

A guide to lone worker services for the transport sector



Featuring
advice from:

**LIVE
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suzy lamplugh
trust

Contents

What is a lone worker? _____	3
Lone workers in the transport sector _____	3
Why is a lone worker policy necessary? _____	4
Advice from the Suzy Lamplugh Trust _____	4
How do lone worker protection solutions work? _____	5
Case studies _____	6
BS8484: why is it important? _____	10
Choosing a system – what to look for _____	10
Where can I go for further information? _____	10
About the BSIA _____	11

What is a lone worker?

More than six million people in the UK work either in isolation or without the safety net provided by direct supervision, often in places or circumstances that put them at potential risk. A wide variety of organisations and industry sectors employ people whose jobs require them to work or operate alone, either regularly or occasionally.

Almost by definition, lone working can be both intimidating and at times dangerous, so the protection of lone workers involves a twofold approach; not only to provide safeguards but also to offer reassurance to the people involved.



In the transport sector, lone workers often include ticket office and platform staff, train managers, engineers and delivery drivers. However, the transport sector is wide-ranging and employees in many other job roles can also benefit from lone worker protection.

Lone workers in the transport sector

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80%
OF BSIA
LONE WORKER
SECTION
MEMBERS
PROVIDE
SOLUTIONS
TO THE
TRANSPORT
SECTOR
”

Job roles within the transport sector are extremely varied and wide-ranging, meaning that the nature of risk faced by employees can differ greatly.

According to members of the British Security Industry Association (BSIA)'s Lone Worker section, the groups facing the highest levels of risk are drivers, including those working in long-distance HGV road haulage as well as LGV or local delivery drivers. Also at risk are those working on the railway network, at marinas and on buses and coaches.

“Drivers in the UK are required by law to take statutory rest breaks under the Working Time Directive, but often find there’s a lack of suitable and secure haulage parking,” says Will Murray of BSIA member company, Skyguard. “As a consequence, drivers can find themselves alone in lay-bys or industrial estates, leaving them extremely vulnerable.”

According to a survey of BSIA member companies, physical violence is the biggest threat facing lone workers in the transport sector, in addition to armed robbery and verbal threats.

Will Murray continues: “Organised criminals use increasingly sophisticated methods to carry out attacks, posing as police or security officers, or even causing deliberate accidents to force the driver to get out of the vehicle. This problem is not limited to UK shores, with attacks on British drivers abroad often not reported.”

Why is a lone worker policy necessary?

As in any other UK industry that employs lone workers, transport companies have a legal duty of care to their employees, which can result in heavy fines and even imprisonment for directors and managers found negligent. However, can employers really argue in court that they have taken adequate protection measures for their staff, when the technologies they use only safeguard the vehicle?

Taking care of employees is a key driver of purchasing decisions in the transport sector, according to members of the BSIA's Lone Worker Industry Group, with demand from insurers providing employee liability insurance also causing transport companies to sit up and take notice of the issue of lone worker protection. Increased awareness of employers' responsibilities under health and safety and corporate

manslaughter legislation are also generating increased interest in lone worker protection from transport companies.

It is for this reason that 100% of the BSIA's Lone Worker Industry Group is expecting demand from the transport sector to increase in the next twelve months.

Advice from the Suzy Lamplugh Trust

The Suzy Lamplugh Trust – a registered charity set up to campaign, educate, and support people to help reduce the risk of violence and aggression for everyone – agree that the personal safety of workers should be a key consideration to employers. The charity writes: "Personal safety is an important issue that should be taken seriously at work by both employers and employees. The effects of violence and aggression, which can include verbal aggression, threats, intimidation and harassment - can be damaging to the victim both physically and psychologically. It can also lead to low morale, high absenteeism, and a decrease in productivity. Therefore it pays organisations to make sure that they have strategies in place to help ensure the safety of their employees."

A leader in this field, Suzy Lamplugh Trust provides personal safety training, talks and consultancy to help organisations create and maintain a safer working environment. They can deliver customised solutions to meet an organisation's specific needs - and all training and talks are suitable for attendees to use as part of their IOSH CPD development.



How do lone worker protection solutions work?

