated client Security Operations Centres for key sectors, including Retail and Government.

Training

To make sure your colleagues understand new legislation and how they can help to create a safer culture, we provide a range of training options. From e-learning modules, to situational awareness, through to specialist training, such as Maybo, for everyone. Thorough training packages support everyone in your organisation in understanding the importance of a safe, inclusive and harassment-free workplace.

Specialist services

We have a suite of intelligence and risk service offerings and work collaboratively with your organisation to understand specific risks and identify measures to ensure your colleagues' safety at all times, wherever their working day takes them. Through our thorough risk assessment process, we will recommend the necessary level for individuals in your organisation.

This could be close protection for the highest risk individuals, online vulnerability assessments, domestic vulnerability assessments and technical assurance of private areas, such as toilets and changing rooms as examples of some of our services, ensuring you get the right level of protection for everyone.



WalkSafe – advanced personal safety



Safety is an essential component of a thriving community. Yet statistics suggest that there is still much to be done to protect people around the UK, both within the workplace and in their local communities. With the introduction of the Worker Protection Act, organisations can no longer wait to take action to protect colleagues.



Colleague safety while commuting to and from work should be a priority. Organisations must find ways to keep employees safe, particularly during dark and anti-social hours. That's where new technologies and solutions come in.

While recent years have seen improvements in protecting colleagues within the workplace, there is not enough support outside the work environment. Colleagues may be travelling around their local communities or engaging in work-related activity outside their usual workplace.

As part of our commitment to enabling safer communities, Mitie and WalkSafe have entered into a partnership designed to enhance personal safety. Combining WalkSafe's award-winning technology with Mitie's experience as the largest security provider in the UK, the partnership will ensure greater safety for colleagues wherever their working day takes them.

Violence
against women
and girls has
risen by

40% 

*National Policing Statement for
Violence Against Women and Girls*

1,080,157 est.

2022-23

789,703 est.

2018-19

Seven in ten
(71%) say
more needs
to be done
to improve
street safety

*Almost half of women feel
unsafe on our streets, survey
finds (Mitie)*

71%

19%

One in five
(19%) say
employers
should play
a role in this

“Combining WalkSafe’s award-winning technology with Mitie’s experience as the largest security provider in the UK, the partnership will ensure greater safety for colleagues”



INTRODUCING WALKSAFE

WalkSafe is the UK’s leading personal safety app that provides peace of mind during commutes, and in other public spaces. The app combines journey-sharing features and a national Safe Space map, plotting safety-trained venues across the UK in partnership with Local Authorities and businesses that offer safety facilities.

WalkSafe also has a suite of tracking and non-tracking features available, which enable trusted friends to follow users’ live journeys should they need it.

HOW THE
WALKSAFE
AND MITIE
PARTNERSHIP
BENEFITS YOU

WalkSafe’s business solution, WalkSafe Pro, is designed for organisations that care about their colleagues, enhancing personal safety during commutes and in public spaces. The app integrates with company security teams for a swift emergency response.

With WalkSafe your organisation is empowered to protect the workforce, wherever their working day takes them. Individuals benefit from an enhanced sense of security, while organisations benefit in the following ways:

Reduced work-related incidents and costs: WalkSafe helps prevent work-related incidents during travel or violent encounters near the workplace.

