BS 8484:2016

BSI Standards Publication

Provision of lone worker services – Code of practice

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Foreword

Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 31 August 2016. It was prepared by Subcommittee GW/3/-/12, *Protection of lone workers*, under the authority of Technical Committee GW/3, *Private Security Management & Services*. A list of organizations represented on these committees can be obtained on request to their secretary.

Supersession

This British Standard supersedes BS 8484:2011, which will be withdrawn on 28 February 2017.

Relationship with other publications

At the time of publication, there are several standards for alarm receiving centres (ARCs) available:

- the BS EN 50518 series;
- BS 8591;
- BS 5979:2007.

As a result of the publication of the BS EN 50518 series, BS 5979:2007 was withdrawn, but suppliers may wish to continue using ARCs which conform to BS 5979:2007.

Information about this document

This is a full revision of BS 8484, and introduces the following principal changes:

a) revised definitions;

b) revised structure including:

   1) customer considerations for the supplier; and

   2) information on management and training;

c) an improved self-certification process for lone worker devices and lone worker applications which puts the responsibility for effective self-certification onto the supplier; and

d) allowance for the emergence of safety applications for mobile communication devices.

This British Standard remains a service standard enabled by the integration of a variety of existing technologies.

An employer's duty of care extends to wherever an employee might be called upon to perform their duties. This British Standard applies both within the UK and outside of the UK.

This British Standard applies to lone worker devices, lone worker applications, and all of the supporting monitoring and customer support services. This British Standard also acknowledges that these are part of an overall lone worker protection strategy.

It is increasingly common for customers to integrate lone worker services with their health and safety, security or governance, risk management and compliance (GRC) policies to mitigate risk to their organization and to their lone-working staff. Compliance with this British Standard promotes the most effective use of resources while maintaining a good level of support for lone workers.

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This British Standard aims to ensure only verified alarms are passed to the 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 of 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.

The word "should" is used to express recommendations of this standard. The word "may" is used in the text to express permissibility, e.g. as an alternative to the primary recommendation of the Clause. The word "can" is used to express possibility, e.g. a consequence of an action or an event.

Notes and commentaries are provided throughout the text of this standard. Notes give references and additional information that are important but do not form part of the recommendations. Commentaries give background information.

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:

a) The Corporate Manslaughter and Corporate Homicide Act 2007 [1]

b) The National Police Chiefs Council (NPCC), Security Systems Policy, Appendix V [1)] [2]

c) INDG 73, *Working Alone – Health and safety guidance on the risks of lone working* [3]

d) The Rehabilitation of Offenders Act 1974 [4]

e) The Data Protection Act 1998 [5]

f) The Health and Safety at Work etc Act 1974 [6]

g) The Telecommunications Act 2003 [7]

[1)] Police Scotland Security Systems Policy is currently being reviewed.

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0 Introduction

0.1 General

This British Standard provides recommendations for lone worker services (LWSs) for customers who have identified a level of risk to their lone workers (LWs). This British Standard recognizes two broad categories of risk that affect LWs: environmental risk (see **3.1.6**); and people risk (see **3.1.14**).

0.2 Overview of lone worker protection

Considering employee safety and security at a strategic level leads to a culture of safety at work at the operational level. LW protection might be a consideration for both safety and security strategies. It contributes to the organization's governance, management of risk and compliance with both company policies and legal obligations.

NOTE 1 Attention is drawn to The Corporate Manslaughter and Corporate Homicide Act 2007 [1].

Matters for consideration in LW employee protection strategies can include:

a) how to establish a culture of safety so that employee protection becomes an integral part of daily operational activities;

b) assessing risk, both anticipated risk and dynamic risk; and

c) creating and reviewing LW protection policy, including management responsibilities.

A policy can include:

1) establishing which employees are LWs, either occasionally or for the majority of their employment;

2) conferring with LWs; and

3) devising appropriate procedures to protect employees when they are away from direct supervision.

These procedures are directed towards:

i) avoiding incidents (dynamic risk assessments);

ii) managing incidents;

iii) calling for help when necessary;

iv) training; and

v) management of LWs.

Implementing such procedures results in embedding LW safety in an organization's operations.