To address these important issues, the security industry has worked with the police and end-users to develop a combination of practice, technology and standards capable of providing an effective – and cost-effective – solution to the risks.

The development of technology and practice in the field has focused on encouraging and enabling lone workers to assess the risks they might be facing and provide them with the means both to summon aid in an emergency and collect information that can be used in evidence, if necessary.

This has led to the creation of lone worker devices equipped with mobile phone technology that connect employees quickly and discreetly with an emergency response system that has direct links to the police. A number of products are commercially available from BSIA member companies, ranging from applications on Smartphones to dedicated GPS/GSM Lone Worker devices.

Lone worker products are connected to an Alarm Receiving Centre (ARC), which receives and manages the alarm call and can quickly request emergency services or other response if required.

Sending a pre-activation message allows users to inform the ARC when they are entering an area with a potential risk – e.g. before walking across a dark car park. If the user then experiences a problem or encounters a situation that seems likely to escalate into something more serious then the lone worker device can be activated to summon help.



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100% of BSIA members expect demand from the transport sector to increase in the next 12 months.

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Activating the lone worker device automatically triggers a voice call to the ARC where operators monitor the audio channel in real time, enabling them to assess the situation and alert the police if the user needs help or protection. No further action is required by the user as the device effectively functions as an open microphone. This procedure allows the police to optimise their response to genuine emergencies by providing a ‘moving picture’ of the incident, including an increase or decrease in risk as it happens. The very knowledge that this is taking place is, of course, a major boost to the user’s confidence. The ARC captures an audio recording of the incident for future action such as police investigation of legal proceedings.

Lone worker services for transport in practice

Case studies

First Group PLC choose lone worker system to protect platform staff

First Group plc is the world's leading transport operator with annual revenues of over £6 billion and is the leader in safe, reliable, innovative and sustainable transport services – global in scale and local in approach. They employ almost 136,000 staff throughout the UK and North America and transport more than 2.5 billion passengers a year.

First ScotRail management, in pursuit of meeting their duty of care obligations, followed a rigorous assessment of the risks encountered by their station platform staff. After a detailed consultation, First ScotRail chose to work with Argyll, a member of the BSIA's Lone Worker Steering Group, to implement its Communicare service to manage platform staff safety requirements across all major stations, including Edinburgh Waverley and Glasgow Central.

Staff utilise the Identicare device backed up by Argyll's DDA compliant service to dynamically manage their daily risk activities whilst operational on the platforms. The service operates 24/7/365 with dynamic alerts being linked to both

Argyll's BS8484 compliant Alarm Receiving Centre (ARC) and to the First ScotRail CCTV control and monitoring centre in Dunfermline. Staff who need to carry out any hazardous activity on the platform can activate a higher state of alert on the device which in turn also sends an indication of their status to station camera operators. If necessary, the device user can initiate a full duress situation opening a valuable communications link to the ARC, containing professional incident managers and offering full British Transport Police response if required.

Full incident management is handled by Argyll and both audio and visual evidence is then provided to support the organisation in any subsequent prosecutions. This integrated approach provides platform staff with a valuable safety net and peace of mind, allowing them to approach their work with the reassurance and confidence that a comprehensive and reliable Lone Worker solution has been designed specifically to meet their needs whatever difficulties they might encounter.

For more information about this solution visit [Argyll's website](#).



Providing solutions for Europe's biggest marina group

It's not just the rail and road network that have a need for lone worker security, as demonstrated by this next example.

With over 30 years' experience and responsible for 18 major marinas and boat yards, Marina Developments Ltd (MDL) is Europe's largest marina group. Having played a key role in establishing the modern-day marina, MDL continuously strives to raise the benchmark in all areas; with state-of-the-art facilities and the safest possible working conditions. Acknowledging their responsibilities under Health & Safety legislation and duty of care and by identifying and understanding specific risks encountered by its Lone Workers; MDL investigated a range of systems before deciding upon solutions provided by Argyll.

While the marina staff are highly skilled and trained, there is always the potential for accidents around water. In the event that a person should get into difficulty, they must be able to call for help as quickly and efficiently as possible. While traditional radio-based communications devices or standard mobile phones can help, they are of limited use, can be unreachable in time of need and prove to be impractical around water and susceptible to damage.

