



## LONE WORKING POLICY

### DOCUMENT VERSION CONTROL

Date	Author	Version	Status	Reason for Change
	SEStran	1.0	FINAL	Policy Adopted
Oct 2017	SEStran	1.1	FINAL	Adoption of Version Control

## **LONE WORKING POLICY**

### **1. POLICY STATEMENT**

SEStran employees deliver a wide range of services in a variety of situations. For some employees there may be a requirement to work alone, or to work sufficiently remote from other employees to constitute working alone. Working alone may pose additional risk to the safety of employees.

The purpose of this Policy is to ensure that all Lone Working is properly assessed, monitored and reviewed to ensure the safety of employees. SEStran will take all practical steps to identify any additional risks associated with lone working and remove or reduce the risks to an acceptable level.

### **2. INTRODUCTION**

SEStran aims to provide a safe and healthy working environment for all employees. SEStran is committed to the safety of all employees by ensuring that best practices are employed in all circumstances to minimise risks. SEStran recognises, however, that the nature of some services provided can place particular groups of employees at additional risk and this includes those employees who work alone. SEStran is committed to minimising the risk associated with Lone Working by taking all reasonable steps to protect Lone Workers.

### **3. SCOPE**

This Policy encompasses all employees of SEStran and complements the Health and Safety Policy, Accident/Incident Reporting Policy and the Violence at Work Policy.

### **4. DEFINITION**

For the purposes of this policy, the definition of Lone Workers is:

"Those who are required to work by themselves, or out of close contact with colleagues, without close or direct supervision".

Examples of Lone Workers may be;

- One person working alone in an office
- Mobile workers working away from the office

### **5. MANAGING THE RISKS**

In accordance with normal Risk Management procedures, Line Managers will ensure Risk Assessments are undertaken on all lone working activities and, where necessary, on individual lone workers. These will include identification of the actions to be taken which will minimise the risks.

Where, as a result of the Risk Assessment, it is identified that an employee is at serious risk as a result of lone working, the Manager will identify remedial actions

and/or alternative ways of delivering the service, which reduces the risk to the employee to an acceptable level. Typical actions may include;

- Provision of training
- Access to support and managers
- Additional equipment
- Personal protective equipment
- Mobile phones
- Use of buddy systems

In exceptional circumstances, where remedial actions have been taken and the risk to the employee is still of an unacceptable level, the Partnership Director will give consideration to withdrawing lone working until such times as measures can be implemented to reduce the risk to an acceptable level.

SEStran will develop clearly defined procedures for lone workers to use in the event of an emergency. There are increasing capabilities within emerging technology that will support lone workers. SEStran will continually review, and consider as appropriate, new technology as a means to improve Lone Workers' safety.

## **6. RESPONSIBILITIES**

### **PARTNERSHIP DIRECTOR**

The Partnership Director of SEStran is responsible for the effective operation of the Policy across SEStran as a whole and for ensuring development of effective procedures to implement the policy. They are also responsible for ensuring that adequate resources are available to implement appropriate protective measures, where the risk assessments have indicated they are required.

### **MANAGERS**

Managers are responsible for identifying all lone workers, ensuring that appropriate risk assessments are undertaken and for ensuring implementation of any remedial actions/measures identified by the Risk Assessment process. They are also responsible for ensuring that appropriate procedures are in place to monitor the safety of Lone Workers and for providing support to Lone Workers as required.

In line with the Accident/Incident Reporting procedures, Managers are responsible for ensuring that any accident/incident relating to Lone Working is reported and investigated and that appropriate action is taken to prevent similar situations arising in the future.

### **EMPLOYEES**

Employees are responsible for alerting their Manager to any concerns they may have regarding Lone Working and for reporting any accident/incident relating to Lone working to their line manager as soon as possible following the

accident/incident. Employees will give a full and accurate account of details leading to the accident/incident including details of the accident/incident itself.

**7. IMPLEMENTATION**

This policy is effective immediately upon approval from the SEStran Performance and audit Committee.

**8. MONITORING & REVIEW**

SEStran will monitor and review this policy on an annual basis.