

Lone Working

1. Introduction

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, The Lakethorne Group has the responsibility for the health, safety and welfare at work of its employees. These responsibilities apply equally to those staff that for whatever reason, work alone.

Many of Lakethorne Limited's employees are expected to work alone from time to time and for some lone working is the norm. Working alone is not necessarily unsafe but there are circumstances where lone working can increase risks. Hazards facing lone workers include:

- **Violence and personal safety** – working on client's premises can lead to an increased risk to an individual member of staff.
- **Lifting and handling** - moving and handling tasks may pose more risk to an individual member of staff
- **Working at Heights** – e.g. up a step ladder where there is a risk of injury
- **Lack of access to emergency help in the case of an accident** – access to a first aider may not be immediate and a lone worker who is injured may have difficulty raising the alarm.

The Lakethorne Group recognises that there may be increased risks to employees who are required to work alone. The implementation of this policy should help to reduce these risks.

2. Scope

- The Lone Working policy applies to all permanent employees of Lakethorne Limited with a contract of employment. Employees under a fixed term contract of six months or more may be subject to this policy.
- Line managers are responsible for the implementation of the policy for all their new staff, including agency staff.
- All sub-contractors working for Lakethorne Limited will be checked to ensure they have similarly robust lone working procedures as a minimum.

3. Aims and objectives

The Lakethorne Group's aim is to ensure as far as reasonably practicable that employees work in a safe environment. The principal objectives of the policy are to:

- Identify lone workers and those who have a known medical condition which may make them unsuitable for working alone.
- Identify new contracts which will involve a lone worker situation before contract implementation.
- Assess the risks inherent in lone worker situation and take suitable precautionary measures to reduce and prevent any risks.
- Ensure adequate supervision is provided. The adequacy of the supervision will depend on the level of risk, types of risk and duration of exposure. Adequacy of supervision may involve some of the following:
 - periodic checks on lone workers i.e. visual
 - periodic contact with lone worker i.e., telephone
 - contact with other lone workers - records kept
 - automatic warning devices
 - general or specific alarms for emergencies
 - checks on lone workers
- Ensure that all employees are aware of the risks associated with lone working. This will be done as a minimum through our Induction process and Health & Safety training programme.
- Ensure that there is a local safe system of work which:
 - Records the whereabouts of lone workers
 - Tracks the movement of lone workers
 - In specific circumstances, provides confirmation of completion of lone working tasks
 - Follows an agreed system for locating staff
 - Identifies when lone working is no longer appropriate.

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4. Responsibilities

- a) The Operations Manager and Area Managers have a key role in ensuring that risks to lone workers are minimised. They will:
- ensure that additional risks to lone workers are taken into account in assessments for their staff
 - if appropriate, develop company-wide procedures for minimising the risk for lone workers.
 - in situations where out-of-hours lone working is expected, the Managing Director will arrange for a procedure to be developed which gives detailed instructions of the actions they should take when dealing with out-of-hours lone workers.
 - ensure that a log is kept of employees known to be working alone in circumstances where they face increased risks. This will be recorded electronically in a spreadsheet and will include employee name, contract/site, mobile phone number and normal time of departure.
 - In the event of being notified that a lone worker is overdue, he will take reasonable steps to determine the reason. Steps may include sending other staff to investigate, contacting the lone worker on a home number (without alarming relatives) or notifying the Police as appropriate.
- b) The lone worker's general responsibilities will be:
- Telephoning the relevant Contract Manager at pre-arranged times (where appropriate) and if they expect to exceed their expected time of completion.
 - Ensuring they carry a mobile telephone at all times
 - Identifying themselves clearly through the wearing of a Lakethorne uniform and ID badge.
 - Reporting immediately on arrival to any client on-site security/reception staff in addition to any Lakethorne Group supervisor.
 - Complying with any site-specific booking in/booking out procedures.
 - Obeying any safety rules specified by the client for that particular site.
 - Avoiding confrontational situations.
 - Taking reasonable care not to put themselves at undue risk. Where employees feel that they would be at particular risk unless additional safety precautions are taken, they should discuss this with their Line Manager.
 - Discussing any concerns regarding their safety on any particular site with their line manager.
 - Ensuring that they are properly trained and have the skills and knowledge to do the job safely and without risk to health.
 - In the event of an accident, they will complete an accident report form for The Lakethorne Group and, where required, the client.
 - Where time and attendance tracking systems are in place, the employee is required to use these as instructed. Repeated failure to do so may result in disciplinary action.

5. Review and monitoring

The Contract Manager will be responsible for regularly reviewing the security at client sites and implementing/removing the lone worker policy as and when appropriate.

6. Policy review

The Managing Director undertakes to periodically review this policy in light of current and planned future activities, on an annual basis, and more frequently when legislation or industry best practice dictates.

Signed: 
Richard Bent
Managing Director

Date: January 2019

Next review date: January 2020

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