

Lone Working Policy

1. Purpose/Scope

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

This policy applies to all staff who may be working alone, at any time, in any of the situations described in the definition below.

This policy should be read in conjunction with RA000307.

2. Responsibilities

2.1 QHSE Department

The QHSE Department are responsible for ensuring compliance, providing support and carrying out risk assessments in relation to each circumstance of Lone Working.

2.2 Team Leader / Manager

The Team Leader / manager is responsible for ensuring that the contents within this Policy are complied with and for informing the QHSE Department have been informed prior to any Lone Working being authorised.

2.3 Managing Director

The Managing Director has overall responsibility for ensuring compliance with this policy.

3. Definition

Within this document, 'lone working' refers to situations where staff in the course of their duties work alone, in their own home, or may be the only staff member present in an office or within the department from which they work within. They will be physically isolated from colleagues, and without access to immediate assistance. This last situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.

4. Mandatory Procedures

4.1 Security of Buildings

Managers are responsible for ensuring that all appropriate steps are taken to control access to the building, and that emergency exits are accessible. Alarm systems must be tested regularly. Key codes for access should be changed from time to time, and as a matter of course if a breach of security is suspected. Staff working alone must ensure they are familiar with the exits and alarms. There must be access to a telephone and first aid equipment for staff working alone.

4.2 Personal Safety

Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk. Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.

Before working alone, an assessment of the risks involved should be made in conjunction with the line manager and QHSE Department. Staff must inform their line manager and the QHSE Department when they will be working alone, giving accurate details of their location and following an agreed plan to inform the line manager or QHSE Department when the task is completed.

Every effort must be made to have at least **two** employees working within the same department, however, if employees are working in different areas, both employees must make contact with each other every **hour**. This must be done by either phoning, through radio communication or through face to face contact. All contact **must** be documented. Please refer to RA000307.

Managers must ensure that there is a robust system in place for signing in and out, and that staff use it.

If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.

Arrangements for contacts and response should be tailored to the needs and nature of the team. Issues to take into account include:

- staffing levels and availability
- the identified risks
- measures in place to reduce those risks

Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.

4.3 Assessment of Risk

In drawing up and recording an assessment of risk, the following issues should be considered, as appropriate to the circumstances:

- the environment – location, security, access
- the context – nature of the task, any special circumstances
- the individuals concerned – indicators of potential or actual risk
- history – any previous incidents in similar situations
- any other special circumstances

All available information should be taken into account and checked or updated as necessary. Where there is a reasonable doubt about the safety of a lone worker in any given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

While resource implications cannot be ignored, safety must be the prime concern.

4.4 Planning

Staff should be fully briefed in relation to risk as well as the task itself. Communication, checking-in and fallback arrangements must be in place. The Team Leader / Manager along with the QHSE Department are responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the team.

Every effort shall be made to have a First Aider and Fire Warden on site whilst lone working is present. If it is not possible for a First Aider or Fire Warden to be present, then sufficient training will need to be provided to the employees who will be lone working to ensure they are competent to understand any risks in the workplace and how to control them.

4.5 Reporting

Should an incident occur, the QHSE Department must be notified immediately along with the Team Leader and Manager. The identified person shall be debriefed by the QHSE Department and the necessary support provided.

In the event of an emergency, the following numbers can be contacted:

Managing Director

Marc Gordon – 07507815174

Head of Finance (Board Member)

Elaine Blair – 07572916842

Head of Sales (Board Member)

Heather Andrade – 07920090023

Head of Operations (Board Member)

Craig Reid – 07507786623

Head of Engineering (Board Member)

Ian Walters – 07572916885

HR Partner

Sarah Garden – 07572916889

IT Lead

Barry Webb – 07572916784

Supply Chain Manager

Billy Gordon – 07507786625

Accounts Manager

Kirsty Stuart – 07572916843

Sales Manager

Clare Ritchie – 07507786639

Proposals & Applications Engineer

Alec Bruce – 07507786628

Business Development Manager

Dylan Bruce - 07446859873

5. Staff Working at Home

Staff working from their own homes should take every reasonable precaution to ensure that their address and telephone number remain confidential. There should be regular contact with their line manager or the QHSE Department if working at home for extended periods.

6. Monitoring and Review

The ongoing implementation of the Lone Working Policy will be monitored through the supervision process. Lone working and risk assessment will be regular agenda items for team meetings. Any member of staff with a concern regarding these issues should ensure that it is discussed with their supervisor or with the whole team, as appropriate.

The Policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require and earlier review.

7. Risk Assessment

A generic risk assessment has been created and is contained within the Gemini System and within Document Manager. Risk assessment RA000307 refers.

Should a risk assessment be required due to special circumstances, a bespoke risk assessment will be created in conjunction with the employees involved.

A generic risk assessment has also been created for Overseas Travel (RA000309) and is contained within the Gemini System within Document Manager.

Signed: 

Date: 19/07/23

Marc Gordon – Managing Director

Revision	Date	Description	Owner	Approver
00	07 March 2023	First Issue	QHSE Management	Managing Director
01	19 July 2023	Policy number revised. Policy added to new template.	QHSE Management	Managing Director