

Lone Worker

Lone workers are those who work by themselves without close or direct supervision, including security people working on their own.

Establishing a healthy and safe working environment for lone workers can be different from organising the health and safety of other employees.

The company has a duty to assess risks to lone workers and take steps to avoid or control risks where necessary. A risk assessment process should identify the issues relevant to the particular assignment.

When a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, addressing that risk by making arrangements to provide help or back-up.

The company:

defines the extent of supervision required This is a management decision and is not left to individuals to decide.

involves workers when considering potential risks and measures to control them; takes steps to ensure risks are removed where possible, or putting in place control actions;

ensures lone workers not put at more risk than other employees;

provides sufficient instruction, training and supervision;

reviews risk assessments periodically or when there has been a significant change in working practice.

Is aware that some tasks may be too difficult or dangerous to be carried out by an unaccompanied worker;

where a lone worker is working at a customer's premises, informs the customer of the risks and the required control measures;

establishes and provides emergency procedures and trains workers in them. This may include first-aid training and access to adequate first-aid facilities.

Monitoring Procedures are put in place and may include:

supervisors periodically visiting and observing people working alone;

pre-agreed intervals of regular contact between the lone worker and supervisor, using phones, radios or email, bearing in mind the worker's understanding of English;

manually operated or automatic warning devices which trigger if specific signals are not received periodically from the lone worker, e.g., staff security systems;

implementing robust system to ensure a lone worker has returned to their base or home once their task is completed.

Workers are trained and sufficiently experienced and fully understand the risks and precautions involved in their work and the location that they work in. Limits are set to what can and cannot be done while working alone.

Workers are competent to deal with the requirements of the job and are able to recognise when to seek advice from elsewhere.

Where a worker is new to a job, undergoing training, doing a job that presents specific risks, or dealing with new situations, it may be advisable for them to be accompanied when they first take up the post.

This policy statement is understood and followed by all personnel.

Approved by:

Dave Pattinson

Managing Director

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This policy will be reviewed annually or earlier if significant changes occur, to ensure its continuing suitability, adequacy, and effectiveness.