NOTE 2 Figure 1 gives an overview of the process of protecting LW employees where control measures include an LWS. Part A shows how an organization's LW policy can be developed and part B shows the contribution of the LWS.

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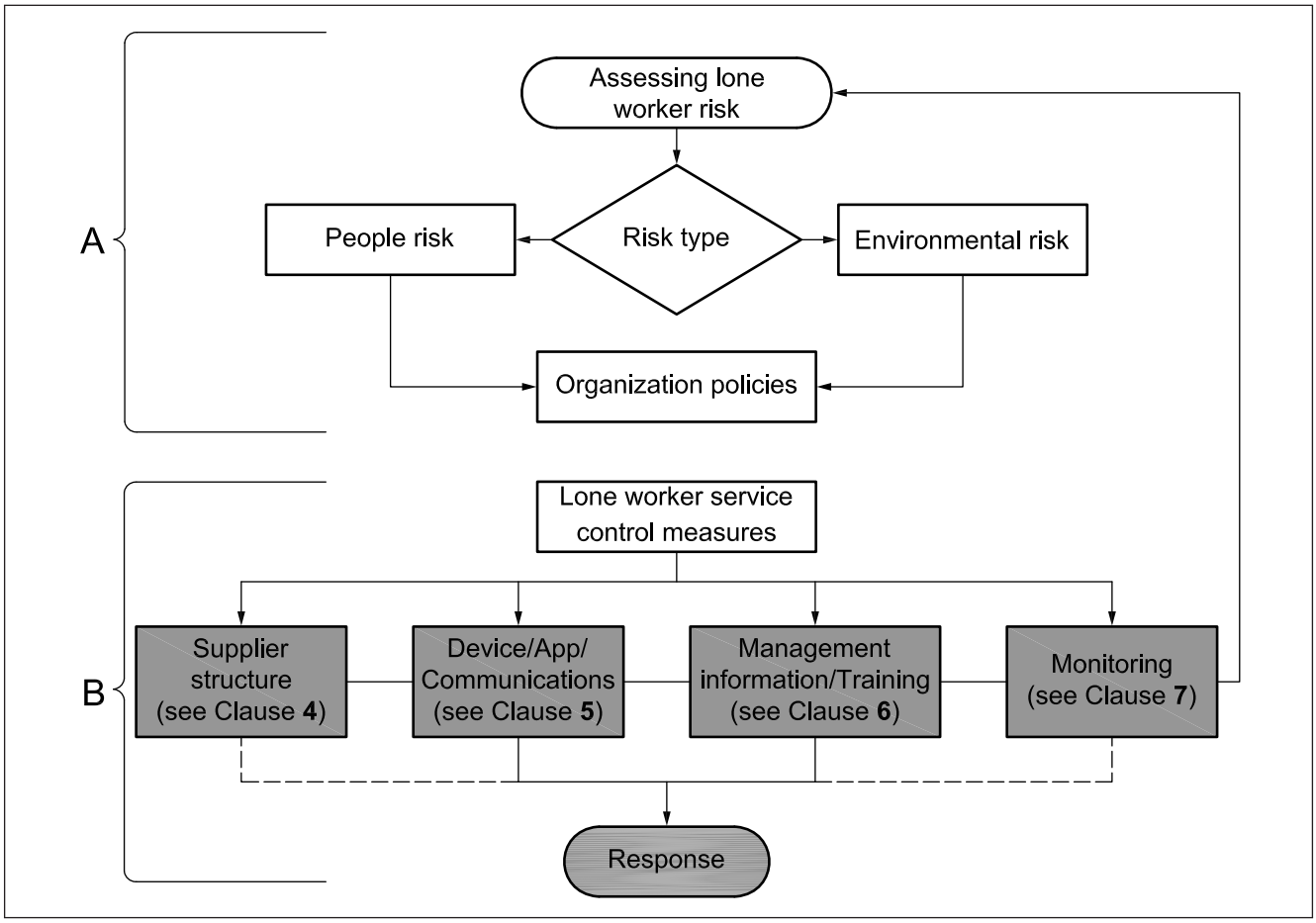
Figure 1 **Overview of lone worker protection including a lone worker service**



The supplier provides management information to the customer to aid compliance with the customer's LW policy. Recommendations are given in Clause **6**.

