



## *The use of a **Lone Worker Device or App***



## THREAT

Your lone worker device solution should only primarily be used for summoning support or help if you are threatened, at risk of being assaulted or if you have had an accident.



## POTENTIAL THREAT

If your lone worker device has a pre-alarm function (e.g. amber alert), you should use this if you are entering an environment where you don't feel safe or you want to notify people of your exact location (e.g. visiting Mr Smith in Flat 5 on level 1). If, after a defined time period, the amber alert isn't cancelled an alarm will be raised in the Alarm Receiving Centre.



## NO DIRECT THREAT

You should not use your lone worker device in other situations where there is no threat to yourself, such as witnessing a theft or car accident. Your organisation's policy and procedures will give you guidance on actions to take in this situation (e.g. use your mobile to call 999).



## NO THREAT

Your lone worker device should not be operated by someone without training or left lying around which could cause false alarms to be raised.

## Care and use of your device

**The care and use of your lone worker device is very important for your safety and you should fully understand the lone worker procedures and lone worker policies your employer has put in place to support you in a lone worker environment. There are certain steps to take to ensure your device is in full working order:**

Ensure your device battery **is fully charged before starting your shift**. If possible, carry a charger or spare batteries.

If there is no signal in the area you intend to carry out lone working, **then inform your supervisor/manager** and work out a risk mitigation plan with them.

Ensure you **protect your lone worker device from the weather and environment** (unless the device is weather and shock proof).

Ensure you are **trained on the functions on your lone worker device and how they work** in case you need to operate it. Work with your employer to ensure appropriate training, policies and procedures are in place and implemented.

Consider where you will carry your lone worker device – you may need to **place it in a position that you can operate it easily and discreetly**.



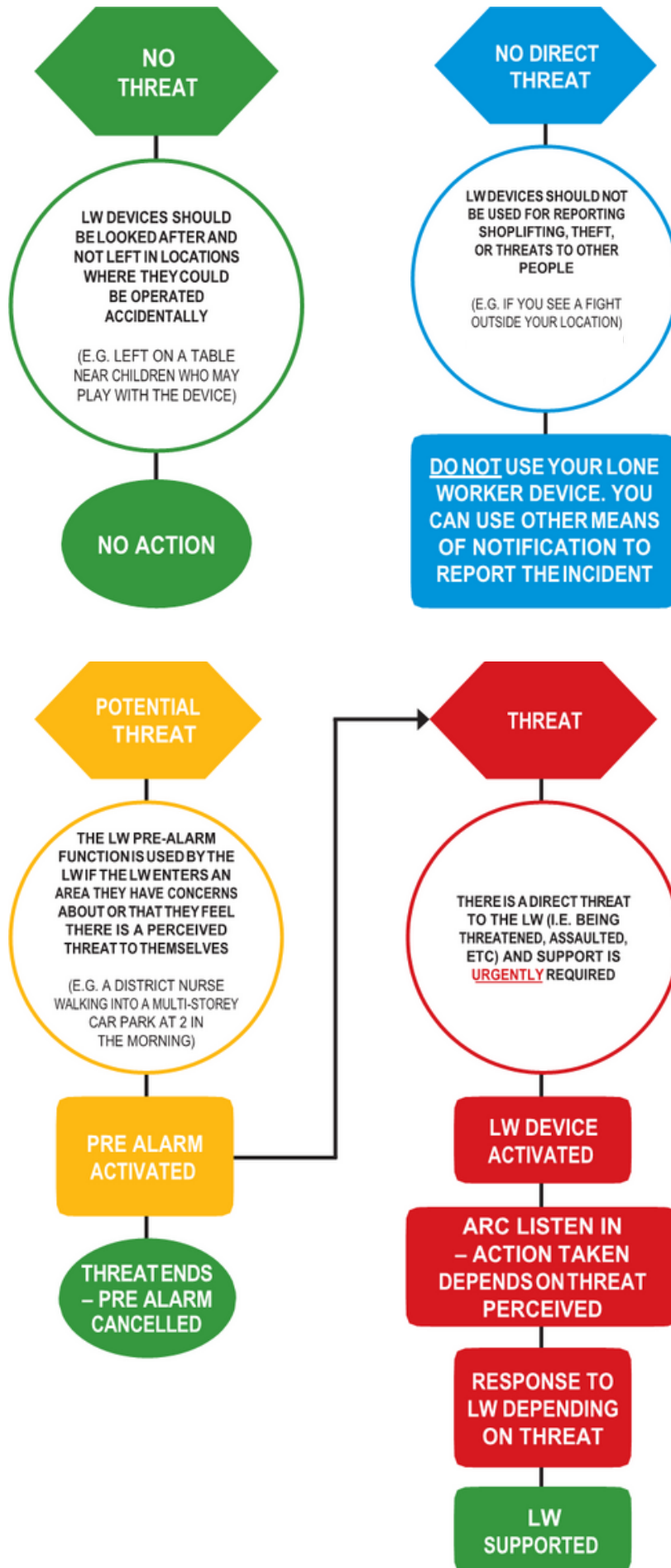
## Sources of information for lone working

### Health and Safety Executive

[Working alone in safety](#)

### British Security Industry Association

[Lone worker guidance](#)





## About the BSIA

The British Security Industry Association (BSIA) is the trade association representing over 70% of the UK's private security industry. Its membership includes companies specialising in all sectors of security. For security buyers, BSIA membership is an assurance of quality, with all member companies required to adhere to strict quality standards.