



Lone Worker Policy January 2020

Policy Group: Health, Safety and Environment
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Policy Title: Lone Worker Policy
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Purpose

This document outlines the principles and responsibilities for Skills4 employees working on or off-site and outlines general precautions that should be followed for their safety as a lone worker.

Scope

All staff with reference to business development managers, recruitment officers, inductors and remote assessors. It is also applicable for staff working alone and out of hours.

Comments

A Lone Worker is an employee who is working alone and has no personal communication contact with a colleague or known responsible person who can summon assistance in the event of an accident or illness. Lone workers may be:

- Assessors who work on employers' premises and may find themselves working with one learner in unfamiliar surroundings.
- Staff who travel around between venues alone.
- A member of staff who is the sole worker on a corridor, floor or building in the company, particularly in the evening or weekend.
- Employees who visit client`s premises and find themselves in one-to-one meetings in unfamiliar surroundings.
- Inductors who work on employers' premises with individuals and groups in new surroundings.
- Employees who are left alone in any of the Skills4 buildings without alerting a 'buddy'.
- Visiting learners out of hours or when office support is unavailable.

Policy Statement

Although lone workers cannot be subject to constant supervision, there is still a duty on the Company, as the Employer, to provide appropriate control of that work. All lone worker staff should be made aware of the hazards identified, associated with their work, ensure safety precautions are carried out and the necessary procedures are followed in order to reduce the risks of them being placed in vulnerable situations.

Establishing safe working arrangements for lone workers is no different from organising the safety of other staff and students. Lone workers should not be exposed to significantly higher risks than others who work together.

The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 apply, which require the identification of hazards, assessment of any significant risks involved and devising and implementing procedures to ensure that the risks are reduced or controlled.

- Situations where 'Lone working' is prohibited by law:
- Entry into confined spaces
- Use of ladders which cannot be secured
- Erection and disassembly of scaffolding
- Use of specified dangerous machinery
- Working on or near exposed live electrical conductors

GENERAL PRECAUTIONS

Lone working can only take place if the task cannot be performed in any other way.

Lone workers should always leave an itinerary of their movements or make available their electronic diary to their Manager or an equally responsible person.

If their predicted diary changes they should contact the responsible person and inform them of their new itinerary.

Lone workers must always carry a mobile phone with them and the phone number should be left with the responsible person. The lone worker must also have a contact number that can be used in an emergency. This may be the Senior Management Team or Managing Director. The contact person must be available to help at the times that the lone worker is on duty.

Lone workers who use their car to carry out their duties must drive to the standards within the Highway Code and obey speed restrictions. It is not advised that lone workers transport others in their car to whom they are not familiar unless there is more than one person being transported.

Lone workers advised that those without someone at home, to buddy up with another assessor or myself to ensure they get home and nothing happens and to avoid being missed until the next day.

Record your movements in outlook calendar or equivalent so if anyone is reported missing we would know where they recently were and where they should be.

Assessors should avoid one to one interviews by themselves in isolated rooms. They should use a room which is: close to other staff; sit nearest to the door so that the exit is not blocked; and close the door themselves so that it is not locked from the inside, which would make it difficult to open from the outside.

Lone workers should not put themselves at risk. If they have cause for concern they must inform their Manager and voice their concerns.

All incidents, regardless of how minor they seem, must be reported to the Manager as soon as possible.