



Ideal Cleaning Services Limited

Lone Workers Policy Statement

Definition of Lone Working

“Any paid member of staff who carries out their work in a location in isolation from colleagues, members of our client staff, member of the public, or who is travelling between work locations on company business, or who is working alone in the office, is working from home. This may be on a regular or occasional basis.”

Introduction

Lone workers can be anyone who works by themselves without close or direct supervision, e.g. home workers, persons working in an office on their own, people working outside normal hours on their own, workers who have to travel on their own to other locations for work away from their office base.

Lone working represents a situation where a person has neither visual nor audible communication with someone else who can offer immediate assistance in the event of an accident, illness or other emergency.

Lone workers must receive appropriate training and have the necessary experience before being allowed to work alone. All lone workers should be made aware of emergency contact numbers and the accident/incident reporting procedure as part of their induction. All lone working activities must be managed appropriately to minimise risk and ensure workers are capable of responding correctly to emergencies.

We will assess the potential hazards from lone working and take appropriate action to ensure adequate control measures are in place to reduce risk. The assessments should consider both the task and the abilities and experiences of those undertaking the work to determine the level of supervision required. Risk assessment will be regularly reviewed and modified where necessary, especially if there is reason to suspect that they are no longer valid or there has been a significant change in the work to which the assessment relates. Training may be needed for workers to understand the risks and to avoid panic reactions to unusual situations. Reasonable checks will be made to ensure that any lone workers have no medical condition which makes them unsuitable for lone working. Processes will be put in place to monitor lone workers to see they remain safe. We will not permit lone working where risks cannot be controlled to an acceptable level.

Prohibited Lone Working Activities

The tasks which must never be undertaken while working alone are those which involve any form of entry into a confined space, and (even if you are qualified to do so) any form of work involving live electrical conductors.

Higher Risk Activities

Special arrangements will be required for higher risk lone working activities, ie where it is judged that the risk cannot be controlled adequately by one person, but the task cannot be avoided (eg hot work, work at height, use or contact with corrosive or otherwise dangerous substances, excessive manual handling). A formal risk assessment is required for these higher risk lone working activities, including arrangements for safe working. Proportionate measures to monitor worker safety may include:

- Periodic monitoring of lone workers by the supervisor, line manager or other colleague
- Regular contact between the manager or office and lone worker via telephone
- The use of automatic warning devices which raise an alarm in the event of an emergency, eg if signals are not received periodically from the lone worker; or where there is an absence of activity/movement.

Lone Working Process

When staff are working alone on sites where there are no staff and therefore no signing in/out facility, the following will apply. Remember that this is in place for YOUR safety, not to monitor your hours.

Determine that lone working activities will be low risk; even in the event of control measures failing

(eg working alone in offices outside normal working hours are unlikely to be at significant risk provided that appropriate fire and security precautions are in place). Ensure that the low-risk activities are being performed by a lone worker who is competent (ie has the necessary experience and has received appropriate training) and is capable of dealing with any reasonably foreseeable accident or other emergency alone, without the assistance of colleagues. Ensure a risk assessment is in place that covers the lone working situation and activity and that the worker has been involved in its creation and has read and understood it.

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Do not work alone if you feel unwell – inform the office or your line manager.

Ensure you have a fully charged mobile phone on you at all times (or some other means of raising alarm) along with telephone numbers of key contacts like the office and your manager. If you have any concerns or difficulties while working alone, inform your line manager or the office immediately. Your safety must be the priority at all times. Ensure somebody knows where you are working and the approximate times of arrival and departure. If there is any change to the location or times, inform them. This could be the office or your line manager, or a family member or friend if you are going straight home after work. SOMEBODY needs to know so they can raise the alarm if you do not return. If working on site for a third party, ensure that they know you are on site (sign in and attend an induction as required) and ensure you sign out before you leave and notify the site contact.

If you are working alone in a high-risk area or where the risk assessment has deemed it necessary, you must phone into your office on arriving on site and just before leaving site. These calls should be documented by the office. At predetermined times during the working day, an office nominated person will ring your mobile phone (a check-up call). If a member of staff does not arrive back or call in within 30 minutes of the anticipated time, the line manager or office nominated person will call them on their mobile phone to check everything is okay (a check-up call). If a check-up call is not answered and they were in a vehicle fitted with a tracker, check the system to determine the vehicle's location. Where the vehicle is deemed to be travelling, monitor it until it arrives at its destination and make a further attempt to contact the worker. If the destination is not an expected one (eg not the site, office or their home), inform senior management who will decide whether to contact the Police depending on the location of the vehicle. If the vehicle is still on site but contact cannot be made with the driver and the time spent there is deemed excessive or unusual, inform senior management, who should send two members of staff to the vehicle's location to investigate.

If a check-up call is not answered and there is no vehicle tracker (or the vehicle is parked where it should be), call their line manager to see if the person has made contact with them. If the line manager has not heard from them, ring either the site or person's home telephone number (as relevant). If there is no answer from mobile, site or home numbers, was anyone with them earlier that day? If so, ring them to find out when they were last seen and if they gave any indication of feeling unwell or changing their plans. If there is no answer from mobile, site or home numbers, have they visited anywhere else earlier that day? If so, ring that location if possible, to ensure they were there and when they left, and if they gave any indication of feeling unwell or changing their plans. If telephone contact still cannot be made with the person, inform senior management, who should send two members of staff to either the site or location where the worker was last known to be (if known), or where they are supposed to be.

Where a distant location makes this impractical, inform senior management who will make a decision on whether to contact someone else in the area (eg a client) their next of kin, and/or the police.

Where the worker still cannot be located, a senior manager will contact their next of kin/emergency contact to determine whether the Police need to be asked for assistance. This step can be taken at any time during the above process if deemed advisable by a senior member of staff.

For and on behalf of Ideal Cleaning Services Limited

CHRISTOPHER DRING
Group Managing Director

Reviewed 09-2023

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