



21 October 2010
AWEW/mjc/NSI 010/10

To: All NSI approved companies

Dear Colleague

NSI APPROVAL OF COMPANIES IN RELATION TO BS 8484:2009

I am writing with regard to BS 8484:2009, the British Standard Code of Practice for the provision of lone worker device services.

NSI offers two approvals in relation to BS 8484:2009 as follows:

- **NSI Guarding Gold (or Silver) approval for the provision of lone worker device services.** In this case, all clauses of BS 8484 apply as well as BS 7858 and, in the case of Gold approval, BS EN ISO 9001:2008.
- **NSI ARC Gold approval for the monitoring of lone worker devices.** In this case, Clause 6 of BS 8484:2009 applies as well as BS 7858, BS EN ISO 9001:2008, NSI Quality Schedule SSQS 102 and BS 5979.

Please read the **ANNEX** attached to this letter for further information about these approvals. NSI Technical Bulletin 0017, which is available in the Company Login area of our website (www.nsi.org.uk) gives further guidance.

Please contact Gwynne Morgan on 01628 637512 or email him at gwynne.morgan@nsi.org.uk if you would like to apply for any of the NSI approvals.

Yours sincerely

Tony Weeks
Technical Manager

Att.



INVESTOR IN PEOPLE

FURTHER INFORMATION ABOUT NSI APPROVAL OF COMPANIES IN RELATION TO BS 8484:2009

SUPPLIERS OF LONE WORKER DEVICE SERVICES

A “supplier” is defined in 3.21 of BS 8484:2009 as “provider of an LWD service to a customer”. In turn, “LWD service” is defined in 3.14 of BS 8484:2009 as “combination of an LWD and an ARC, provided by a supplier to a customer, enabling response to a lone worker’s request for assistance.”

A company operating as a “supplier” is eligible to apply for NSI Guarding Gold (or Silver) approval for the provision of lone worker device services. NSI will assess “suppliers” against the applicable approval criteria, all clauses of BS 8484, BS 7858 and other relevant standards (for example BS EN ISO 9001:2008 in the case of Gold approval).

A “supplier” needs to be able to provide Lone Worker Devices (LWDs) that comply with the provisions set out in Clause 5 of BS 8484:2009, in particular sub-clause 5.2.1 of BS 8484:2009.

An NSI approved “supplier” of lone worker device services can operate their own ARC or they can sub-contract the monitoring to another company operating an ARC. This is provided that the ARC holds NSI ARC Gold approval for the monitoring of lone worker devices (or the ARC is approved by an independent third-party approvals organisation acceptable to NSI and complying with BS EN ISO 9001, BS 5979 and Clause 6 of BS 8484:2009).

LONE WORKER DEVICES (LWDs)

Clause 5 of BS 8484:2009 contains recommendations relating to the Lone Worker Devices (LWDs) that are carried by lone workers. These recommendations mainly relate to the functional properties of LWDs.

For each type of LWD, a supplier is expected to hold a declaration of conformity (or statement of compliance) from the manufacturer of the LWD supported by a technical file (or report) giving justification or explanation as to how the LWD complies with each of the functions listed in sub-clause 5.2.1 of BS 8484:2009.

NSI is not at present offering product type approvals and is therefore not awarding approvals to LWDs. Manufacturers / suppliers of LWDs may therefore wish to consider gaining approval / certification of LWDs from an accredited third-party product testing laboratory.

OPERATORS OF ALARM RECEIVING CENTRES (ARCs)

A company operating an ARC is eligible to apply for NSI ARC Gold approval. NSI will assess such companies against the applicable approval criteria, Clause 6 of BS 8484:2009, BS 7858, BS EN ISO 9001:2008, NSI Quality Schedule SSQS 102 and BS 5979.

An ARC is expected to hold evidence to show which of the LWDs they monitor comply with Clause 5 of BS 8484:2009. This is to ensure that police will only be called in relation to LWDs that comply with BS 8484.

RESPONSE SERVICE

Definition 3.20 of BS 8484:2009 defines “response service” as “response to an alarm call provided by the emergency services, a private security company or other service providers”.

The title of Clause 7 of BS 8484:2009 is “Response services” and this clause contains just two paragraphs as follows:

“Response requirements should be stated in the response agreement between the customer and the supplier” and

“The supplier should ensure that the stated response requirements are consistent with the policies of the response services (e.g. emergency services).”

The standard does not address the competency of individuals employed by a private security company to respond to requests for assistance from lone workers.

British Standards Institution has been asked to develop provisions for response services that could be provided by private security companies, for example by making a suitable amendment to BS 8484 or BS 7984.

In the meantime, in the absence of such provisions, if the supplier (or the ARC) enters into a contract to use a private security company to provide response to lone workers NSI will seek to establish that the response officers are competent to carry out their duties in relation to the lone worker situations that they may encounter and will consider each case on its merits.
