

Lone Worker Policy

Description

Lone workers can be anyone who works on their own without direct contact or supervision. Examples include: a person working on their own in a workshop, home workers, persons working in an office on their own, persons working outside normal hours on their own and mobile or peripatetic workers.

Higher Risk activities or locations

- Wherever practicable, employees of Betterclean Services are not to work alone in higher risk activities or areas.
- Where lone working is unavoidable, the lone worker will ensure that their Supervisor is aware of their whereabouts and the nature of the work being undertaken.
- The lone worker will make contact with their Supervisor on completion of the activity or at the end of the shift as a minimum. (this can be achieved through the use of the Ezitracker system)

Normal activities or locations

- Employees are to use the Ezitracker systems to log in and out of each site.
- Where lone working is unavoidable, the lone worker will ensure that their Supervisor is aware of their whereabouts and the nature of the work being undertaken. (this is achieved through the routine scheduling of work and the use of Ezitracker)
- The lone worker will make contact with their Supervisor on completion of the activity or at the end of the shift as a minimum. (this can be achieved through the use of the Ezitracker system)

RESPONSIBILITIES

Employer

Betterclean Services realise that there may be concerns surrounding lone working, to allay these fears we will:

- Identify all employees who are lone workers
- Make a suitable and sufficient assessment of the risk to the health and safety of these employees and others who may be affected
- Identify the preventative and protective measures needed, so far as is reasonably practicable
- Provide adequate security for lone workers, e.g. locks, CCTV
- Ensure that mechanisms are in place to account for and trace the whereabouts of employees who work alone and that these systems are regularly checked - Ezitracker
- Ensure that training in interpersonal skills, managing aggression and personal safety, that emphasises prevention and the continual assessment of risk is in place and available to employees
- Check that lone workers have no medical conditions, which make them unsuitable for working alone
- Supervision of lone workers will be provided as per the Risk Assessment

Employee

Employees who are recognised as lone workers, must: -

- Co-operate with the employer by following rules and procedures designed to protect their safety as a lone worker
- Attend personal safety training programmes as directed by the employer
- Provide information on their whereabouts during working hours to the employer
- Report all incidents relating to lone working using Betterclean Services reporting procedures

Signed:  Date: 01/03/24