

Lone workers – an employers guide

A Lone Worker (LW) is defined as an employee who performs an activity that is intended to be carried out in isolation from other workers, without close or direct supervision.

As their employer you should:

- Understand legal responsibilities as an employer (or occupier of a premises).
- Ensure a risk assessment is carried out and strategies implemented to provide safe working environment for the LW.
- Ensure that the LW has the relevant resources, training and information to work on their own safely.
- Have procedures to deal with a LW having an accident or signalling an emergency.

BRITISH STANDARD (BS) 8484:2009 CODE OF PRACTICE FOR THE PROVISION OF LONE WORKER DEVICE (LWD) SERVICES

(Where applicable the relevant clauses of BS 8484:2009 are indicated by square brackets e.g. [])
(This guide is only an aide-memoir and does not replace any of the requirements of the standard)

SUPPLIER [4]

Your supplier should:

- Have an open and transparent corporate structure including a quality management system (*The BSIA recommend an ISO 9001*).
- Be financially stable and show at least 2-years accounts (*a subsidiary of a current supplier is excluded from this requirement*).
- Have the necessary insurance cover commensurate with the business. Fidelity guarantee should be available.
- Have an administrative premises in which all documents should be held in a secure manner (*personal records should be held in accordance with the Data Protection Act*).

LONE WORKER DEVICE [5]

Your device should:

- Be suitable for the LW environment.
- Be on the correct communications network for the area in which the LW works.
- Have the required functions as defined by the standard and the risk assessment.
- Have enough battery capacity for the duration of the LW task.
- Have any special functions as required by the LW task, e.g. man down function.
- Have the ability, in conjunction with the ARC to provide a LW location.
- Be provided to the LW with full training prior to use.

ALARM RECEIVING CENTRE [6]

Your ARC should:

- Conform to the British Standard for ARC BS 5979.
- Meet police requirements for police response.
- Have the ability to locate your LW in the event of activation from the device.
- Have the ability to listen in when the device activates and contact (talk to) the LW either directly using the device or by other means e.g. a mobile.
- Manage false alerts from the LWD.
- Verify where an emergency response is required and manage the incident.

RESPONSE [7]

You should ensure that you:

- Define the response you require for your lone worker in your response agreement.
- Consider, where possible, a stepped response with managers or supervisors being the first option and the emergency services being the last option.
- Understand the response requirements of the emergency services.
- Inform and train the LW in the type of response they will receive.

Other sources of information

Corporate Manslaughter and Corporate Homicide Act 2007: www.opsi.gov.uk/ACTS/acts2007/pdf/ukpga_20070019_en.pdf
ACPO – Police response to Security Systems Policy: www.securedbydesign.com/professionals/publications.aspx
ACPOS – Security Systems Policy: www.acpos.police.uk/Policies.html#crime
Working alone in safety, Controlling the risks of solitary work – Health and Safety Executive: www.hse.gov.uk/a-z/l.htm
BSIA guide No 248 – Health and Safety for Lone Workers: www.bsia.co.uk/publications

For other information please contact:

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