Lone Worker Policy

Purpose

Interr is committed to ensuring, so far as is reasonably practicable, the personal safety of its employees. We believe that in any situation, the reduction of risk and avoidance of untoward incidents is of paramount importance.

This policy is designed to alert staff to the potential risks presented by lone working, to identify the responsibilities both Interr and the employee has to ensure safety whilst lone working and to give staff a framework for managing potentially risky situations.

This policy applies to all staff who may be working alone, at any time, in any of the situations described in the definition be low. Both employees and their line managers have a duty to assess and reduce the risks which lone working presents. This policy should be read in conjunction with the Health & Safety policy and Health and Safety – Statement of Intent.

Definition

Interr defines a **Lone Worker** as someone who works by themselves without close or direct supervision. A lone worker can be in two types of establishments: Fixed establishments where they are a lone worker or a mobile worker working away from their fixed location.

In fixed establishments

Examples of a person working in a fixed establishment are:

- A person working in a site on their own.
- A person that works from home.
- A person working on their own outside 'normal opening hours', e.g. security officers, maintenance or control room staff.

Mobile workers working away from their fixed base

Examples of a mobile worker working away from their fixed base are:

- Workers involved in site visits, patrols from one site to another and key holding and alarm response.
- Agricultural and forestry workers.
- Service workers, including postal staff, social and medical workers, engineers, estate agents, and sales or service representatives visiting domestic and commercial premises.

The employer's responsibility

As an employer Interr understands that we have a duty to assess risks to lone workers and take steps to avoid or control risks where necessary. Therefore, it is important that the line manager ensures the following:

- Ensure a risk assessment is carried out before placing a lone worker on a site.
- Ensure the lone worker is aware that some tasks may be too difficult or dangerous to be carried out by an unaccompanied worker.
- Where a lone worker is working at a client's site, the client must be aware of the risks for the lone worker and the required control measures.
- The employee should be trained on the assignment site folder and shown the necessary site risks assessments.
- The employee should be informed to check out alarm systems and procedures, exits and entrances, and the location of the first aid supplies.
- Managers are responsible for ensuring that all appropriate steps are taken to control access to the building, and that emergency exits are accessible. This is completed through a site risk assessment.
- Site alarm systems must be tested regularly.
- Key codes for access of buildings should be changed from time to time, and if a breach of security is suspected. If the lone worker is at a client's site, the client should be advised of this.
- There must be access to a telephone for staff working alone.

- If there is any indication that a building has been broken into, a staff member must not enter alone, but must wait for back-up.
- Any lone worker will be required to complete hourly check calls through Timegate. The Operations Control Centre (OCC) are responsible for tracking these calls. If the lone worker does not make any check calls, then the OCC will reach out and make contact with the individual and escalate to the more Senior Controller and the Client Manager.
- In buildings where staff may be working with people in relative isolation, the lone worker must follow the incident escalation process.

Training / support

All staff will receive awareness of this policy through their company induction training as well as through our H&S refresher training. Should anyone require support, advice or guidance on any element outlines in this policy they should speak to their line manager.

The Employees responsibility

A lone worker is responsible for taking the necessary steps to avoid risks where necessary and ensure they do not put themselves of other at risk. Therefore, it is important that the employee takes the following steps:
- Consider the potential risks associated with lone working and follow the necessary requirements for the site they are working on.
- Report any problems whilst working alone to their line manager / duty manager.
- Take reasonable care of themselves and other people affected by their work.
- Understand they are accountable for their actions and responsible for ensuring they comply with the agreed procedures.
- Comply with the procedures and rules set by the company to protect the employees.

Planning

Staff should be fully briefed in relation to risk as well as the task itself as part of their site induction.

Staff working at home

Staff working from their own homes should take every reasonable precaution to ensure that their address and telephone number remain confidential as well as any company data. There should be regular contact with their line manager or other designated person if working at home for extended periods. This policy should be read in conjunction with the Remote Working, Health and Safety and Hybrid Working Policy.

Working outside normal hours

If an employee works outside of normal working hours, they must inform their line manager before doing so, confirming, the additional hours they will be working and the location they will be working at. The employee must contact their line manager to confirm when they have finished work. If the line manager has not heard from the employee, the line manager must follow this up.

Whilst working outside normal hours, the employee is responsibility for ensuring they do not put themselves at risk or/and undertake any duties that cannot be carried out without another.

Lone Worker Risk Assessment

A lone worker risk assessment must be completed before any work is undertaken. All risk assessments are stored in the site folder. When completing a lone worker risk assessment, the risk assessment hazard guidance should be considered along with:
- the environment – location, security, access.
- the context – nature of the task, any special circumstances.
- the individuals concerned – indicators of potential or actual risk.
- history – any previous incidents in similar situations.

All available information should be taken into account and checked or updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

Policy Review
This policy may be amended by Interr at any time to take into account changes in legislation and best practice. This policy was last reviewed and agreed by the Board and seeks to be reviewed and updated annually. Any queries arising regarding this policy should be addressed to Mick Tabori.

Mick Tabori - CEO
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