



## Lone Worker Policy

April 2018 (To be reviewed April 2019)



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## 1. Purpose

The purpose of this lone worker policy is to ensure all members of staff, interns and volunteers enjoy a safe working environment, when they are required to work on their own.

## 2. Policy Statement

Premier Advisory Group are committed to ensuring that they create a healthy and safe working environment.

PAG recognises that there are times when staff members may be required or may choose to work on their own or in isolated situations.

This may result in risk for normally non-hazardous work activity.

Definition:

A lone worker is an employee who performs an activity that is carried out in a remote location or isolation from other workers without close or direct supervision. Such staff may be exposed to certain risks because there is no-one to assist them.

## 3. Scope

This policy applies to all managers and employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, seconded staff, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with us, or any of our subsidiaries or their employees, wherever located (collectively referred to as staff or employees in this policy), who, at any time, may be working alone.

The policy should be available to all members of staff should it be requested/needed.

Although the employee holds the main responsibility for protecting the safety and health of lone workers, lone workers must themselves have a responsibility to help their employer fulfil this duty. Therefore, they must:



- Take reasonable care to look after their own safety and health
- Safeguard the safety and health of other people affected by their work
- Have an understanding and comply with their employer's safety and health procedures
- Not misuse equipment or materials provided
- Report all accidents, injuries, near-misses and other dangerous occurrences

#### 4. Risk Assessments

PAG will carry out a risk assessment for activities that are going to be, or are likely to be, undertaken alone. Risk assessments for lone workers will have particular regard to the following factors:

- Risk of violence – particularly when staff are required to work in situations with vulnerable/persons being consulted on personal issues and other members of the public
- Equipment – if staff are required to use any equipment it must be safe to use and suitable to use
- Environment – including proximity to help
- Materials– if staff are required to use any materials to carry out a particular activity it must be safe to use and suitable
- History – any previous incidents that have occurred in similar situations
- Any other special circumstances

All available information should be taken into account and where there is any reasonable doubt about the safety of a lone worker consideration should be given to sending a second worker or making other arrangements to complete the task.



## 5. Staff working from home

- Staff working from their own homes should take every precaution to ensure their safety
- Staff working from home should have regular contact with their line manager and other members of staff
- Staff working from home should ensure that their home address and contact details always remain confidential.

## 6. Procedures

- PAG is committed to putting procedures in place that encourage staff safety for lone workers.
- Staff safety is always considered when choosing and accepting new projects
- Staff are fully briefed in relation to risk as well as the task itself
- Unnecessary out of hours work is limited
- Staff encouraged to identify their local emergency services to their location of work
- Communication checking-in and fall-back arrangements must be in place

## 7. Control measures

- Line managers should check in with employees at least once a day
- Lone workers should notify managers if their usual working environment changes
- All lone workers should have a switched on and charged phone through which they can be contacted during their working hours
- All staff have access to other PAG Directors' contact details

## 8. Date and frequency of review

This policy is to be reviewed annually. The next review is due in April 2019.

If you have any concerns or queries in relation to this policy or your obligations, please make these known to PAG's Managing Director, Tom Legge.

