

## LONE WORKING POLICY

### 1. Policy Statement

Lucas UK Group Ltd consisting of Lucas Finishing Specialists Ltd and Lucas Fit Out Ltd has a duty of care toward all employees. Where the conditions of service delivery or its associated tasks require staff to work alone at times, both the individual staff member and Lucas have a duty to assess and reduce the risks which lone working presents. Lucas discourages lone working and will avoid the need for employees to work alone where reasonably practicable. Where lone working is necessary, whether on an occasional or regular basis, Lucas will take reasonable steps to ensure the health, safety and welfare of employees working alone. Lucas will also ensure that a health and safety risk assessment is carried out to identify the hazards and risks of lone working and to devise and implement safe working arrangements so that the risks are eliminated or adequately controlled, thus enabling lone workers to carry out their work in a safe environment.

### 2. Purpose

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks.

### 3. Scope

This policy applies to all staff who may be working alone, at any time, in any of the situations described in the definition below.

### 4. Context

Lone workers face the same risks as anyone else, as well as those directly related to their work. Within Lucas, overall policies relating to safer working practices, support for lone workers is an essential part, and the same principles apply, particularly:

- a commitment to supporting employees both in establishing and maintaining safe working practices
- recognising and reducing risk
- a commitment to the provision of appropriate support for staff to ensure a clear understanding of responsibilities
- the priority placed on the safety of the individual over property, a commitment to providing appropriate training for staff
- Equipment such as mobile phones, personal alarms and torches will be made available as appropriate.

### 5. Definitions

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

### 6. Mandatory Procedures

#### Personal Safety

- Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.
- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- Before working alone, an assessment of the risks involved should be made in conjunction with the line manager

- Staff must inform their line manager or other identified person when they will be working alone, giving accurate details of their location, and following an agreed plan to inform that person when the task is completed. This includes occasions when a staff member expects to go home rather than returning to their base.
- Make sure you have some means of communication with someone in the event of an emergency, such as a mobile phone or two-way radio.
- Ensure you have access to appropriate first aid equipment.
- Know where your nearest emergency exit is and Lucas's emergency evacuation procedures.
- Make sure intruders cannot access the premises by checking that all windows and external doors are securely locked.
- Comply with any arrangements or follow any guidance provided by your line manager or Lucas for lone working.
- Take all reasonable steps to ensure your own safety and welfare.
- Inform your line manager as soon as possible of any incidents, accidents, or safety concerns.
- Managers must ensure that there is a robust system in place for staff advising on starting and finishing, and that staff use it.
- For head Office Working refer the Appendix 1 – Head Office Security

#### **Line managers should ensure that:**

- Lone working is avoided as far as is reasonably practicable.
- Arrangements are in place so that someone is aware of a lone worker's whereabouts at all times.
- A check is carried out at the end of the lone working period.
- Emergency procedures are in place so that lone workers can obtain advice and assistance if required.
- Lone workers are provided with adequate information and training to understand the risks and the safe working procedures associated with working alone.
- The job can be done safely by one person.
- Any employee working alone is capable of undertaking the work on their own.
- Staff who work to a pre-planned programme, must inform their line manager if they deviate from the programme.
- If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.
- Arrangements for contacts and response should be tailored to the needs and nature of the team. Issues to consider include:
  - staffing levels and availability
  - the identified risks
  - measures in place to reduce those risks
- Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.
- Staff working in the community should be issued with a mobile phone; they are responsible for checking that it is charged, in working order, and with sufficient credit remaining with the relevant provider. Personal alarms may also be provided.

## **7. Assessment of risk**

At least following should be considered when compiling a risk assessment for lone working:

- Can the work be carried out safely by one person working alone?
- Does the workplace present a special risk to the lone workers?
- Are women or young workers especially at risk if they work alone?

- Is the person medically fit and suitable to work alone?
- Are there adequate security arrangements?
- Is any specialised training required?
- How will the lone worker be supervised or monitored?
- Does a small first aid kit need to be provided?
- What happens if a person becomes ill, has an accident, or there is an emergency?
- How will they raise the alarm if incapacitated?

In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

- the environment – location, security, access
- isolation if an emergency were to occur
- the context – nature of the task, any special circumstances
- the individuals concerned – indicators of potential or actual risk history
- any previous incidents in similar situations
- lack of assistance in a confrontational situation
- any other special circumstances

All available information should be considered and checked or updated as necessary

- Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.
- lack of assistance in a two-person task
- While resource implications cannot be ignored, safety must be the prime concern.

## **8. Planning**

All work will be planned in accordance with the relevant standards and the appropriate risk assessments carried out. The Line Manager will:

- Ensure an effective means of communication is established checking-in and fall-back arrangements must be in place.
- Provide a specific risk assessment for lone working and staff should be fully briefed in relation to risk as well as the task itself.
- Alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation and, to outline the practical steps that can be taken to minimise the risks to their safety.
- Ensure such workers should not be exposed to any greater residual risk than other employees, this may require additional control measures to be identified and implemented.
- The Line manager is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the team.

## **9. Training**

All operatives will be given a full and thorough induction taking into account the particular hazards involved in lone working.

## **10. Monitoring**

The Site Supervisor will:

- Record when lone working is taking place.
- In the event that a lone worker does not call every two hours, the supervisor must phone the lone worker. If he is unable to contact the lone worker, the supervisor must assess

the situation and respond appropriately, either by going to the site, arranging for someone else to visit the site or calling the police.

- You have a responsibility to inform your immediate line supervisor if you have any concerns over the effectiveness and efficiency of the agreed arrangements for lone working. These procedures will be reviewed on a regular basis.

