



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 If at any time the work that you are doing, or the area you are working in, becomes unsafe, equipment or PPE fails; STOP work immediately and contact Mark or Lisa and await further instruction. Do not re-commence work until it is deemed safe to do so by the management. New employees will be made aware of this 'stop-work' requirement as part of their induction process.

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



2.10 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 may find themselves working alone during normal working hours; they may be working alone in an office, the stores or the workshop.

3.2 Ensure you are logged in on the board so that others know you are in the vicinity should there be an emergency; let the main office know where you will be if you are leaving the main building to go to another unit.

3.3 If you should arrive early/leave late/leave early and are on your own, notify Mark or Lisa by text, phone or email, when you first arrive, and when you leave the premises.

3.4 Ensure you notify the directors of your intentions of early arrival/late departure.

3.5 If at any time the work that you are doing, or the area you are working in, becomes unsafe or tools, equipment or PPE fail; STOP work immediately and contact Mark or Lisa and await further instruction. Do not re-commence work until it is deemed safe to do so by the management. New employees will made aware of this requirement as part of their induction process.

3.6 There are always other members of staff around head office site during normal working hours.

4.0 Working outside of normal hours:

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.

4.4. If you are working at head office at any other time as agreed with the directors outside of your normal working hours (e.g. during bank holidays) then the procedures as set out in this policy apply and you must make contact with Mark or Lisa and agree a communication timeline and complete your Point of Use RAMS.

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, Lisa or the H&S Officer immediately for further instruction.*

5.6 *If at any time the work that you are doing, or the area you are working in, becomes unsafe or tools, equipment or PPE fail; STOP work immediately and contact Mark or Lisa and await further instruction. Do not re-commence work until it is deemed safe to do so by the management. New employees will be made aware of this requirement as part of their induction process.*

5.7 *Carry your first aid kits with you.*

5.8 *Finally, if in doubt – ask*

6.0 Monitoring & Supervision:

When working as a lone worker, it is a requirement that all CAS employees adhere to the levels of contact and communication requirements set out in this policy to ensure that CAS management can monitor and supervise the day to day activities of the business; including the installation, service and repair of customers compressed air systems in a safe and effective manner. Only those site operatives who have received sufficient instruction and training and are deemed competent to do so by the Managing Director, will be permitted to carry out work as lone workers on customer sites. The Managing Director/Project Manager will undertake site inspections on both an informal (non-documented) and formal basis (written report) and any observations will be reported to the H&S Officer for any actions to be identified and implemented.

This policy will be reviewed by senior management on an annual basis and communicated to all employees to ensure they are familiar with and adhere to the requirements as set out by this policy.

A handwritten signature in black ink, appearing to read 'M Scott', written over a faint, illegible stamp or background.

Mark Scott, Managing Director
Date: 31st March 2026