Following risk assessments, MDL identified a need for their staff to have a more robust and flexible safety system. They also required management to be provided with knowledge of the safety and whereabouts of its marina staff at all times.

A proponent of modern technology, MDL had no hesitation in utilising Argyll's hi-tech Maxcare device. Designed in the form of a waterproof armband and containing sophisticated mobile phone and satellite location technologies, Maxcare provides the marina staff with immediate access to a robust, reliable and easy-to-use emergency response system. To provide a further level of safety, GPS-based location

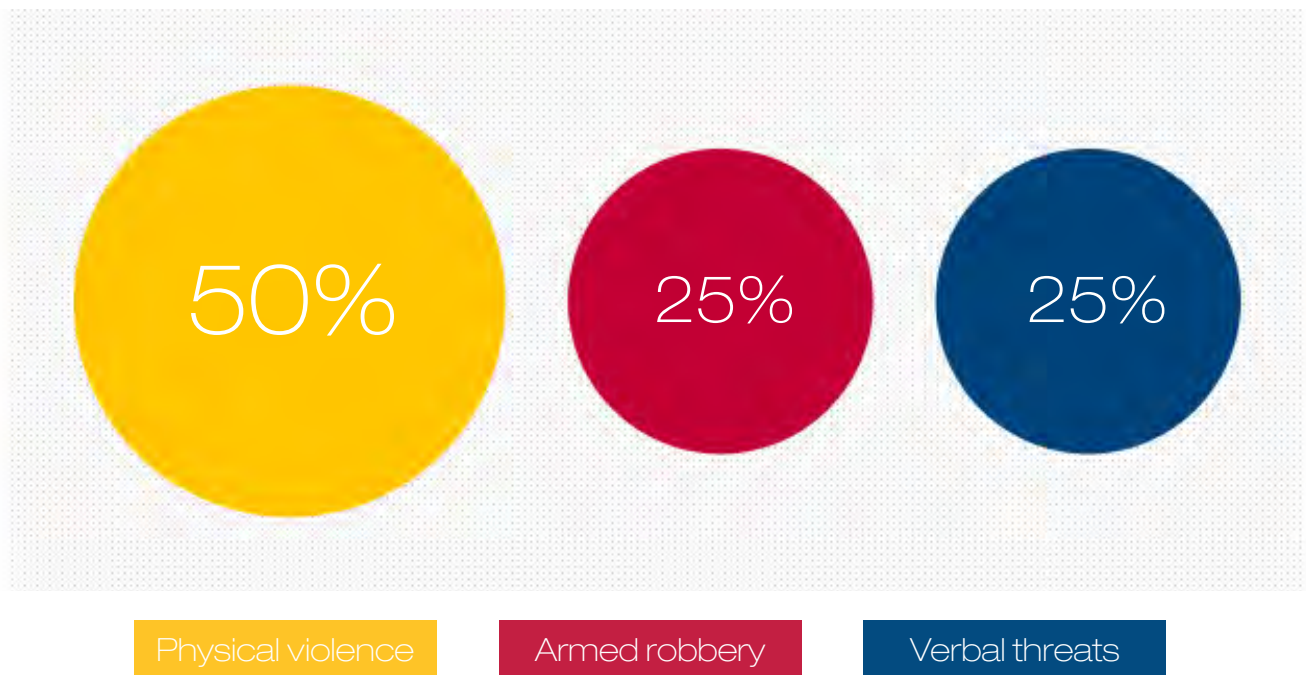


information records a traceable log of a wearer's position to within 10 metres. Simplicity and dependability are key to Maxcare's success and it is completely instinctive to use.

