

# LONE WORKERS – AN EMPLOYER’S 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) 8484:2011 CODE OF PRACTICE FOR THE PROVISION OF LONE WORKER DEVICE (LWD) SERVICES

(Where applicable the relevant clauses of BS 8484:2011 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 recommends 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*).

### ALARM RECEIVING CENTRE [6]

#### Your ARC should:

- Conform to the British Standard for ARCs BS 5979 Category II or BS8591 Category II and be accredited to BS8484:2011.
- 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.

### 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.

### 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](http://www.opsi.gov.uk/ACTS/acts2007/pdf/ukpga_20070019_en.pdf)  
**NPCC – Police response to Security Systems Policy (Appendix V):** [www.securedbydesign.com/professionals/publications.aspx](http://www.securedbydesign.com/professionals/publications.aspx)  
**Police Scotland – Security Systems Policy:** [www.scotland.police.uk](http://www.scotland.police.uk)  
**Health and Safety Executive – Working Alone in Safety:** [www.hse.gov.uk/toolbox/workers/lone.htm](http://www.hse.gov.uk/toolbox/workers/lone.htm)  
**BSIA Guide No. 248 – Health and Safety for Lone Workers:** [www.bsia.co.uk/publications](http://www.bsia.co.uk/publications)

#### For other information please contact:

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