

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This British Standard supersedes BS 8484:2011, which will be withdrawn on 28 February 2017.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As a result of the publication of the BS EN 50518 series, BS 5979:2007 was withdrawn, but suppliers may wish to continue using ARCs which conform to BS 5979:2007.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.