A lone work device (LWD)/lone worker application (LWA) encourages and forms part of an LW dynamic risk assessment. In the event of an incident, it enables the LW to transmit their identity and location easily and discreetly in order to request assistance when they feel threatened or at risk. Recommendations are given in Clause **5** and Clause **6**.

Recommendations for training for the customer, LW and supplier's employees, as well as recommendations for training for the alarm receiving centre (ARC) operators are given in Clause **6**.

ARCs establish and verify the severity and nature of the incident and pass on all relevant information to the appropriate response services. Recommendations are given in Clause **7**.

The types of response available are shown in Clause **8**.

The lone worker alarm activation process is shown in Annex A.

If a customer decides that a police response is required to form part of the LWS, customers can consult the requirements from police forces in England, Wales and Northern Ireland, which can be found in Appendix V of the Police Response to Security Systems Policy [2].

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1 Scope

This British Standard gives recommendations for providing for the safety and security of lone working employees where the customer's risk profile identifies the need for an LWS.

This British Standard gives recommendations on the provision of LWSs to help control and manage identified LW risks. Such services consist of an LWD and/or an LWA, monitoring, training, management information and response options.

This British Standard also gives recommendations for the response service including:

a) minimizing their receipt of false alarms; and

b) ensuring that low level genuine incidents that do not require an immediate manned response are treated accordingly.

This British Standard provides a customer with recommendations and a benchmark when seeking a solution to reduce and/or eliminate the risk to staff operating away from the ability of colleagues to provide direct assistance. In such circumstances, an LWS solution provides a proportional response from the emergency services.

This British Standard is applicable to both suppliers and customers procuring LWSs.

NOTE See Figure 1 for an example of how an LWS fits into an LW policy.

2 Normative references

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

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

BS 7984-2, *Keyholding and response services – Part 2: Lone worker response services – Code of practice*

BS 8591, *Remote centres receiving signals from alarm systems – Code of practice*

BS EN 50518 (all parts), *Monitoring and alarm receiving centre*

BS ISO/IEC 27001, *Information technology – Security techniques – Information security management systems – Requirements*

3 Terms, definitions and abbreviated terms

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

3.1 Terms and definitions

3.1.1 accurate location

area of space typically to within 10 m of the LWD/LWA, in the horizontal and vertical plane

NOTE For example, this might be a satellite location and/or a pre-activation message providing location information within a multi-storey building.

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3.1.2 activation
operation of an LWD/LWA resulting in the generation of an activation message/call

3.1.3 alarm receiving centre (ARC)
continuously manned remote centre which receives activation messages/calls and engages in communications with LWs and response services

*NOTE See Clause **7** for further information on ARCs.*

3.1.4 customer
organization, employer and/or individual who contracts for the provision of LWSs

*NOTE A customer who subcontracts LWD/LWAs, monitoring and/or response separately to provide the LWS for its own LWs takes on the role of supplier as defined in **3.1.18**.*

3.1.5 dynamic risk assessment
continuous process of identifying hazards, assessing risk, taking action to eliminate or reduce risk

3.1.6 environmental risk
risks to the LW from hazards in their work environment which could have an adverse effect on their safety

NOTE This includes natural disasters, working with hazardous materials, working at heights, working with electricity, etc.

3.1.7 escalation instructions
documented instructions from the customer or individual which are available to the operator on receipt of an activation message/call and give details concerning use of response services

3.1.8 incident data
information containing the date/time of the incident occurring, the reason, associated accurate location, incident log, audio (or other evidential information) and any resolution to the incident

3.1.9 lone worker (LW)
individual who work by themselves, without close or direct supervision

NOTE 1 Examples of other terms used within the industry for LW include mobile worker or remote worker.

NOTE 2 Guidance on controlling the risks of solitary work is given in HSE guidance document, INDG 73 [3].

3.1.10 lone worker application (LWA)
dedicated application (software) running on a non-dedicated device(s) able to transmit an activation message/call and to provide communications

NOTE For example, a non-dedicated device can be a mobile device or satellite phone.

3.1.11 lone worker device (LWD)
dedicated electronic device, able to transmit an activation message/call and to provide communications

3.1.12 lone worker service (LWS)
combination of an LWD/LWA, monitoring, training and management information provided by a supplier to a customer, enabling a response to an LW's activation message/call

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