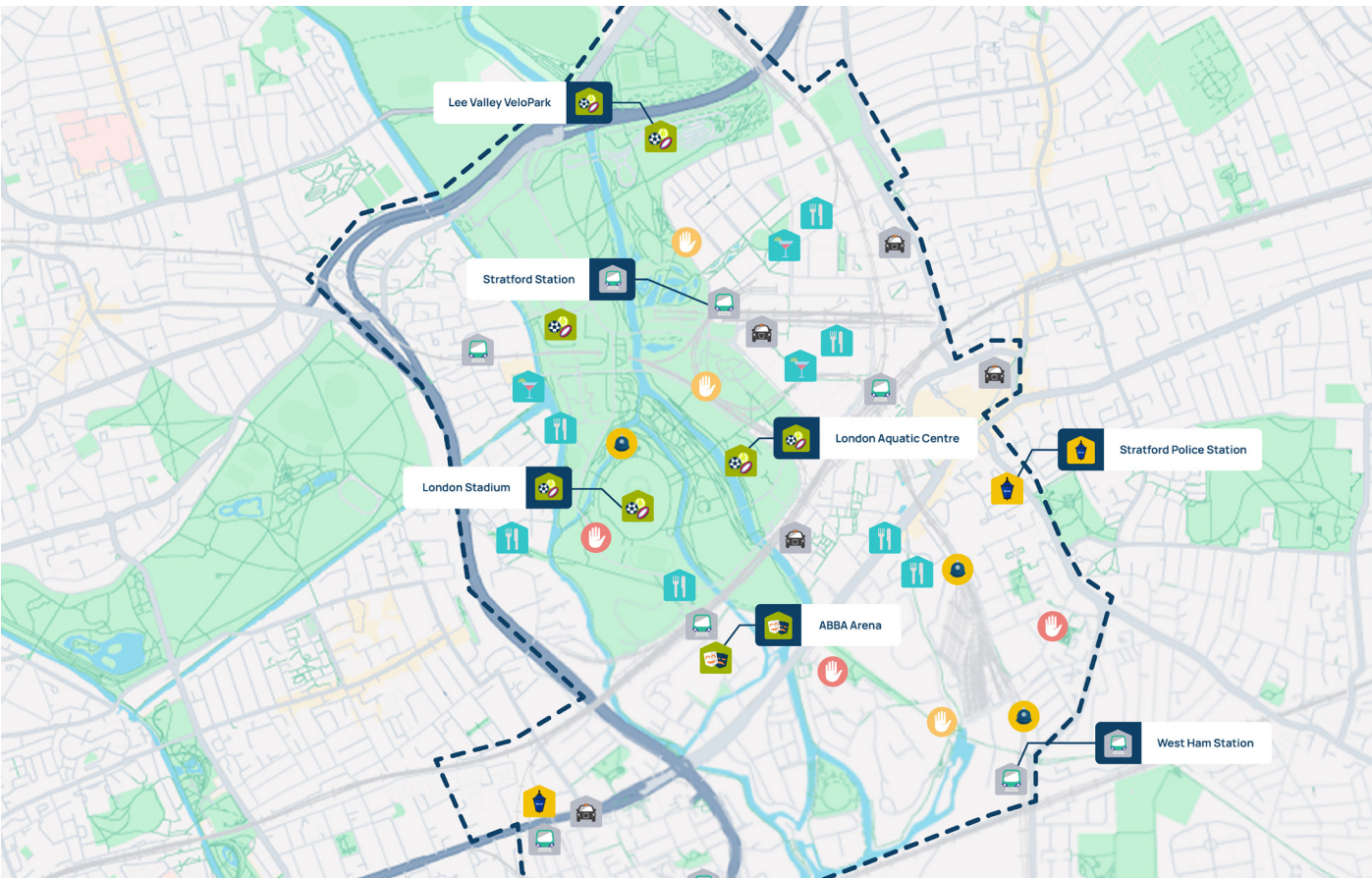
Legal compliance: The app supports organisations to meet duty of care obligations, such as the Worker Protection Act.

Fulfil social value pledges: WalkSafe presents a practical way to demonstrate your organisation’s commitment to colleague welfare and wellbeing.

Improved efficiency: Supporting colleague safety promotes feelings of wellbeing, which can enhance productivity and create a more dynamic workplace culture.

Increased retention: Investing in colleague wellbeing supports workforce loyalty; people who feel safe and valued are more likely to stay with the organisation.

