



Want a quick Police  
response to your lone  
worker incidents?

An update on British  
Standard BS8484

IFSEC 22<sup>nd</sup> June 2016



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# What we will cover in the next 30minutes..

- What is BS8484 and why is it important in order to get the Police to respond to an incident?
- BS8484 is being updated currently, due to be republished later in 2016. Learn about the main updates.
- The importance of handling lone worker alarms through a credible Alarm Receiving Centre (ARC)



So if one of your lone workers was attacked whilst out doing their job, you'd want the quickest Police response, right?

## Protecting your lone working staff is important..

- We all care about our colleagues and acknowledge the duty of care we have to each other.
- Staff who are better protected are happier & more productive.
- Reduce the costs & risks to the employer.
- Capture discreet audio evidence to help support the worker.
- Avoid risk of reputational brand damage.
- Avoid higher insurance costs.
- Reduce staff churn.
- Its just the right thing to do!

# BS8484 – The British Code of Practice for Lone Worker Services.

- First published in 2009 to help employers of lone workers ensure they deploy solutions that are fit for purpose.  
Republished in 2011
- Adopted by the Police in July 2011 as a requirement for a Supplier and their Alarm Receiving Centre (ARC).
- Police URNs are only allocated to those Suppliers/ARCs accredited through annual audit.
- Use of a URN can be up to 2minutes quicker to process than a 999 call. Valuable time saved..

# BS8484 – The British Code of Practice for Lone Worker Services.

BS8484 : 2011 covers:

- Section 4: Supplier framework
- Section 5: Lone Worker Device (Essentials & Considerations)
- Section 6: Alarm Receiving Centre (ARC)
- Section 7: Response Services



## BS8484 : 2016\* – A summary of the changes.

\*Target publish date August/September 2016

# BS8484 : 2016

## Provision of Lone Worker Services.

BS8484 : 2016 covers:

- Revised & expanded definitions, including detail of the alarm sequence.
- A revised structure to include:
  - Customer considerations
  - The 'end to end' service
  - Sections on management & training
- An improved self certification process for LWD/LWA
- Allowance for the emergence of lone worker apps & the need to manage compliance by OS version & handset type.



The importance of handling lone worker alarms through a credible Alarm Receiving Centre.

# Alarm Receiving Centre (ARC)

- UK ARCs are highly resilient, secure monitoring environments designed to operate 24/7/365 with zero downtime.
- Built & operated to either BS5979, BS8591 or EN 50518.
- Lone worker incidents require the ARC to receive, record and present to operators, audio/video.
- Lone worker incidents can last a while and so the ARC needs to ensure its capable and willing to 'own the problem'
- Operators need to assess the evidence (false, real, how real?)
- Use Police URNs as appropriate, or 999.

# Alarm Receiving Centre (ARC)

## What to look for!

- Audited accreditation to EN50518, BS8591 or BS5979 Cat II, certification from either NSI or SSAIB.
- Additional certification to BS8484 (currently Section 6).
- Police URNs in place.
- Proof that incoming audio/video calls are listened to by operators within seconds of their arrival, recording of evidence.
- A solid dual redundancy plan for ARC continuity.
- Good reporting, both after an incident and general activity summaries.
- A supplier that actively takes the lead in increasing usage.



Any Questions?