



National Security Inspectorate

Sentinel House, 5 Reform Road, Maidenhead, SL6 8BY

E: nsi@nsi.org.uk | W: nsi.org.uk

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

TECHNICAL BULLETIN No: 0063

Publication of BS 8484:2022 - Provision of lone worker services - Code of practice

BS 8484:2022 (Provision of lone worker services – Code of practice) was published on 31st March 2022 and supersedes BS 8484:2016 which will be withdrawn on 31st March 2023.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.

This Technical Bulletin (0063) outlines the changes within BS 8484:2022.

Implementation timescale for Approved 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.

Text colour scheme within this document

Descriptions of new or amended sections of the code of practice are given in italics and the following colour scheme is used to denote which are new and which are amended:

Where descriptions denote new text, these are represented by Green italics.

Where descriptions denote amended text, these are represented by Blue italics.

Where descriptions denote deleted text, these are represented by Red text.

Please also note that this Technical Bulletin is not a definitive list of all the differences between BS 8484:2022 and BS 8484:2016; only significant differences are listed.

Foreword

Relationship with other publications

Added text to state that, when BS 8484:2020 was reviewed, alignment to BS 10800:2020 was considered but not implemented.

Information about this document

Amended whole section.

Use of this document

Added text to state that users may substitute any of the recommendations in this British Standard with practices of equivalent or better outcome.

Presentational conventions

Added text to state that word spellings conform to the Shorter Oxford English Dictionary.

Contractual and legal considerations

Added text to elaborate on use of the publication.

Amended text to clarify that the publication does not constitute a contract and that users are responsible for its correct application.

Amended text following the paragraph beginning "In particular, attention is drawn to the following:".

0 Introduction

0.1 General

Added text to state that customers can consider the provision of LWS to pairs of individuals or small groups working away from other colleagues.

0.2 Overview of lone worker protection

Amended paragraph regarding employee safety, wellbeing and security.

Added new part 4 within the list following "A policy can include:"

Amended Figure 1.

Deleted text from the paragraph beginning "Recommendations for training for the customer....".

Deleted paragraph beginning "If a customer decides that a police response is required to form part of the LWS....".

1 Scope

Amended text throughout.

Added new part c) to additional British Standard recommendations.

Added new paragraph "The monitoring of LWSs is excluded from the scope as this is covered in BS 9518."

2 Normative references

Amended title of standard BS 7858.

Deleted standards BS 8591 and BS EN 50518.

Added standard BS 9518.

3 Terms, definitions and abbreviated terms

3.1 General terms and definitions

Amended title of Section 3.1 and introductory text.

*Deleted Section 3.1.2 "**activation**".*

*Renumbered Section 3.1.3 "**alarm receiving centre (ARC)**" to 3.1.2 and amended text.*

*Renumbered Section 3.1.4 "**customer**" to 3.1.3.*

*Renumbered Section 3.1.5 "**dynamic risk assessment**" to 3.1.4.*

*Renumbered Section 3.1.6 "**environmental risk**" to 3.1.5 and amended text.*

*Renumbered Section 3.1.7 "**escalation instructions**" to 3.1.6 and amended text.*

*Renumbered Section 3.1.8 "**incident data**" to 3.1.7.*

*Renumbered Section 3.1.9 "**lone worker (LW)**" to 3.1.8 and text amended. Added new Note 3.*

*Renumbered Section 3.1.10 "**lone worker application**" to 3.1.9 and amended text.*

*Renumbered Section 3.1.11 "**lone worker device (LWD)**" to 3.1.10 and amended text.*

*Renumbered Section 3.1.12 "**lone worker service (LWS)**" to 3.1.11 and amended text.*

*Renumbered Section 3.1.13 "**operator**" to 3.1.12 and amended text.*

*Renumbered Section 3.1.14 "**people risk**" to 3.1.13 and amended text.*

*Deleted Section 3.1.15 "**points of contact**".*

*Renumbered Section 3.1.16 "**pre activation message/call**" to 3.1.14 and added source information.*

*Added new Section 3.1.16 "**risk treatment plan**".*

*Added new Section 3.1.17 "**subcontractor**".*

*Amended text within Section 3.1.18 "**supplier**".*

3.2 Alarm sequence terms and definitions

"COMMENTARY ON 3.2".

Amended text.

3.2.2 alarm activation

Amended text.

3.2.3 alarm activation message

Amended section title.

3.2.4 alarm activation call

Amended section title.

Added Note.

3.2.5 verification

Amended text.

3.2.6 false alert

Amended text.

3.2.7 verified alarm

Amended text.

Deleted text from "....in conjunction with any pre-activation message/call....".

3.2.8 alarm call

Added text to Note.

Deleted footnote.

3.3 Abbreviated terms

Amended section title.

Added introductory text.

4 Supplier recommendations

4.1.1 Management structure

Amended clause a).

4.1.2 Business operating manual

Amended clauses c), d), e) and f).

4.1.3 Compliance

Amended text.

4.1.4 Integrity

Amended whole section.

4.2 Finances

Amended section title.

Amended whole section.

Deleted footnote.

4.3 Insurance

Amended whole section.

4.4 Information security

Amended section title.

4.4.1 Information security policy

Amended section title.

Amended text.

Added new clauses d) and e), and Note 3.

4.4.2 Data retention

Deleted text from the end of the paragraph.

4.4.3 Data handling policy

Amended clause e).

4.4.4 Information security policy review

New section.

4.5 End-to-end service

Amended text.

5 Lone worker device (LWD) or lone worker application (LWA)

5.1 Essential functionality

Amended text.

5.2 Environmental risk

Amended text.

5.3 People risk

Amended text.

5.4 Additional functionality

Amended clause b).

Amended "Note" to "Note 1" and amended text.

Added Note 2.

5.5 Communications network

Added new paragraph beginning "Appropriate methods for a fall-back....".

Amended paragraph beginning "The supplier should inform the customer....".

Amended Note.

5.6 LWA considerations

Amended text.

5.7 LWD/LWA developments

New section.

5.8 LWD/LWA conformity

*Renumbered Section 5.7 "**LWD/LWA conformity**" to 5.8.*

6 Training and support

6.1 Training

6.1.1 General

Added new paragraphs from, and including, the paragraph beginning "Records should be maintained for all training delivered".

6.1.2 Own staff including temporary or subcontracted staff

Amended clause c).

Deleted clause d).

Redesignated clause e) as clause d) and amended text.

Redesignated clause f) as clause e).

6.1.4 Customer LWD/LWA training

Amended text.

6.1.5 Operator training

Amended text.

6.2 Customer management

6.2.2 Support activities

Deleted text from clause c).

Deleted text from clause d).

Amended Note text.

6.2.3 Management tools

Amended clause a) including new Note 1.

Deleted text from clause e).

Redesignated Note 1 to Note 2.

Redesignated Note 2 to Note 3.

Amended Table 1.

Added new paragraph beginning "Where an online management tool has been provided..."

7 Alarm receiving centre (ARC)

Amended whole section. Now refers to the company adhering to ARC Standard BS 9518.

8 Response services

Deleted text from paragraph beginning "Response requirements should be stated....".

Amended paragraph beginning "The supplier should verify that....".

Annex A Typical lone worker alarm activation process

*Amended title to “**Typical lone worker alarm activation process**”.*

Bibliography

Amended standard BS 5979:2007 text.

Added standards BS 8591, BS 8593, BS EN 50518 (all parts) and BS EN ISO 9001.

Amended standard BS EN ISO 22301 text.

Deleted standard BS ISO 9001.

Other publications

Amended whole section.