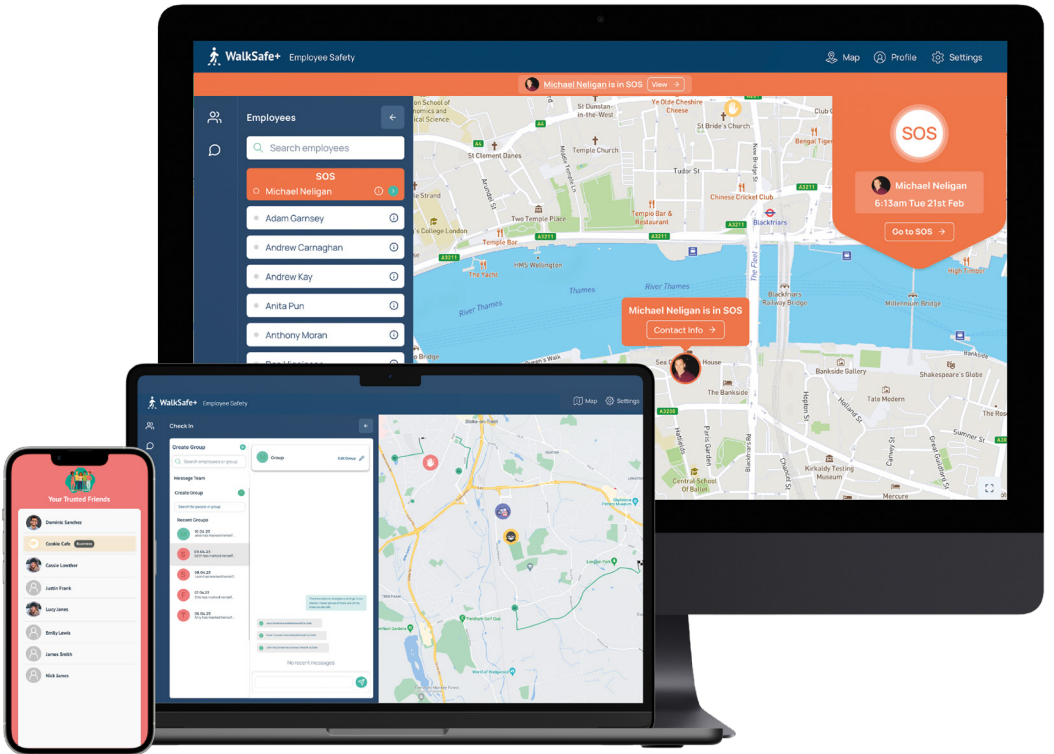
Enhanced image and reputation: Taking a proactive approach to colleague safety and security enhances your organisation’s reputation and public image.



Walksafe safe space map

KEY FEATURES
AND BENEFITS
OF WALKSAFE
PRO AND
WALKSAFE PRO
MONITORED

WALKSAFE PRO	<ul style="list-style-type: none">• Real-time alerts• Journey planner with safe routes, with issues such as poor lighting, large crowds or restricted road access flagged• Check-In functionality, allowing users to share and track their journey so that trusted followers know where they are.• Crowdsourced safety insights• In-app guidance and safety tips• A national ‘Safe Space’ map, featuring venues across the UK, where colleagues have been trained to provide the help that people who are feeling vulnerable need. They may align with campaigns such as Ask for Angela, Best Bar None, Active Bystander and others. Emergency SOS button• Data and insights on activity to better enhance colleague safety
WALKSAFE PRO MONITORED	<p>All the features of WalkSafe pro plus:</p> <ul style="list-style-type: none">• 24/7 professional security monitoring, integrated with Mitie’s Intelligence Security Operations Centre



Walksafe platform

Martyn's Law

Martyn's Law is a legislative bill, which is passing through Parliament as of March 2025. When introduced, those responsible for premises and events must take steps to mitigate the impact of terrorism. Should an attack take place, they must have measures in place to reduce the harm suffered by those involved.



The current bill is split into two tiers; the standard tier will apply to venues with a capacity of 200-799 people, while the enhanced tier applies to venues with a capacity of 800 or more. Currently the SIA is set to be the regulator, and if passed, Martyn's Law could be in the statute books before the end of May 2025.

