

Introducing the (BSI) Lone Worker Industry Standard



What is BS8484?

BS 8484:2016 is the industry standard for the provision of lone worker device services. Introduced by the British Standards Institution (BSI), it is designed to provide guidance to both employers and their staff, having numerous benefits for each.

WHY WAS THE STANDARD DEVELOPED?

In the mid-2000s as the demand for lone worker protection increased significantly. The introduction of **BS 8484:2009** aimed to improve the quality of service provision and subsequently reduce false alarms.

A major revision to the standard took place in 2016 to reflect developments within the industry such as the growing adoption of lone worker smartphone apps.

The standard comprises of several sections concerning lone worker safety service provision as a whole, not only the supplier's capabilities, but also the devices, applications, monitoring centre, training and response services.

ARCS

Alarm Receiving Centres (ARCs) must meet stringent requirements around staff vetting, the physical security of buildings and their service resilience procedures to reinstate services in the event of catastrophic failure.

The standard focusses on the ARC's operational functions and environment, the service provided, and the ARC Operators, training and procedures followed.

LONE WORKER SUPPLIERS

BS 8484:2016 looks at the structure of a business and how it operates - its management, integrity, financial stability, insurance, security and data retention / handling.

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LONEWORKER MONITORING



DEVICES & APPS

Within the standard there is a section which defines approved devices and the functionality that they must have, this helps provide end users with certified products they can depend on in an emergency.

As app usage is increasing rapidly, the revised standard has a brand-new section outlining guidelines for smartphone applications.

With an updated range of essential functions, the section also advises the types of functions that would be ideal for the different types of lone workers. In BS 8484:2016 this is split between people risk and environmental risk. This allows for a more useful, fit-for-purpose range of solutions.

TRAINING & SUPPORT

The updated standard BS 8484:2016 has a new section that focuses on training and customer support so end-users are entirely comfortable with using their product during an emergency situation. To comply, providers should deliver lone worker training to both management and frontline lone workers. As a minimum, this should include how to operate the devices or apps – including how to raise the alarm discreetly and how to minimise false alarms. A range

of customer support mechanisms should be in place to give customers good accessibility to the solution and the opportunity to maximise their investment.

SUMMARISING USER BENEFITS

In summary, BS 8484:2016 has the following benefits:

- **Best Practice** - The standard acts as a benchmark that helps customers select a reputable supplier.
- **Improve Staff Safety** - Through the use of approved devices and services.
- **Boost Employee Confidence** - The standard ensures that user groups are well trained prior to device use.
- **Protection Against Litigation** - Helps those that utilise a certified solution to meet Health & Safety responsibilities for their Duty of Care to employees.

At Direct Safety, we hold ourselves accountable to the standards set out in BS8484: 2016 through use of strict policy and processes.

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