



# Lone Worker Policy

## Policy and Procedure

### Introduction

Opps Training is committed to taking all reasonable precautions to secure the health and safety of those carrying out work activities and will ensure, so far as is reasonably practicable, that employees, contractors and anyone else required to work alone or unsupervised for any period of time are protected from risks to their health and safety.

### Policy

This policy and associated procedures have been developed to protect employees and others required to work alone or unsupervised, so far as is reasonably practicable, by controlling the foreseeable risks they may be exposed to. This policy used together with procedures on lone workers, staff development and training, will enable staff to appreciate the particular risks associated with lone working and to ensure that safety precautions and emergency procedures are understood. It will also assist staff to recognise and respond correctly to hazards arising during lone working. Lone working could expose employees and others to certain hazards.

The Company's objective is either to entirely remove the risks from these hazards or, where complete elimination is not possible, to reduce them to an acceptable level. This policy covers all Opps' employees in all lone working situations (see definition below) and shall be followed on every occasion where employees and other are required to work alone or unsupervised.

The Health and Safety Executive state that working alone is not in itself against the law and it will often be safe to do so. However, the law requires Opps to consider carefully, and then deal with, any health and safety risks for people working alone. The organisation is responsible for the health, safety and welfare at work of all their employees and also have responsibility for the health and safety of any contractors or self-employed people doing work for them. These responsibilities cannot be transferred to any other person, including those people who work alone.

Opps' employees have responsibilities to take reasonable care of themselves and other people affected by their work activities and to cooperate with their employer in meeting their legal obligations.

**Definition of Lone Workers** Lone working is NOT where individuals experience brief situations in which they find themselves alone, but where individuals are knowingly placed in circumstances where they work without direct or close supervision. Lone working can refer to situations where staff in the course of their duties work alone or are physically isolated from colleagues without

close or direct supervision or 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. They may be found in a wide range of situations, and some examples (activities) are provided below:

- during normal working hours at an isolated location within the normal workplace (an office, classroom or workshop);
- staff working alone outside normal hours;
- people working alone in premises;
- mobile workers who work away from Opps on their own (visiting work placements);
- delivering one-to-one tutorials
- home workers.

### **Procedure**

There are already a number of measures in place to protect lone workers and those working in isolation:

- Completing and updating shared calendar giving details of all daily activities and location
- advising someone before commencing and on completion of a particular task that involves meeting a stakeholder outside a business environment
- not undertaking a prohibited task e.g. making home visits.
- provision of mobile telephone;
- training in conflict management skills.

Controlling the Risks As required by The Management of Health and Safety at Work Regulations 1999 a suitable and sufficient risk assessment should be carried out to identify the hazards and the level of risk that lone workers are exposed to. This risk assessment will identify suitable controls to manage these risks. Depending on the level of risk there may be some higher risk activities or areas that due to the level of risk lone working will not be permitted. Thus:

- comprehensive risk assessments on all lone working activities and/or areas;
- control measures to be identified, prioritised and implemented;
- higher risk activities and/or areas identified and a formal decision made on whether lone working is authorised or vetoed
- formal systems or procedures developed for particular activities and/or areas, as required.

Organisation and responsibilities Managers must ensure that a risk assessment has been carried out with the individual prior to them working alone. It is the responsibility of managers to; implement control measures to eliminate the danger or reduce it to a minimum; draw up safe working procedures to include any control measures decided upon; ensure all such procedures are communicated to staff and are fully understood; check that all the procedures are adhered to; train staff to ensure understanding of control measures and emergency procedures; maintain regular contact with the lone worker to ensure they are happy that the safe working procedures are effective; report any incidents or accidents involving lone workers to the Opps soon as possible.

### Requirements of Lone Workers

It is important that consideration of an individual's declared medical condition is made which may make them unsuitable for working alone. This aspect of the assessment should be coordinated with the staff member's manager who will consult with Occupational Health specialists as necessary. Consideration will also be given to routine work and foreseeable emergencies which may impose additional or specific risks. Lone workers must be suitably experienced, have received suitable instructions and if necessary, training on the risks they are exposed to and the precautions to be used. It is the policy of Opps to 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;
- general or specific alarms for emergencies;
- checks on lone workers to ensure they have returned to Opps or home on completion of activities.

It is the responsibility of the individuals identified as 'lone workers' to:

- comply with the safe working procedures and control measures identified;
- report immediately to their line manager or senior management team member any incidents or accidents involving lone workers as soon as possible;
- not knowingly place themselves in a position of unnecessary risk.

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<b>Person responsible for policy and review</b>	Managing Director