



## **Lone Workers Policy**

The Health and Safety at Work etc Act and the Management of Health and Safety at Work Regulations both place a responsibility on employers to ensure the health and safety of their employees, this also includes workers who may work in an environment on their own without close or direct supervision., these workers are known as “lone workers”.

The responsibilities under The Health and Safety at Work etc Act and the Management of Health and Safety at Work Regulations cannot be transferred to people who work alone.

CSC Fleet Services Ltd has identified the need to protect and guide employees when working alone.

- Safe working systems will be established for lone workers.
- They should not be at more risk than other employees and may require extra risk control measures.
- Precautions should take account of normal work and foreseeable emergencies, for example personal attacks from intruders, vandalism fire, illness and accidents, all of which would be possible in a lone workers scenario.

CSC Fleet Services Ltd will identify situations where people work alone, and the following points will be considered when assessing the risks to the lone worker.

### **Does the workplace or the environment present a special risk to the lone worker?**

- There are special risks involved with lone working operations, these will be different for each location as the workplace or environment, or the type of work being carried out by the lone worker will each create different hazards and corresponding risks to their health.

### **Can the lone worker work safely, are they able to control any hazards involved safely, do they have suitable and sufficient equipment for their task?**

- Have suitable and sufficient means to raise the alarm if they are at risk from an intruder, or to report into their control, are they briefed on the procedures to be adopted in the event of an incident.

### **Can all the plant, equipment, tools etc involved in the work be safely handled by one person?**

- Winches, jacks, cranes etc all have inherent risks associated with them, these risks differ with the type of work being carried out, the type of vehicle/ equipment being operated, the nature of the work, the time of day/night, the environment and the weather would give a different answer to the question.

### **Does the work involve lifting objects too large for one person or whether more than one person is needed to operate essential controls for the safe operation of any equipment used?**

Fitness to work alone will also be considered when assessing the risks to the lone worker, is the person medically fit and suitable to work alone?

- Lone workers should complete a medical questionnaire to establish that they have no medical conditions which make them unsuitable for working alone. If there is any doubt, medical advice should be sought.
- Consider the environment, and both routine work and foreseeable emergencies which may impose additional physical and mental stress or strain on the lone worker.

## **Training.**

### **What training is required to ensure that the lone worker can carry out his/ her tasks safely?**

- Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty.
- Training may be critical to avoid panic reactions in unusual situations.
- Lone workers need to be experienced and to understand the risks to them and precautions required.
- Employers should set the limits to what can and cannot be done while working alone.
- CSC Fleet Services Ltd will ensure employees are competent to deal with circumstances which are new, unusual or beyond the scope of training, eg when to stop work and seek advice from a supervisor and how to handle aggression which may manifest itself from the type of incident being dealt with by the lone worker.



### **Supervision.**

Although the nature of the work itself cannot be subject to constant supervision, it is still an employer's duty to ensure their health and safety at work.

Supervision can help to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. Supervisors can also provide guidance in situations of uncertainty.

Supervision of health and safety can often be carried out when checking the progress and quality of the work; it may take the form of periodic site visits combined with discussions in which health and safety issues are raised.

The extent of supervision required depends on the findings of the risk assessment for the task involved and the ability of the lone worker to identify and handle health and safety issues.

The level of supervision required is a management decision which should be based on the findings of risk assessment. The higher the risk, the greater the level of supervision required.

It should not be left to individuals to decide whether they require assistance.

### **Monitoring**

Procedures will be in place to monitor lone workers to see they remain safe; these may include one or more of the following

- Supervisors periodically visiting and observing people working alone.
- Regular contact between the lone worker and supervision using either a telephone or radio.
- Automatic warning devices which operate if specific signals are not received periodically from the lone worker.
- Other devices designed to raise the alarm in the event of an emergency, and which are operated manually or automatically by the absence of activity.
- Checks that the lone worker has returned to their base or home on completion of a task

### **Illness, Accident, or Emergencies**

Lone workers will be capable of responding correctly to emergencies.

The risk assessment for the task will identify any foreseeable events. Emergency procedures will be established and employees trained in them.

Lone workers should have access to adequate first-aid facilities. The risk assessment will indicate which lone workers may need training in first aid and what additional First Aid items are required.

CSC Fleet Services Ltd also recognises that it is best practice for all staff who work away from base, such as drivers, repair technicians or static lone workers, to receive training in basic first aid and procedures to follow in the event of a first aid emergency.

### **Employers Liability Insurance**

Under the Employers Liability (Compulsory) Insurance (ELCI) Act 1969 most employers are required by law to insure their employees against workplace injury or disease. The people who are lone workers employed by CSC Fleet Services Ltd will be included in the ELCI cover.