

SECTION:

Lone Worker Section.

Criteria:

A UK-based BS 8484-accredited lone worker service provider committed to delivering high-quality, compliant, and collaboratively developed lone worker safety services.

Mission Statement:

We champion safer, smarter lone working by educating the market, elevating professional standards, and driving the evolution of best practice. Our members lead the industry through trusted services, authoritative guidance, and a commitment to continual improvement in lone worker protection.

Vision:

To enhance the safety and well-being of lone workers across the UK, empower employers with the tools they need to meet their duty of care, and to increase awareness and education, and promote best practices within the sector through the umbrella of the BSIA.

Educate:

- **Awareness and education on lone worker safety** - The section promotes ongoing awareness and education on lone worker safety to ensure customers and stakeholders understand risks and responsibilities.
- **Guidance and best-practice information** - Members produce accessible best-practice materials and fact sheets to help organisations understand how to manage lone worker risk effectively.
- **Insight on standards, legislation, and compliance** - The section advises members on interpreting standards, legal issues, and regulations to ensure consistent, compliant service delivery.
- **External education and stakeholder engagement** - Engagement with unions, insurers, HSE, Home Office, and Police helps educate key influencers and shape understanding of lone worker needs.
- **Customer-facing education on BSIA value** - Members reinforce the value of BSIA membership and accredited services during customer meetings to raise awareness of quality and professionalism.

Elevate:

- The section positions BS 8484 as the recognised benchmark for lone worker services, ensuring customers understand its operational and safety benefits. Promoting quality and excellence in service delivery
- Members highlight the quality of their services and use standards to demonstrate excellence and differentiate themselves from non-accredited providers.
- The section emphasises that BS 8484 underpins appropriate Police or emergency response, elevating the credibility of compliant providers.

- Engagement with Police, HSE, DSIT and insurers reinforces the professionalism of BSIA members and elevates the section's standing in the wider industry.

Evolve:

- The section contributes to evolving standards through BSI and Euralarm, ensuring lone worker services remain aligned with emerging best practice.
- Members work to positively influence lone worker and health & safety legislation, ensuring it reflects modern risks and operational realities.
- The section gathers and shares authoritative statistics and trends to help members evolve their services based on real-world data.
- PR, marketing, and social media activity help evolve how the section communicates, ensuring messages reach wider and more diverse audiences.
- Inviting organisations such as Suzy Lamplugh Trust, RHA, unions, and insurers helps broaden perspectives and evolve the section's influence.

Goals:

What the LW section will achieve in the coming year of 2026:

Educate

- Conduct surveys to enhance Lone Worker members market understanding:
 - Finding a way to launch a public awareness campaign completed and feedback for 2026 and decide content as we go. i.e. interaction in use from a users (stakeholders) perspective of Lone Worker devices and how they impact and understanding user habits etc.
 - LinkedIn promotion to followers for the Lone Worker section.
 - Increase customer understanding of when and how personal safety devices should be used, ensuring service capacity is protected and that devices reach the individuals who genuinely need them.
 - Collaborate with relevant **media outlets and trade publications (PSI, Security on Screen, Association of Security Consultants etc)** to highlight the importance of lone worker protection.
 - Interest in market customers regarding the threats and risks and how are they addressed.
 - Angle for the training on how lone workers see themselves, and how they are supported.
- **Develop a Risk Assessment Tool for Employers**
 - **Goal:** Make it easier for businesses to assess and mitigate risks associated with lone working and that the LW committee is working closely with comms team to action the actions listed below.
 - **Actions:**

- Create a comprehensive **online risk assessment tool** that guides employers step-by-step through identifying and managing risks related to lone workers.
- Ensure the tool includes functionality for **customisation** to suit various industries and specific lone working scenarios.
- Provide **educational content and support** alongside the tool to help users understand how to interpret results and apply safety measures effectively.
- White papers for professional security - commercial area and domestic area off the shelf solutions etc.
- Case studies from the front line on how the devices are best used and educate the ones on effective usage of the devices.
- Action group creation - BS EN 8484 is being revised and the impact is going to be substantial with radical changes that could be impactful i.e. a standard full of principles. More meetings at that are required to report status of standard i.e. at the drafting stage, and request for a deep dive into the document and report back to Lone Worker section.
- Network changes 2G educating the customers and planning it into their budgets and not ignoring it.
- Consider the environmental and sustainability implications of replacing legacy equipment, including WEEE disposal, battery waste, component recycling, and the responsible management of obsolete 2G/3G units during the transition period..
- Create campaigns focused on Retail and Transport and Logistics and reach out to TAF
 - Use the BSIA to approach associations such as BRC, Retail Trust for joint campaigns targeted at their workers
 - Host a webinar to help highlight how our industry can help them address their worker's risks

Elevate

- Proper market survey (outward looking marketing tool) – special fund request or commission a market survey i.e. needs to be specific cost market target sector and how people are viewing Lone Worker security services and the follow up of actions which are equally important. – Mailing list request ratio of services tailoring the survey appropriately.
 - Launch a **public awareness campaign** to educate businesses, employees, and the public about lone worker risks and safety measures.
 - Collaborate with relevant **media outlets and trade publications** to highlight the importance of lone worker protection.
- Unheard section compared to alarm systems and who needs a lone worker service a decent volume to survey due to survey return rates.
- UK market – what is lone worker and HSE guidance – incidence response by HSE, Home workers are Lone Workers
- Publications review for the section of all publications that may require updating archiving or withdrawing.
- Form 304 – Guide needs to be updated to include home workers.

- Making customers aware – the differences of not moving away from Lone Worker safety than just looking at it as personal safety as a general concern. Support Employers in Meeting Their Duty of Care:

Goal: Provide practical tools and guidance to help employers meet their duty of care obligations.

Actions:

- Develop a set of available on the BSIA website to help employers identify potential hazards and implement control measures for lone workers.
- Create a series of **case studies and best practice examples** to showcase successful strategies for lone worker safety.
- Media video – snappy 2-minute videos with a guidance piece but make them short to keep engagement with the Lone Worker customers and potential customers.

Revisit video on how the police interact with the users regarding police activations.

Evolve

- Membership and attendance and engagement – metrics driven by percentage.
 - Improving LW members as there is a concern of losing authority in Europe in the driving of standards.
- Recognise the increasing functional overlap between lone worker devices and body-worn video devices, particularly where products combine alarm-raising, location, audio, video, and incident-recording capabilities. Future BS8484 development should consider referencing body-worn video within the device section where relevant, while acknowledging that BWV solutions have distinct requirements around evidence capture, secure data storage, access control, upload, retention, and evidential integrity._

Key Performance Indicators (KPIs)

To measure the success of the strategy, the following KPIs will be tracked:

1. Awareness Metrics

- Increase in the number of downloads of educational materials and guides.
- Attendance at BSIA-hosted events (webinars, workshops, etc.).
- Media mentions and public outreach engagement (social media, press releases, etc.).
- BSIA website stats to engage interest
- BSIA social media push alongside members re-posting

2. Employer Engagement

- Number of businesses using the risk assessment tool on the BSIA website.
- Increase in BSIA membership within the lone worker sector.
- Feedback and uptake of training sessions and consultancy services.

3. Legislative Impact

- Engagement with lawmakers and policy changes influenced by the committee's contributions.