Should the Lone Worker encounter difficulties they simply squeeze the unit in order to trigger a duress signal. This signal is transmitted to Argyll's 24/365 manned control room. The armband uses vibration alerts to acknowledge that signals have been received and help is on its way. Assistance is summoned, guided by the highly accurate GPS location technology which pinpoints the wearer's position. Maxcare also transmits audio, allowing the operators to monitor the incident and the Lone Worker to communicate details of their situation verbally. Sophisticated voice recording and audit trails ensure that every incident is captured and can be produced in evidence. Maxcare also overcomes a major problem associated with the marina, or any outdoor environment – it is completely submersible in water (IP68 rated) and fully waterproof. Maxcare is one of a range of purpose-made Lone Worker safety devices available from Argyll and can be worn around the arm, waist or leg.

For more information about this solution visit [Argyll's website](#).

What do BSIA members think is the biggest risk facing lone workers in the transport sector?



Domino's Pizza uses lone worker technology to protect drivers

The risks to lone workers that were identified by Domino's Pizza took two different forms. Firstly, delivery drivers regularly travelled alone, often on mopeds, leaving them vulnerable to attack and robbery. Secondly, commissary HGV delivery drivers were also at risk when delivering to the stores alone. On more than one occasion in the past, drivers were confronted by aggressors demanding for the store's safe to be opened.

Seeking a solution to these two growing problems, Domino's Pizza's National Loss Prevention and Security Manager, David Kelly, approached Skyguard, a member of the BSIA's Lone Worker Steering Group. Skyguard provides lone workers and vulnerable individuals with 24-hour assistance in an emergency, using GPS-enabled devices that link to their UK-based Incident Management Centre (IMC).

Upon receiving an alarm activation, the IMC controllers immediately know who has activated the alarm and can also identify their exact position. The controllers will listen in to what is happening and alert the authorities depending on the situation. The delivery drivers also have a duress word to alert the controllers if an emergency escalates.

David Kelly comments, "The staff know that if they activate the alarm, there is someone there listening in. They can use their device if they feel that they're uncomfortable with any situation – something that they cannot do with the 999 system. It's the reassurance that they are not alone."

"Feedback has been very positive. The staff feel like it's become a real aid to protect them. Using Skyguard, the Police's response has also become a lot quicker."

For more information about this solution visit [Skyguard's website](#).

Lone worker solutions delivered for DHL

DHL is the world's largest contract logistics specialist, operating in over 60 countries and employing approximately 120,000 employees. The DHL Supply Chain operation provides solutions for customers of all sizes, including many of the world's leading brands and corporations.

DHL's clients were looking to rationalise costs as much as possible without compromise to the excellent service supplied. One opportunity was to introduce single-manned deliveries as opposed to two. However DHL recognised that this had its challenges; fundamentally being the well-being and safety of its drivers when alone, more often than not at night, and/or in potentially vulnerable environments.

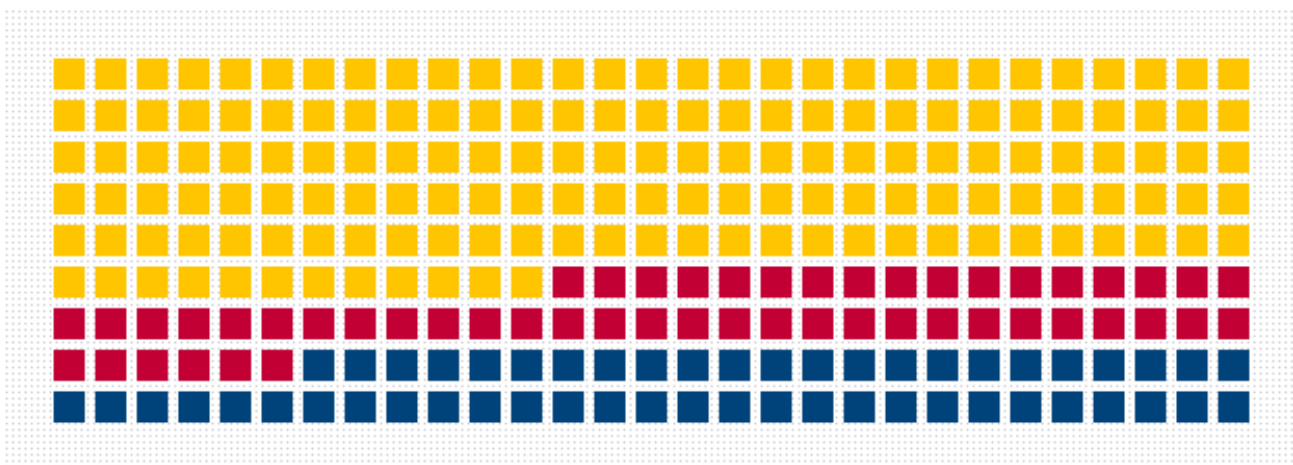
The safety of drivers is paramount to DHL. The potential risks of intimidation or threats to personal security are magnified by that fact that most deliveries are made at night and often to locations within town centres where pubs and clubs would be open late. Other Health and safety concerns included the possibility of injury by accident such as a slip, trip or fall whilst unloading, road accidents or even vehicle hijacking.

