



## **Memo: Business & General Info**

### **I.F.E.D.A. MEMBERS INFORMATION ADVICE/UPDATE**

**From: The National Office      Date: March 2009      Number: 32**

#### **Lone Worker Policy + Risk Assessment** **Please amend for relevance to your company**

**‘Company Name’**

#### **Lone Workers Policy**

##### **Introduction**

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, ‘Company name’ has the responsibility for the health, safety and welfare at work of its employees. These responsibilities apply equally to those staff members that, for whatever reason, work alone.

Lone workers should not be more at risk than other employees. This may require ‘company name’ to deploy extra risk control measures, which take account of normal work and other foreseeable emergencies, for example accident, isolation, illness, violence, etc.

This policy applies to all staff members employed by ‘company name’ that are designated as lone workers.

The principle of this policy is that ‘company name’ will assess lone working practices and take steps to prevent or control risk where necessary.

##### **Definition of Lone Worker**

Lone workers are those who work by themselves without close or direct supervision. The circumstances under which lone workers work alone may include:

- Visiting and/or working at clients premises
- Travelling to and from visits
- Elsewhere outside the control of ‘company name’

It is also recognised that any member of staff may spend a limited amount of time working ‘alone’.

**Cont.....**

##### **DISCLAIMER**

*The information, facts and opinions expressed in this document are believed to be correct in the light of information currently available, but they are not guaranteed and neither IFEDA nor its officers can accept any responsibility in respect of these contents or their implementation.*

**This document in its entirety is copyright © of The Independent Fire Engineering & Distributors Association and must not be copied or distributed by any means whatsoever without the prior permission of the Association**



## **Memo: Business & General Info**

### **I.F.E.D.A. MEMBERS INFORMATION ADVICE/UPDATE**

#### **Risk Assessment**

Risk assessment is essential to good risk management. Assessments shall be carried out in accordance with the Risk Assessment Policy for and by all staff whose working practice makes them vulnerable. Risk assessments for staff who visit clients' premises must include:

- Route/location assessment where applicable.
- Client risk assessment where applicable
- Travelling between appointments
- Reporting and recording arrangements
- Personal safety and security

#### **Incident Reporting**

In order to maintain appropriate record of incidents involving lone workers, it is essential that all incidents be reported to your 'nominated person'. Staff should ensure that all incidents where they feel threatened or unsafe are reported even if this was not a tangible event/experience.

#### **Responsibilities**

The 'nominated person/business owner' shall:

- Assess the need for lone working in all cases
- Devise and implement safe working systems in relation to lone working to avoid or control risk where necessary
- Ensure that appropriate risk assessments are undertaken in regard to lone workers
- Provide appropriate alternative arrangements for an accompanied visit where it is considered unsafe for staff to work alone
- Ensure that the systems are in place for staff to be traced and that systems are regularly checked

Lone Workers must:

- Ensure that they are aware of the policy and procedures relating to lone working and comply with them
- Note in their diary/log the names, addresses and phone numbers and time of visit and expected time of return to the office
- Leave a written record at the office of their whereabouts/intentions if going home from a client visit
- Telephone the office if they go straight home at the end of the day and a written record has not been left
- Take reasonable care to protect themselves and to implement all guidance policy and practice relating to risk arising from lone working

**Cont.....**

#### **DISCLAIMER**

*The information, facts and opinions expressed in this document are believed to be correct in the light of information currently available, but they are not guaranteed and neither IFEDA nor its officers can accept any responsibility in respect of these contents or their implementation.*

**This document in its entirety is copyright © of The Independent Fire Engineering & Distributors Association and must not be copied or distributed by any means whatsoever without the prior permission of the Association**



## **Memo: Business & General Info**

### **I.F.E.D.A. MEMBERS INFORMATION ADVICE/UPDATE**

#### **Training**

Staff working for 'company name' should know that their safety comes first. Staff should be aware of how to deal with situations when they feel they are at risk or unsafe. Staff should also be able to recognise how their own actions can influence or even trigger an aggressive response.

The 'nominated person/business owner' will ensure that lone workers receive appropriate training/instruction.

**References** Health and Safety at Work Act 1974 Management of Health and Safety at Work Regulations 1999

#### **Appendix**

##### **Guidance for Lone Workers**

The nature of the work of 'company name' necessitates frequent visits to clients' premises, and occasional working alone in the office. The following guidance should be considered in all cases:

##### **Prior to making a visit:**

- Identify possible risks from the enquiry from, *i.e.*, *potential trouble spot areas i.e. traffic, remoteness of location etc.*
- Ensure that all clients name and addresses are recorded at the office for others to view
- It may be appropriate for you to be accompanied by a colleague in certain cases
- If you have serious concerns about your safety on any particular spell of lone working, then discuss these with your 'nominated person'

##### **When visiting a client's premises**

- Ensure that you have your mobile phone with you
- Check your mobile phone is left on answer phone, try and return any calls received within 30minutes
- Identify yourself clearly; make sure you carry your identification with you
- When travelling in your vehicle, keep valuables/tools hidden and pay particular attention at traffic lights and times when you are stationary. Be mindful that valuables can be grabbed from your vehicle when it is at a halt

##### **In the event of an incident occurring:**

- Notify the office immediately
- If felt appropriate contact the police on 999
- Try and avoid confrontation
- If a situation does become heated, try to stay calm and pacify client
- If violence is threatened or you feel uncomfortable withdraw from the situation as soon as possible

#### **DISCLAIMER**

*The information, facts and opinions expressed in this document are believed to be correct in the light of information currently available, but they are not guaranteed and neither IFEDA nor its officers can accept any responsibility in respect of these contents or their implementation.*

**This document in its entirety is copyright © of The Independent Fire Engineering & Distributors Association and must not be copied or distributed by any means whatsoever without the prior permission of the Association**



## **Memo: Business & General Info**

### **I.F.E.D.A. MEMBERS INFORMATION ADVICE/UPDATE**

- On return to the office, notify your 'nominated person' of any incident

#### **When working alone in the office:**

- Inform Line Manager when and for how long you will be working alone
- Ensure all doors are securely locked
- Do not allow entry to any unknown person
- Should an incident occur, contact the police immediately

#### **Changes to movement:**

- Contact the office if you are going straight from home to a visit
- Contact the office if your movements do not correspond with details left, *ie going straight home from a visit or onto another visit or if delayed etc.*
- Contact clients to rearrange visits if delayed

#### **Vehicle Breakdown / First Aid/ Emergencies:**

If you have an accident, feel unwell or there is any other emergency:

- Contact the office as soon as possible with details
- Contact clients and rearrange (or request the office to do this)
- Use items from first aid box for minor ailments or ring the police/ambulance for more serious accidents, ailments or emergencies

**All lone workers will be provided with a first aid box to carry in their vehicle with them and must ensure items are replaced as used. Please order first aid items through 'nominated person'.**

**N.B**  
**IFEDA Companies may wish to make use of the following system – please delete if not used.**

#### **Password System**

**It is important that staff can relay their fears or concern back to the office to summon support without further upsetting or alarming an aggressor. In the event that a member of staff requires support they should contact the office and ask for (.....). When making the call staff can inform the aggressor that they are phoning to see if there is anyone in the office who can be of further assistance.**

#### **DISCLAIMER**

*The information, facts and opinions expressed in this document are believed to be correct in the light of information currently available, but they are not guaranteed and neither IFEDA nor its officers can accept any responsibility in respect of these contents or their implementation.*

**This document in its entirety is copyright © of The Independent Fire Engineering & Distributors Association and must not be copied or distributed by any means whatsoever without the prior permission of the Association**