

BS 7984-2:2014



BSI Standards Publication

Keyholding and response services

Part 2: Lone worker response services

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Foreword

Publishing information

This part of BS 7984 is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 31 July 2014. It was prepared by Technical Committee GW/3, *Manned security services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Relationship with other publications

This part of BS 7984 is part of a series that contains the following current part:

- *Keyholding and response services – Code of practice.*

BS 7984-2 is intended to be read in conjunction with BS 8484.

Information about this document

Attention is drawn to the Private Security Industry Act 2001 [1], which contains provisions for regulating the private security industry, including security guarding and keyholding. A person falling within the definition of providing security industry services under the Private Security Industry Act [1] is required to be licensed in accordance with this Act.

Use of this document

As a code of practice, this part of BS 7984 takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is "should".

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Requirements in this standard are drafted in accordance with *Rules for the structure and drafting of UK standards*, subclause J.1.1, which states, "Requirements should be expressed using wording such as: 'When tested as described in Annex A, the product shall ...'". This means that only those products that are capable of passing the specified test will be deemed to conform to this standard.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a British Standard cannot confer immunity from legal obligations.

Introduction

The service is the provision of a response service for the safety and security of lone workers by an organization providing lone worker alarm response under the provisions of this standard. The response service would be requested by a BS 5979 or BS 8591 Alarm Receiving Centre certificated to BS 8484 to monitor and manage lone worker alarms.

The type of lone worker response services are detailed in BS 8484:2011, Clause 7. This standard provides the requirements for companies who wish to provide a contracted response service to meet BS 8484:2011, Clause 7c). This standard can be read in conjunction with BS 8484.

The service might include:

- provision of assistance to the lone worker where the contracted response service might be able to attend to the emergency quicker than the emergency services;
- an information source providing information as to a user's safety when it cannot be ascertained in any other way; and
- support in situations where use of the emergency services might not be appropriate.

NOTE Examples of this would be where an individual feels threatened but the threat is unsubstantiated, or where a lone worker alarm cannot be verified and the available evidence is insufficient to call out the emergency services.

1 Scope

This British Standard gives the recommendations for the provision of a lone worker response service on a commercial basis.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 7984:2008, *Keyholding and response services – Code of practice*

BS 8484:2011, *Provision of lone worker device (LWD) services – Code of practice*

BS 7858, *Security screening of individuals employed in a security environment – Code of practice*

3 Terms, definitions and abbreviations

3.1 Terms and definitions

For the purposes of this part of BS 7984, the following terms and definitions apply.

3.1.1 accurate location

location, typically to within 10 m of the LWD, in the horizontal and vertical plane

NOTE This might be obtained by using information contained within a pre-activation message, or from cross-referencing position information, mapping and/or other location data.

[SOURCE: BS 8484:2011, 3.1]

3.1.2 assignment instructions

operational document detailing specific contractual duties

[SOURCE: BS 7984:2008, 3.1]

3.1.3 contracted response service

where the supplier is contracted to provide the response service or where the customer directly contracts the response service

3.1.4 customer

individual or body retaining the services of the organization

[SOURCE: BS 7984:2008, 3.4]

3.1.5 incident

situation or event leading to an activation

NOTE Incidents might fall into one or more of the following categories: abuse, accident, injury, illness or violence.

[SOURCE: BS 8484:2011, 3.11]

3.1.6 lone worker

person working on their own without close or direct supervision

[SOURCE: BS 8484:2011, 3.12]