



## LONE WORKING POLICY

### 1.0 Purpose

The purpose of this policy is to ensure the health, safety and welfare of employees when working alone either on site or at head office.

Lone workers are at risk from:

- Violence and aggression from other persons
- Difficulties handling plant and equipment without help
- Working at another employers site where risks and precautions have not been properly communicated
- Problems raising the alarm in the event of an accident or an incident

### 2.0 Procedures when working on site:

*2.1 On arrival, notify the office by phone, text or email to confirm that you have arrived on site. This ensures we are aware of your location and that you are safe.*

*2.2 Sign in and report to your point of contact (maintenance manager/ site manager /shift manager)*

*2.3 Give an overview of the work to be undertaken and anticipated task duration and obtain any permits to work*

*2.4 Ensure that when you sign in you make your point of contact aware of where you will be and the time that you anticipate leaving site. Ask them to come and check on you if you have not contacted them within a specific time frame – 30 minutes/1 hour etc depending on task.*

*2.5 Make yourself aware of the site emergency procedures prior to starting any work (usually done during induction process) such as fire exits, fire assembly points, first aiders etc.*

*2.6 Complete your RAMS and make yourself aware of any danger areas/areas which should be avoided on site prior to starting any work – ask if they are not obvious.*

*2.7 Some jobs may take longer than others due to the nature of the work (breakdowns) – keep the office regularly updated if this is the case.*

*2.8 On completion of the work undertaken, return all work permits and obtain customer signatures on relevant paperwork.*

*2.9 Prior to leaving site, notify the office by phone, text or email to confirm that you are leaving and your next location. This ensures we are aware of your location and that you are safe and eliminates the need for phone calls between one location and the next.*

**3.0 Working at Head Office**

- 3.1 Head office staff should never have the need to work alone during normal working hours.
- 3.2 If you should arrive early/leave late and are on your own, notify Mark or Lisa by text, phone or email, when you first arrive, and when you leave the premises.
- 3.3 Ensure you notify the directors of your intentions of early arrival/late departure.

**4.0 Working outside of normal hours – breakdowns**

- 4.1 If you are called out to a breakdown, during the night, (always via Mark or Lisa) notify Mark or Lisa know by phone, text or email as soon as you arrive at site
- 4.2 Follow the procedures as set out in section 2 of this policy
- 4.3 Let Mark or Lisa know by phone, text or email as soon as you are leaving site

**5.0 Additional Information for lone workers**

- 5.1 Always make sure you are wearing the relevant PPE – Hi-visibility vests, safety shoes, goggles, ear defenders, gloves etc
- 5.2 Follow safe working procedures/training when using equipment (such as ladders, MEWPS, tools) and carry out a visual user check prior to use. Any defective equipment **MUST NOT** be used and must be reported to Lisa, Mark or Claire for it to be replaced as soon as possible.
- 5.3 Follow safe working procedures/training when handling any item or object that requires manual handling – if it is too heavy, **STOP** and ask for assistance or contact Mark or Lisa for further instructions
- 5.4 If you are taking medication that may affect/impair your ability to work alone safely, **STOP** and notify Mark or Lisa immediately for further instructions
- 5.5 If you are asked to undertake a task that you feel is not safe, **STOP** and contact Mark or Lisa immediately for further instruction
- 5.6 Carry your first aid kits with you
- 5.7 Finally, if in doubt – ask

This policy will be reviewed by senior management on an annual basis and communicated to all employees.



Mark Scott, Managing Director  
Date: 14<sup>th</sup> October 2021

Reviewed By	CS/MS/LB	CS/MS/LB	CS/MS/LB	CS/MS/LB	CS/MS/LB	CS/MS/LB	CS/MS/LB	CS/MS/LB	CS/MS/LB
Date:	21/05/2014	01/09/2014	27/08/15	31/08/16	04/08/17	13/08/18	06/08/19	18/09/20	14/10/21