

EF/KL/NSI 016 22

26 August 2022

To: All NSI Specialist Services and ARC Gold approved companies and applicants

Dear Colleague,

**PUBLICATION OF BS 8484:2022 - PROVISION OF LONE WORKER SERVICES -
CODE OF PRACTICE**

We would like to draw your attention to the publication of BS 8484:2022 (Provision of lone worker services – Code of practice). This supersedes BS 8484:2016 which will be withdrawn on 31st March 2023.

The code of practice now refers to all activations as alarm activations within the standard. All monitoring centres for lone worker services will need to be an ARC conforming to BS 9518 and a conforming ARC standard, e.g. BS 5979, BS EN 50518. In addition, the standard sets target response times for all lone worker alarm activations.

Technical bulletin 0063 outlines the changes within BS 8484:2022.

Implementation timescale for approved and applicant companies

BS 8484:2022 was published on 31st March 2022 and will be implemented into NSI current schemes from 31st March 2023. During this period, any non-conformance found will be raised as an "Auditor Note."

Any non-conformance found after the transition period will be raised as a formal non-conformance report(s) ("Improvement Observation or Improvement Need") being raised.

How do I obtain a copy of BS 8484:2022?

A copy of BS 8484:2022 can be purchased outright directly from BSI or from NSI for a discounted rate. Alternatively, it can be downloaded from NSI approved companies Standards of subscription service.



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Questions or queries?

If you have any questions or queries regarding the new standard, please do not hesitate to contact me.

Yours sincerely,

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