



# *Lone Workers*

## A guide for employers and employees

THE VOICE OF THE PROFESSIONAL SECURITY INDUSTRY

 **bsia**  
british security industry association

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## 1. Definition of Lone Worker

A lone worker (LW) is defined as a person working on their own without close or direct supervision.

## 2. Abbreviations

LW	Lone Worker
LWA	Lone Worker App / Application
LWD	Lone Worker Device
LWP	Lone Worker Policy
SOP	Standard Operating Procedures

## 3. Guidance for employers

### 3.1. As an employer you should:

- Understand legal responsibilities as an employer.
- Ensure a risk assessment is carried out and strategies implemented to provide a safe working environment for the LW.
- Ensure that the LW has the relevant resources, training, equipment and information to work on their own safely.
- Have procedures to deal with a LW having an accident or signalling an emergency.
- Have systems in place to check ongoing staff compliance with LWA/ LWD in line with your LWP.

### 3.2. Lone worker device

The device to be used by your lone worker employees 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 (BS 8484) and the risk assessment applicable to the role.
- Have enough battery capacity for the duration of the LW task.
- Have the ability, in conjunction with the ARC to provide a LW location.
- Be provided to the LW with full training prior to use.

### 3.3. Your supplier should:

- Have an open and transparent corporate structure including a quality management system (The BSIA recommends a BS EN 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.
- Information Security Management. Have robust procedures and processes covering the storage, handling and transmission of data and information security management (in accordance with GDPR and UK Data

- Protection legislation).
- e. Be certified to BS 8484 as a supplier.
- f. Provide a range of training options for users to ensure correct usage of the Lone Worker Device (LWD)/ Lone Worker Application (LWA).

### 3.4. Your Alarm Receiving Centre (ARC) should:

- a. Be certified by NSI or SSAIB to the British Standard for ARCs BS 5979 Category I or BS EN 50518 Category II. The ARC should also be certified to BS 9518 for their operation processes.
- b. Meet NPCC guidelines for police response.
- c. Have the ability to locate the LW in the event of activation from the device.
- d. 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.
- e. Manage false alerts from the LWD.
- f. Verify where an emergency response is required and manage the incident.
- g. Have the ability to contact agreed LW escalation contacts in line with agreed incident escalation procedures.

### 3.5. Other sources of information

[Corporate Manslaughter and Corporate Homicide Act 2007](#)  
[NPCC – Police response to Security Systems Policy](#)

## 4. Guidance for employees

### 4.1. Risk assessment for employees

As a lone working employee, you should know that your employer has carried out a risk assessment of your role and the tasks you perform, and put in place reasonable and appropriate measures for your protection. The measures will depend on a broad range of factors but will typically include a defined LWP. It is your responsibility to conform to these measures and to accept that you also have a duty of care to yourself.

### 4.2. Before you start work as a lone worker your employer should discuss with you:

- a. Your responsibilities.
- b. The hazards and risks you may face.
- c. Any lone worker guidance or policy prepared by your employer.
- d. Any issue that may affect your working alone.
- e. Any processes or procedures you need to conduct and/or comply with such as Standard Operating Procedures (SOPs).
- f. Procedures to deal with a LW having an accident or signalling an emergency.

### 4.3. Your lone worker employee checklist

- a. Have I received the appropriate training (e.g. conflict resolution training, emergency procedures, clarity on my employer's LWP, correct use of equipment provided, including LWA/LWD)?
- b. Do I have the appropriate equipment?
- c. Have any new hazards been identified and reported?
- d. Have I worked with my employer to take action to reduce or eliminate any hazards?
- e. When working alone am I aware of my surroundings and any possible threats?
- f. Do I leave a situation if I feel unsafe and back away from threatening situations? What is my employer's policy on this?
- g. Do I know my emergency escape routes?
- h. Do I report any incident as soon as possible to my line manager?
- i. Have I informed my employer of any changes to my personal details that are relevant to my lone worker employment.

### 4.4. Day to day use of your LW device/app

- a. The use of the LWD/LWA alarm is only for summoning support/ help if you are threatened or have had an accident. In all other situations use your normal means (mobile, fixed telephone) for communications.
- b. The use of the LWD/LWA should be in line with the supplier training and supporting information, and in line

with your employer's LWP and LW procedures. For example, your LWD/LWA may have a pre-alarm function for use as part of your dynamic risk assessment that should be performed prior to entering an 'at risk' environment.

- c. Ensure that the battery is fully charged before starting your shift.
- d. If travelling to a remote location check before you leave your vehicle that the LWD/LWA has signal strength.
- e. Protect your LWD/LWA against the environment, where necessary.
- f. Ensure you are fully aware of all the functions on your LWD/LWA to minimise false alarms.
- g. Depending on the type of LWD/LWA and the environment you are working in, ensure that your LWD/LWA is placed in a position on your person that it can be activated easily and discreetly if required.
- h. Understand the response strategy and under what conditions will the Police be required / involved.
- i. Do not misuse your LWD/LWA, it is there to summon help in an emergency or if you feel threatened.
- j.. Understand where you can get help and assistance if you have any queries regarding your LWD/LWA.



## 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.

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