HOW IS MY ORGANISATION IMPACTED?

While the details are not finalised, Martyn's Law is coming. It is therefore important to take action now to get a step ahead and be ready. For some there will be minimal change, but for others a more thorough approach will be necessary to meet requirements. A range of impacts are summarised on the right and should be used to review your current processes and procedures.

1. **The area around your building(s) should be considered.** Martyn's Law will require organisations to account for the built environment in the surrounding area. If your building, or an adjoining building, is attacked, what measures are in place to reduce harm?
2. **Robust evacuation and invacuation plans may be needed.** The legislation demands that organisations account not only for helping the public to escape a building, but also to get easily inside out of harm's way, if necessary.
3. **Comprehensive lockdown strategy could be required.** You may need to prove that in the event of an attack, you have plans in place to lockdown all or specific parts of your premises to keep the public safe.
4. **Considered communication strategy.** The legislation may require you to prove that you will be able to communicate your plans with customers, colleagues and outside authorities, before and during an incident.
5. **Evidence of training.** Depending on your premises, you may need to show you or your colleagues have undergone training through the Government, Home Office or Protect UK.

HOW MITIE CAN HELP YOU STAY COMPLIANT

Physical Security

We perform full physical risk assessments that identify vulnerabilities and implement risk-based protective measures to ensure the ongoing safety of your people, assets and environments.

These assessments will be crucial in preparing for Martyn's Law to identify ways in which customers can better protect the public and meet the requirements of the new legislation, from the introduction of more people, to utilising the latest technology and systems.

Policies and Procedures

Security policies and procedures should be reviewed and updated regularly to ensure the latest best practice is in place. In light of the upcoming legislation, it is imperative that organisations update their own policies.

Adopting a holistic approach to ensure your policies and procedures are fit for purpose, we challenge existing structures and ensure you have the correct strategy and governance in place to protect your organisation, with our consultancy team ensuring your risk and security posture is appropriate for your organisation.

