

Lone Working Policy

CONTROLLED DOCUMENT	
Issue Status:	Issued
Issue Date:	02.09.26
Review Date:	02.09.27
Issued By:	Spectra Safety
Approved By:	Peter Walsh
Document No:	004
Issued to: (Person/Site):	Bernard Jacobson

Contents

1.0 Introduction 3
2.0 - Policy 4
2.1 Scope of the policy 4
2.2 Aims of the Policy 4
3.0 - Responsibilities 5
3.1 Managing Director 5
3.2 Manager 5
3.3 Employees 5
4.0 - Planning & Implementation 6
4.1 Guidance for Risk Assessments of Lone Working 6
4.2 Good Practice for Lone Workers 6
4.3 Monitoring safety issues 7

1.0 Introduction

Wasted NE Limited recognises that some staff are required to work by themselves without close or direct supervision, sometimes in isolated work areas or out of office hours.

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, Wasted NE Limited has a duty of care to advise and assess risk for workers when they work by themselves in these circumstances. However, employees have responsibilities to take reasonable care of themselves and other people affected by their work.

2.0 - Policy

2.1 Scope of the policy

This policy applies to all situations involving lone working arising in connection with the duties and activities of Wasted NE Limited employees.

'Lone workers' includes:

Those working at the main Wasted NE Limited Offices:

- Only one person is working on the premises.
- People work separately from each other, e.g. in different locations.
- People working outside normal office hours, e.g. cleaners.

Those working away from the Wasted NE Limited Offices within Clients premises or out on site:

- Employees working within commercial locations on their own.
- Employees undertaking surveying or visits to commercial locations or sites.

2.2 Aims of the Policy

The aim of the policy is to:

- Increase employee awareness of safety issues relating to lone-working.
- Ensure that the risk of lone working is assessed in a systematic and ongoing way and that safe systems and methods of work are put in place to reduce the risk so far is reasonably practicable.
- Ensure that appropriate support and training are available to all employees that equips them to recognise risk and provides practical advice on safety when working alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working.
- Reduce the number of incidents and injuries to staff related to lone working.

3.0 - Responsibilities

3.1 Managing Director

The Managing Director is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working.
- Providing resources for putting the policy into practice; and
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed.

3.2 Manager

Manager is responsible for:

- Ensuring that all staff are aware of the policy.
- Taking all possible steps to ensure that lone workers are at no greater risk than other employees.
- Identify situations where people work alone and decide whether systems can be adopted to avoid workers carrying out tasks on their own.
- Ensuring that risk assessments are carried out and reviewed regularly.
- Putting procedures and safe systems of work into practice that are designed to eliminate or reduce the risks associated with working alone.
- Ensuring that employees identified as being at risk are given appropriate information, instruction and training, including training at induction, updating and refreshing this training as necessary.
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.
- Ensuring that appropriate support is given to staff involved in any incident.
- Providing a mobile phone, and other personal safety equipment, where this is felt to be desirable.

3.3 Employees

Employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions.
- Following guidance and procedures designed for safe working.
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate.
- Taking part in training designed to meet the requirements of the policy; and
- Reporting any dangers or potential dangers they identify or any concerns they might have with respect to working alone.

4.0 - Planning & Implementation

4.1 Guidance for Risk Assessments of Lone Working

- Is the person medically fit and suitable to work alone?
- Are there adequate channels of communication in an emergency?
- Does the workplace or task present a special risk to the lone worker?
- Is there a risk of violence?
- Is any known risk attached to a client(s)?
- Has an alternative to visit the location or site been considered?
- Has safe travelling between appointments been arranged?
- Have reporting and recording arrangements been made where appropriate?
- Can the whereabouts of the lone worker be traced?

4.2 Good Practice for Lone Workers

- During their working hours, all staff leaving the Head Office location or directly from home should provide details of their intended location to their line Manager. An expected time of arrival back at Head Office or home should also be identified.

- Employees at the Head Office location should complete the attendance sheet within the office. Staff working away from the Head Office location should complete a 'Weekly Whereabouts' sheet, which is provided to all Employees.

- If, in the course of a trip away from the office, plans change significantly, this should be communicated back to the office.

- Arrangements should be made with a manager or colleague to check that a lone worker has returned to the Head Office or home on completion of a task on time

- Telephone contact between the lone worker and a colleague, may also be advisable.

- Lone working should not be undertaken when working at height which presents a significant risk, working with or near dangerous pieces of plant or equipment, and working near electrical or gas systems.

- Lone working should not be undertaken within premises or on-site where the building structure is unstable, there are open edges/excavations, potential falls from height, etc.

- Staff should avoid being left on their own with a client in their workplace or leaving a colleague in this situation.

- Staff should avoid meeting clients alone at the workplace.

- Lone workers should have access to adequate first-aid facilities and mobile workers should carry a first-aid kit suitable for treating minor injuries.

- Lone workers should be provided with a mobile phone and other personal safety equipment where this is necessary.

- Occasionally risk assessment may indicate that lone workers need training in first aid.

- Employees should not work within client's premises or out on site if they consider there is a safety or health risk. Their concerns must be reported to their line Manager.

4.3 Monitoring safety issues

- Lone workers must report incidents such as accidents and near misses to their line Manager, including all incidents where they feel threatened, in the company accident book. This includes incidents of verbal abuse.

- During appraisals, managers will ask people working on their own whether there are any safety concerns that aren't being addressed. Lone workers are encouraged to seek help and advice if any safety concerns arise.