Lone Worker Policy

Introduction

Triton Security recognizes that a significant number of staff are required to work by themselves periods of time without close or direct supervision, in isolated work areas and out of normal working hours. The purpose of this policy is to protect such staff so far as is reasonably practicable from the risks of lone working.

Triton Security also recognizes it has an obligation under the Health & Safety at Work Act 1974 (HSW Act) and the Management of Health & Safety at Work (MHSW) Regulation 1999, for the health, safety and welfare at work of its employees. These responsibilities apply equally for those staff that, for whatever reason, work alone.

Scope of the Policy

This policy is provided for use of all staff in their day-to-day work. This policy also covers and where appropriate, contractors. The policy applies to all situations involving lone working arising in connection with the duties and activities of our staff.

Definition of Lone Workers

Lone workers are those who work by themselves without close or direct supervision such as:

Staff in fixed establishments where:

- Only one member of staff works on the premises
- Staff working separately from others

Aims of the Policy

The aim of the policy is to:

- Increase staff awareness of safety issues relating to lone working.
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in to place to reduce the risk so far is reasonably practicable.
- Ensure that appropriate training is available to all staff in all areas that equips them to recognize risk and provides practical advice on safety when working alone
- Ensure that appropriate support is available to staff who have to work alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working; and reduce the number of incidents and injuries to staff related to lone working.

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Responsibilities

Managing Director

The Managing Director is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working.
- Providing resources for putting the policy into practice
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that the Management team regularly reviews the effectiveness of this policy.

Directors, Senior Managers, Line Managers

Directors, Senior Managers and Line Managers are responsible for:

- Ensuring that all staff are aware of this policy
- Ensuring that risk assessments are carried out and reviewed regularly.
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone.
- Ensuring that staff groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updates and refreshers training as necessary
- Ensuring that appropriate support is given to staff involved in any incident
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.

Employees

Employees are responsible for

- Taking reasonable care of themselves and others affected by their actions
- Co-operating by following rules and procedures designed for safe working
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- Taking part in training designed to meet the requirements of the policy
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

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Risk Assessment

Risk assessment is essential to good risk management.

Assessments shall be carried out for and by a Qualified member of the Triton Security management team. Recommendations will be made to eliminate or to reduce the risk to the lowest level reasonably practicable.

Risk assessments for site based lone workers must include:

- Safe access and exit
- Risk of violence
- Safety of equipment for individual use
- Channels of communication in an emergency
- Site security
- Security arrangements i.e. alarm systems and response to personal alarms (if applicable)
- Level and adequacy of on/off site supervision

Following the completion of the Risk Assessment, consideration should be given to any appropriate action that is required.

Managers must ensure that risk assessment systems are in place to meet the specific needs of all lone workers within their area of control.

Incident Reporting

An incident can be defined as an unplanned or uncontrolled event or sequent of events that has the potential to cause injury, ill health or damage.

In order to maintain an appropriate record or incidents involving lone workers it is essential that all incidents be reported via Incident Report Sheet. On completion the form should be forwarded to the Duty Controller / Operations Manager (where applicable).

Staff should ensure that all incidents where they feel threatened or 'unsafe' (even if this was not a tangible event/experience) are reported. This includes incidents of verbal abuse.

Contacting / Involving the Police

If a situation arises which precipitates the need for Police attendance, the employee at risk should contact the Control Room where the Duty Controller will take the details of the situation and will alert the Police, Mobile Supervisor and Operations Manager, if necessary.

Expect in the cases of emergency, employees should inform their manager of any incidents immediately. The employees' manager will thereafter take responsibility for contacting the Police to report the details of the incident.

Support for Staff

All new staff to Triton Security will receive an induction handbook and training, included in which will be reference to the Lone Workers Policy and this will be highlighted as part of the Triton Security Induction.

Employees working for Triton Security should know that their safety comes first. Staff should be aware of how to deal with situations where they feel they are at risk or unsafe.

Managers will, therefore, ensure that all lone workers training needs are assessed and that they receive appropriate training.

Ashley Wood
Managing Director

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Lone Worker Checklist

Working Alone

Site:

Checklist Completed By:

Date Completed:

Main Issues of Concern	Yes	No
Do staff work alone?		
Do staff work outside normal office hours?		
Do staff meet with customers?		
Is there enough security provision?		
Is there poor access to the building?		
Do staff activities involve working in confined spaces?		
Do staff activities involve handling dangerous substances?		
Control Measures for Consideration		
Do you carry out regular supervision checks during shift duties?		
Do you use entrance security systems?		
Is there security lighting around access point and parking areas?		
Do you ensure Check-calls are put into place?		
Do you use two-way radios or other communication systems?		
Do Staff have information and training on basic personal safety?		
Are staff trained in Conflict Management?		
Do staff have access to forms for reporting incidents and appreciate the need for this procedure?		