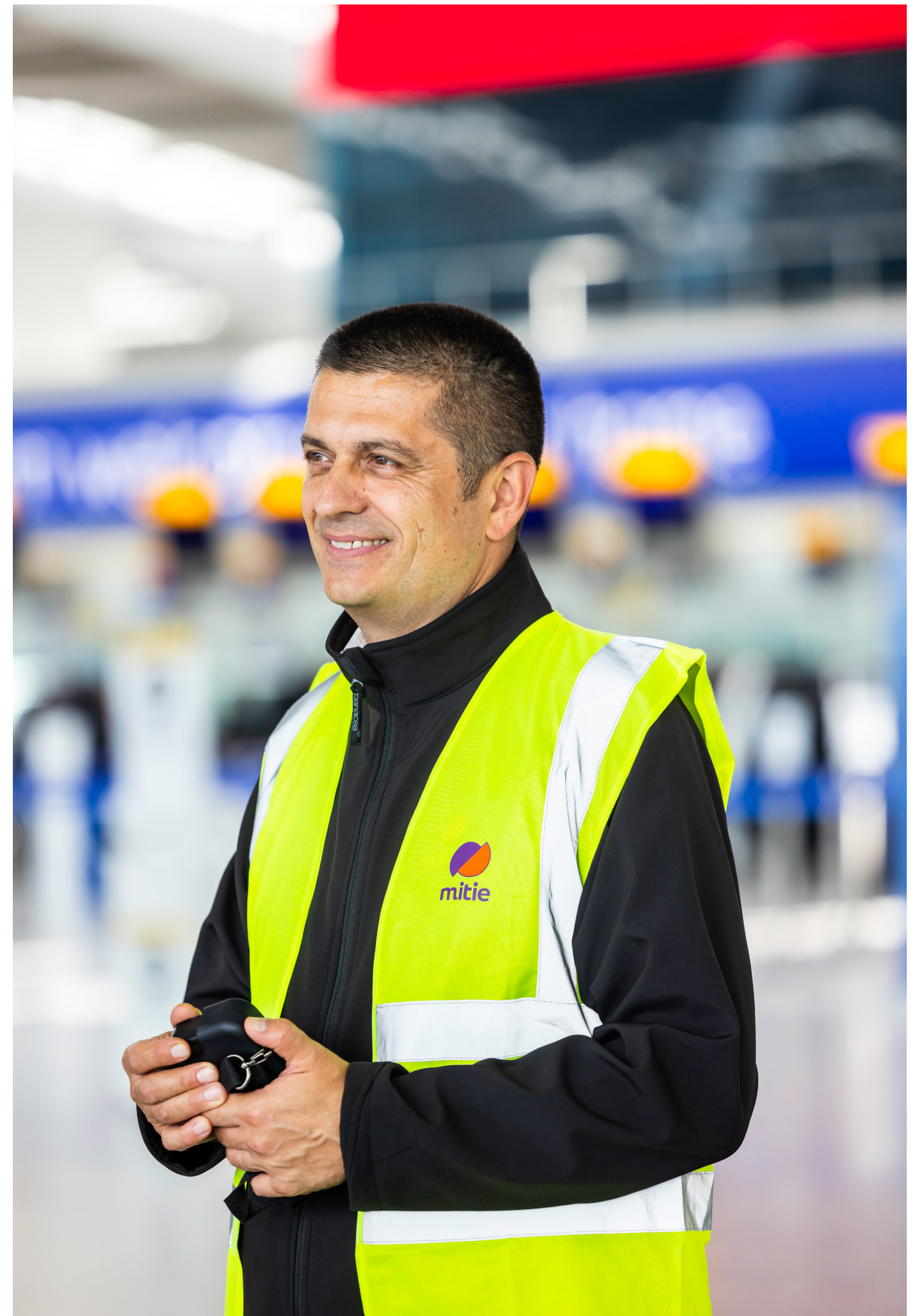
Training & Empowerment

Ensuring all colleagues have an understanding of the role they play in securing a location will be crucial to maintaining Martyn's Law compliance. Keeping the public safe is not just the responsibility of security colleagues, but all employees, which is why we encourage wider teams to participate in training sessions, including scenario tests and live exercises, to ensure everyone is equipped with the right knowledge, and confident in their role should an incident occur.

Utilising industry recognised training programmes, such as Action Counter Terrorism (ACT), is an effective way to promote safety and security to all colleagues and highlight the part they can play in keeping people, assets and environments secure.

Review & Assurance

The new legislation will enforce change for many organisations in the way they manage security and the measures in place to keep the public safe. However, the threat landscape is ever evolving, with a rise in "homegrown" threats, as well as technological developments posing new risks, for example the use of drones for criminal and terrorist activity. For that reason, organisations must take a robust approach that includes regular reviews of security posture with contingency planning in place for potential situations assessed against NPSA advice, to ensure not only are they meeting legislative compliance, but to minimise risk and provide safer environments for their colleagues, customers and the communities they serve.



Enabling Safer Communities through intelligence, technology and people

We are experts in intelligently protecting what matters to you from today’s threats and tomorrow’s risks. Informed by real-time intelligence, delivered by expertly trained personnel, and enhanced by market-leading technology – we provide solutions that are fully in tune with your changing needs and always a step ahead.



This approach, integrating intelligence, technology and people, uniquely positions Mitie to spearhead the Safer Communities initiative and help make communities across the UK safer places, where everyone can thrive.

INTELLIGENCE:	<ul style="list-style-type: none">• Industry-leading intelligence hub, with a team of expert analysts• Dedicated client Security Operations Centres with intelligence functions, contributing to our wider intelligence networks• Partnerships with Police, industry organisations, and Government departments to ensure a complete and accurate intelligence picture
TECHNOLOGY:	<ul style="list-style-type: none">• Proprietary business intelligence software, Merlin Protect 24/7, to report incidents and provide insight into your organisations estate• 24/7 NSI Gold accredited Alarm Receiving Centre, monitoring 200,000+ alarms and lone workers across the UK• Dedicated Fire & Security Systems business using the latest in CCTV, access control and biometric technology to protect spaces
PEOPLE:	<ul style="list-style-type: none">• 20,000+ expertly trained, intelligence-led frontline security officers• Experienced leaders and frontline personnel from Government, industry and military backgrounds• More than 50,000 engineers, cleaning operatives and management across the UK

Safer Communities - integrated solutions

To truly make a difference in communities, it is imperative to work collaboratively, and tackle issues comprehensively, rather than in silos.

