

MG/LP/NSI 022/16

24 November 2016

To: All NSI Guarding Gold and Guarding Silver approved companies and applicants

Dear Colleague,

BS 8484:2016 – PROVISION OF LONE WORKER SERVICES

We are writing with regard to BS 8484:2016, the latest edition of the British Standard Code of Practice for the Provision of Lone Worker Services. The new standard supersedes BS 8484:2011, which will be withdrawn on 28 February 2017.

We have issued NSI Technical Bulletin 0035 in relation to BS 8484:2016, which details the changes compared to BS 8484:2011. The Technical Bulletin also provides information on new terms and concepts introduced in the latest edition of the standard. This includes the lone worker service (LWS) being an end-to-end service and lone workers (LWs) having risk profiles including environmental risk and people risk.

You must ensure the provision of lone worker services complies with BS 8484:2016 by 1 March 2017 at the latest. For Gold approved companies this is in addition to BS EN ISO 9001 and for both Gold and Silver approved companies this is in addition to BS 7858.

We will audit your company at the next available routine surveillance audit (which may occur later than 1 March 2017) and any improvement reports raised will be need to be resolved with root cause analysis and suitable corrective actions in order to retain NSI Guarding Gold or Silver approval.

If you require an additional audit to be carried out then please contact your operations co-ordinator at the NSI.

If you supply contracted response services to lone workers, using either your own staff personnel or sub-contracted personnel, these services must comply with BS 7984-2 in accordance with clause 8 of BS 8484:2016. If you have not already done so, you must apply to extend the scope of your NSI Guarding Gold or Silver approval to cover the provision of these response services.

All new contracts entered into from 1 March 2017 must comply with BS 8484:2016 and must deploy lone worker devices (LWDs) and/or lone worker applications (LWAs) that are compliant with clause 5 of BS 8484:2016.

LWDs and LWAs compliant with clause 5 of BS 8484:2016 must have the capability to communicate an activation message/call. Activation messages must include identity and accurate location. There may be circumstances where it may not be possible to send details of the accurate location as part of the activation message, for example due to the lack of satellite positioning coverage. In these circumstances it is acceptable for the LWD/LWA to send the last known accurate location.

You can continue to use lone worker devices (LWDs) and/or lone worker applications (LWAs) compliant with previous editions of BS 8484 in relation to existing contracts. However these contracts must be subject to the following actions at contract renewal or extension:

- Risk analysis of existing customers carried out to identify the relevant risk profiles in clause 5 of BS 8484:2016
- Gap analysis carried out between the requirements of clause 5 of BS 8484:2011 and clause 5 of BS 8484:2016
- Resultant gap analysis to be disclosed to the customer at contract renewal/extension

We do not award approval to LWDs and LWAs. We audit the documentation you hold to evidence conformity with BS 8484 and we may also ask you to demonstrate LWDs and LWAs to prove their functionality in relation to BS 8484. However you must not claim or imply or infer any of the LWDs and LWAs are approved by NSI.

Please do not hesitate to contact me if you have any questions or queries.

Yours sincerely,



Mark Gallagher
Technical Officer