

BS 8484:2011



BSI Standards Publication

Provision of lone worker device (LWD) services – Code of practice

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Summary of pages

This document comprises a front cover, an inside front cover, pages i to ii, pages 1 to 12, an inside back cover and a back cover.

Foreword

Publishing information

This British Standard is published by BSI and came into effect on 30 September 2011. It was prepared by Technical Committee GW/3, *Manned security services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Supersession

This British Standard supersedes BS 8484:2009, which is withdrawn.

Information about this document

This is a full revision of the standard, and introduces the following principal changes:

- a) a reflection of the trend by lone worker suppliers towards subcontracting components of their services, and the need to declare the fact to customers where it applies;
- b) an expansion of the recommendations for data security;
- c) a reflection of the need to have an effective self-certification process for devices.

BS 8484 was developed in response to a demand from the security industry to promote best practice when providing lone worker device (LWD) services to customers, and to create a benchmark against which LWD services can be measured. Compliance with this code of practice promotes the most effective use of resources while maintaining a good level of support for lone workers, and ultimately to prevent, where possible, a high number of false alarms being received and responded to by response services.

Use of this document

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

Presentational conventions

The provisions in this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is "should".

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a British Standard cannot confer immunity from legal obligations.

In particular, attention is drawn to the following regulations:

- Data Protection Act 1998 [1];
- Rehabilitation of Offenders Act 1974 [2];
- Telecommunications Act 2003 [3].

Introduction

It is increasingly common for lone workers to be equipped with electronic devices that enable them to transmit their location and request assistance when they feel threatened or at risk. Alarm receiving centres (ARCs) manage these requests to establish the severity of the lone worker's situation and pass on all relevant information to the appropriate response services.

1 Scope

This British Standard gives recommendations for the provision of lone worker device (LWD) services. The standard is applicable to suppliers of LWD services, either for their own operations or to customers. It gives the principles and operational procedures to be implemented by an alarm receiving centre (ARC) so that controllers can verify activation messages received from LWDs and assist response services when reacting to requests for assistance from lone workers.

This standard is also intended to minimize the number of false alarms received by response services.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 5979:2007, *Remote centres receiving signals from fire and security systems – Code of practice*

BS 7858, *Security screening of individuals employed in a security environment – Code of practice*

BS 7984, *Keyholding and response services – Code of practice*

BS ISO/IEC 27001 (BS 7799-2), *Information technology – Security techniques – Information security management systems – Requirements*

3 Terms and definitions

For the purposes of this British Standard, the following terms and definitions apply.

3.1 accurate position

location, typically to within 10 m of the LWD, in the horizontal and vertical plane

NOTE This might be obtained by using information contained within a pre-activation message, or from cross-referencing position information, mapping and/or other location data.

3.2 activation

operation of an LWD resulting in the generation of an activation message

3.3 activation message

information transmitted by an LWD to an ARC requesting assistance

3.4 alarm call

information communicated from an ARC to a relevant response service relating to a verified alarm

3.5 alarm receiving centre (ARC)

continuously manned remote centre which receives activations and engages in communications with lone workers and response services

3.6 communications

transmission of voice and data between an LWD and an ARC

3.7 controller

individual in an ARC who manages activation messages and communicates with response services

3.8 customer

organization that contracts with a supplier to provide lone workers under its employment with access to the LWD service

NOTE A customer that subcontracts LWDs and ARCs separately to provide the LWD service for its own lone workers takes on the role of supplier, as defined in 3.21.

3.9 false alarm

alarm call that is not a genuine request for assistance

3.10 false alert

activation message that does not require an alarm call to be made and is subsequently cancelled by the controller

3.11 incident

situation or event leading to an activation

NOTE Incidents might fall into one or more of the following categories: abuse, accident, injury, illness or violence.

3.12 lone worker

person working on their own without close or direct supervision

NOTE Guidance on controlling the risks of solitary work is given in INDG 73 (REV) [4].

3.13 lone worker device (LWD)

electronic device able to transmit LWD identity and position information, and to provide communications

3.14 lone worker device (LWD) service

combination of an LWD and an ARC, provided by a supplier to a customer, enabling a response to a lone worker's request for assistance

3.15 mapping

geo-referenced computer representation of an area that shows position information received from an LWD

3.16 pre-activation

operation of an LWD resulting in the generation of a pre-activation message

3.17 pre-activation message

information sent from an LWD to an ARC providing the controller with details about an incident that might occur

NOTE Examples of other terms used within the security industry for "pre-activation message" include "memo", "amber alert" and "pre-alert".