In consultation with the Union and drivers it was acknowledged that the Reliance Protect device and the back-up support services of the Monitoring and Communication Centre provided the necessary assurances to enable single-manned deliveries. Drivers now feel comfortable in the knowledge that their health and safety is being monitored 24/7/365, and that ultimately a guaranteed Police response can be called upon if required. DHL Supply Chain was subsequently enabled to offer their client considerable cost savings by providing single-manned deliveries.

Reliance Protect is a service that can either utilise your existing smart phone, PDA or BlackBerry handsets or specialised lone worker devices that are supplied as part of the service and worn about the person. With either solution the lone worker can discreetly alert our remote monitoring centre to a threat with a single press of a button ensuring no suspicion is raised. By listening to and capturing everything that takes place during the incident, our trained specialist monitoring staff can respond appropriately depending on the severity of the situation – including calling out the police, alerting colleagues/supervisors and archiving recordings as evidence for any subsequent legal action.

For more information about this solution, visit [Reliance Protect's website](#).

Which area of the transport sector has the highest level of demand for lone worker services?



HGV / road haulage
60%

LGV / local delivery networks
20%

Train network
20%

BS8484: why is it important?

The development of British Standard BS8484, a Code of Practice for the provision of Lone Worker Device Services, has been a key element of the security industry's work to create such solutions. BS8484 is employed and adhered to by all credible suppliers in the industry and forms the basis for police response to lone worker systems.

Responsible employers will consider the health and safety of their lone workers as a top priority, and the use of BS8484 compliant lone worker devices/applications can help by connecting such employees with an emergency response system that has direct links to the Police. BS8484 is the

basis on which Police respond to lone worker systems, so it's important for employers to choose a supplier who works to these standards. A Police response cannot be guaranteed by a supplier who isn't audited and compliant with BS8484.

Choosing a system – what to look for

When sourcing lone worker solutions, the BSIA Lone Worker Industry Group suggests that you look for systems that offer:

- Device or smartphone applications certified to BS8484
- A supplier who can prove they are audited and compliant against BS8484 through audit
- Monitoring by an Alarm Receiving Centre accredited to BS5979 (Cat II) and BS8484 Part 6
- Solutions that fit the lone working application and risk profile of your workforce

Smartphone software applications are also available as an alternative to using a dedicated device. While these are not always ideal for high risk lone workers, they are a viable option for some clients who do not want to carry additional hardware. Apps offered by members of the BSIA's Lone Worker Industry Group are compliant against BS8484 through audit.

Choosing your supplier from the BSIA's Lone Worker Industry Group ensures you peace of mind and quality of service.

Where can I go for further information?

For more information on the work of the BSIA's Lone Worker Industry Group, visit its online homepage at www.bsia.co.uk/lone-worker

To find a lone worker solution provider in your area, visit www.bsia.co.uk/companyfinder

For more information about Suzy Lamplugh Trust services, visit www.suzylamplugh.org/training or call **0207 091 0014**.

About the BSIA

The BSIA is the trade association for the professional security industry in the UK. Its members provide over 70% of UK security products and services and adhere to strict quality standards.

BSIA members are at the cutting edge of standards development in the UK and Europe. Each year the BSIA develops a number of its own codes of practice, which often go forward to be developed into British Standards. Customers can be confident that the products and services of BSIA members reflect the latest industry standards.

The BSIA would like to thank its members for their contribution to the content of this guide.

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