

MG/LP/NSI 021/16

24 November 2016

To: All NSI ARC Gold approved companies and applicants

Dear Colleague,

BS 8484:2016 – MONITORING OF LONE WORKER DEVICES/APPLICATIONS

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 The new standard supersedes BS 8484:2011, which will be withdrawn on 28 February 2017.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. Although ARC operator training has been relocated to clause 6, in general the requirements for the operation of the ARC remain largely unaltered under BS 8484. However there are new requirements for the ARC to report statistics to the supplier, which are detailed in new Tables 2 and 3 and clause 7.9 on management of activation messages/calls and alarm calls.

Please ensure the service involved in supplying the monitoring of lone worker devices and/or lone worker applications complies with BS 8484:2016 by 1 March 2017 at the latest. This is in addition to BS EN ISO 9001, NSI Quality Schedule SSQS 102, BS 7858 and either BS 5979 or BS 8591.

We will audit your ARC 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 ARC Gold approval.

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

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

Yours sincerely,



Mark Gallagher
Technical Officer