

BS 8484:2022



BSI Standards Publication

Provision of lone worker services — Code of practice

bsi.

This is a preview. [Click here to purchase the full publication.](#)

Publishing and copyright information

The BSI copyright notice displayed in this document indicates when the document was last issued.

© The British Standards Institution 2022

Published by BSI Standards Limited 2022

ISBN 978 0 539 17357 4

ICS 13.310

The following BSI references relate to the work on this document:

Committee reference GW/1

Draft for comment 21/30435721 DC

Amendments/corrigenda issued since publication

Date

Text affected

Contents

	Page
Foreword	ii
0 Introduction	1
0.1 General	1
0.2 Overview of lone worker protection	1
<i>Figure 1 — Overview of lone worker protection including a lone worker service</i>	2
1 Scope	2
2 Normative references	3
3 Terms, definitions and abbreviated terms	3
4 Supplier recommendations	6
4.1 Structure	6
4.2 Finances	7
4.3 Insurance	8
4.4 Information security	8
4.5 End-to-end service	9
5 Lone worker device (LWD) or lone worker application (LWA)	9
5.1 Essential functionality	9
5.2 Environmental risk	11
5.3 People risk	11
5.4 Additional functionality	11
5.5 Communications network	12
5.6 LWA considerations	12
5.7 LWD/LWA developments	12
5.8 LWD/LWA conformity	12
6 Training and support	13
6.1 Supplier training policy	13
6.2 Customer management	14
<i>Table 1 — Target ARC response times from receipt of alarm activation message/call</i>	15
7 Alarm receiving centre (ARC)	16
8 Response services	16
Annex A (informative) Typical lone worker alarm activation process	17
<i>Figure A.1 — Typical lone worker incident management process</i>	17
Bibliography	19

Summary of pages

This document comprises a front cover, an inside front cover, pages I to IV, pages 1 to 19, an inside back cover and a back cover.