At Mitie we align data, insight and action to ensure clients, their colleagues, and their customers feel safe at work, and in their communities.

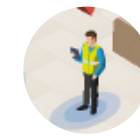
Our simple process ensures clients have all the information they need to make effective decisions to protect their people and comply with new legal frameworks such as the Worker Protection Act, meeting new duty of care obligations. From the moment an incident is recorded, through WalkSafe or Merlin Protect 24/7, it flows through our intelligence hub and dedicated Security Operations Centres. Where appropriate and necessary, data is anonymised and aggregated and shared with local Police. This helps create a more complete picture of threats and risks and enables Safer Communities, empowering organisations to better protect their colleagues, wherever their working day takes them.



1 Cutting edge technology such as **AI powered CCTV** plays a crucial role in enabling Safer Communities. Gathering data and evidence to identify incidents, enabling intelligence teams and frontline colleagues to take action.



2 Supporting compliance with the Workers Protection Act, we deliver a variety of **training** with both **physical and e-learning** to ensure colleagues understand legislation, minimising risk of breaching the **Workers Protection Act** and issues with **harassment in the workplace**.



3 Merlin Protect 24/7: Security Officers use Mitie's **proprietary business intelligence platform** to record incidents and provide data to Mitie's intelligence teams and help develop a risk-based approach to securing their environment.



4 Dedicated SOC: Dedicated client SOCs support with **investigations** and **offender management programmes**, as well as monitoring Merlin Protect 24/7 and WalkSafe alerts to ensure incidents are logged and actioned where necessary. Working closely with the **Intelligence Hub, Mitec, and other dedicated SOCs** to ensure a **collaborative and cohesive approach** to risk mitigation and incident management.



5 iSOC NI: Mitie's **24/7 Alarm Receiving Centre** manages urgent SOS alerts for WalkSafe Pro Monitored clients, as well as supporting alarms, **lone workers** and other monitoring services. With iSOC NI monitoring services, clients and their colleagues can have **peace of mind** that they always have support, no matter what time they need it.



6 Intelligence Security Operations Centre (iSOC): Home to Mitie's **National Operations Centre** and dedicated client SOCs, the iSOC is an integral part of Mitie's intelligence eco-system, ensuring **data and insight** is used in a collaborative way to **enable safer communities** across the UK.



7 Mitie's Intelligence Hub: Data from the frontline, the community and open source is analysed to provide a more complete picture of threats and risks to clients, their colleagues, and the public, empowering leaders to take action.

The Intelligence Hub also monitor protests and **activism, major incidents, anti-social behaviour** and other activity that may impact client security.



8 WalkSafe: Providing detailed safe **spaces maps, community reporting and crime reporting capability** to enable Safer Communities through data and compliance with legislation such as the Worker Protection Act.

Connecting to broader Mitie services including, where applicable, a 24/7 monitoring solution to protect colleagues.

Together we will enable Safer Communities

Through our five-pillar approach – Collaboration, Information, Education and Rehabilitation, Initiation, and Empowerment – we are committed to enabling Safer Communities. There is incredible work already being done in local communities up and down the country, and new and upcoming legislation that will be another step towards creating safer environments, which is why the time is now to act.





Working in partnership with the wider security industry, the Police and our clients across the UK, we believe we can all make a difference.

We share a common goal; to enable safer communities in which everyone can thrive.

Want to know more about how Mitie can help? Get in touch...

info@mitie.com

mitie.com/safercommunities