

## M&S Introduces WalkSafe Pro to Support Colleague Safety on the Move

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M&S is introducing WalkSafe Pro, the UK's leading personal safety app, designed to help colleagues feel safer when travelling alone or commuting at night, reinforcing its commitment to colleague wellbeing.

Powered by location-based insights from police, local authorities and community partners, WalkSafe Pro helps colleagues make more informed journey decisions by providing information based on both police data and precautionary insights from other app users.

Colleagues can share their live journey with trusted contacts, while SOS alerts connect directly to Mitie's 24/7 control centre, enabling real-time monitoring, assessment and a coordinated response where required.

The app can also be used outside of work, ensuring colleagues stay connected to help should they need it. Over time, M&S stores will also be marked as designated 'safe spaces' within the app, supported by colleague training to ensure a consistent and confident response for the wider community. This means users will be able to identify nearby stores as a place to step inside, feel reassured and seek support if they feel unsafe during a journey.

Thinus Keeve, M&S Retail Director said: "Our colleagues' need for safety doesn't stop when a shift ends – and our colleagues have told us that travelling to and from work can be when they feel most vulnerable. WalkSafe is a simple but powerful way we're responding. It's another way we're continuing to invest in security – helping our people stay connected and supported wherever they are. And as our stores will become WalkSafe Safe Spaces, we're to extend our role into the communities we serve, helping to create safer environments for everyone."

Jason Towse, Managing Director, Business Services, [Mitie](#) said: “Everyone deserves to feel safe, whether they’re at work, travelling home or out in their own time. Our partnership with M&S is a fantastic example of how we can work together to better support colleagues in those moments where they feel most vulnerable. “This is an important step towards building safer communities, helping people feel more confident wherever they are. By combining WalkSafe’s technology with Mitie’s frontline expertise, 24/7 monitoring and response capability, we’re able to provide practical, real-time support when it’s needed most.”

Emma Kay, Founder, WalkSafe added: “WalkSafe was created to address a simple but important problem: too many people don’t feel safe when travelling alone, particularly after dark. Built from lived experience, it brings together real-time information and practical tools to help people better understand their surroundings and take control of their personal safety. Through partnerships like this one with M&S, we’re extending that support further, helping organisations play a more active role in giving colleagues and local communities greater confidence, reassurance and access to help when they need it.”