## 11. Control Measures

Control measures will include at least those identified in the risk assessment and would typically cover:

- Supervisors or colleagues should know the whereabouts of lone workers at all times and make arrangements for checking their well-being;
- A lone working board or book or other means of control;
- Use call desk or security guard room to log whereabouts and time scales;
- Regular contact between the lone worker and a manned office using either telephone or radio;
- Supervisors periodically visiting and observing people working alone;
- Automatic warning devices, which operate if specific signals are not received periodically from the lone worker;
- Checks that a lone worker has returned to their base or home on completion of a task;
- Provision of appropriate training or instruction;
- Emergency procedures established and lone workers trained in them;
- Access to adequate first aid facilities.

## 12. Employees

The following sets out lone working procedure, which must be followed by employees at all times:

- As an employee, you are responsible for ensuring that you are aware of all emergency exits and that such exits are kept clear and must take all reasonable precautions to ensure your own safety.
- You must always sign in and out of site using the book at the Site Office so that other staff are aware of your presence on site.
- Always have a charged mobile phone with you. This is essential so that someone can be summoned in the event of an accident or if you are worried about personal security.
- When you are lone working, it is essential that you call your immediate line supervisor to report your arrival at site, notifying the type of work that you will be doing on your own and how long you expect to be on site.
- You must telephone a nominated person every two hours after you arrival to confirm that you are OK and must also telephone to advise of your departure from the site.
- In the event that a lone worker does not call every two hours, the nominated person who has been instructed to contact the lone worker, must phone the lone worker. If they are unable to contact the lone worker, the person must assess the situation and respond appropriately, either by going to the site, arranging for someone else to visit the site or calling the police.
- You must avoid lifting heavy objects when alone.
- You must ensure that your onsite your first aid kit is complete and if you require any replacement items, please notify your line manager immediately.
- You must ensure that you are wearing PPE at all times on site. This is essential to ensure that you are visible to any incoming vehicle drivers on the site.
- You must ensure that you are fully aware of the site emergency procedures / equipment. Details of site emergency procedures are contained in the Site Emergency Plan. You will have been inducted on these procedures prior to starting work on site and you must ensure that you are fully familiar with these.
- Do not take any risks when lone working.

- If you have any accident on site whilst lone working this must be immediately reported to Head Office. The company accident book will be completed, and the matter will be investigated.
- If operating machinery when working on your own, you must ensure that you remain in your cab at all times or operate machine with remote control (if applicable) from a safe position. Do not access any parts of the machinery whilst they are still switched on. You must follow the method statement / safe system of work and comply with the risk assessments for all machinery at all times.
- If there is any indication that a building or site has been broken into, you must not enter alone and should wait for assistance.
- Lone workers may sometimes feel more vulnerable to threats from intruders or trespassers because they are working on their own. If you have any concerns you should immediately advise your immediate line supervisor or the Police.

The following working activities are NOT permitted by lone workers under any circumstances.

- Work on live electrical circuits or equipment;
- All work where a fall from a height could lead to serious injury
- Confined space working;

### **13. Reporting**

- Should an incident occur, the reporting and de-briefing should follow the procedure set down by the Line Manager.
- The Line Manager should undertake a debrief as soon as possible.

### **14. Lone worker devices**

- It is the line manager's duty to ensure that each member of the team is issued with a lone worker device, if appropriate.
- The line manager should ensure that device users receive adequate training and are competent in the use of their devices.
- Employees are responsible for keeping their devices in good working order, reporting any problems with devices and for ensuring that device batteries are fully charged before working alone.

### **15. Known Risks and Procedures - Work related violence toward Staff**

- Undesirable persons may be present when locking and unlocking toilets or patrolling parks. In this case retreat and advise Line Manager.
- If approached by anyone and a danger to self is sensed, use personal alarm to attract attention, retreat and advise Line Manager.
- If drug paraphernalia is found, dispose of in the manner you have been trained in and advise Line Manager
- If you have an accident use your mobile phone for medical assistance and/or your personal alarm to attract attention
- If a person is found in a toilet or park who is clearly unwell for some reason, call an ambulance. Do not put yourself at risk at any time.

## **16. Monitoring and Review**

- The ongoing implementation of the Lone Working Policy will be monitored through the supervision process.
  - Lone working and risk assessment will be regular agenda items for team meetings.
  - Any member of staff with a concern regarding these issues should ensure that it is discussed with their supervisor or with the whole team, as appropriate.
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- The policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review.

## **17. Support – Internal and External**

- Your Line Manager can be contacted at any time if you consider yourself in danger.

Appendices:

Appendix 1 – Head Office Security

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### HEAD OFFICE SECURITY

For personal reasons based on my own experience, I have always placed a high priority on safety and security at the company head office and it was for this reason, I mandated a two-person policy for after hours or weekend working at HQ 3 years ago.

The company is a prime target for burglary/ break in especially with the valuable equipment on site and is in an area where this is rife. Having a minimum of two people on the premises after hours de-risks that chance of someone being overcome by intruders and not being able to raise the alarm.

It has become apparent to me last night that many of you are not aware of the policy I put in place and in fact are actually working alone at the office after hours.

I fully respect and appreciate the efforts made to get the job done and go the extra mile after hours and of course this approach ties in with our key values but moving forward and in order to maintain flexibility I am updating the policy and procedure to the below:-

1. Wherever possible, the **Two Person** rule **MUST** be adopted
2. If you are left alone, at this point you must immediately text ALONE and indicative time of departure (for example: ALONE 21:00)
3. When you have safely locked up and physically got in your car to the top gate, text LOCKED before pulling away

Items 2 and 3 should be texted to myself and Cathy. This takes effect immediately.

I would kindly ask that you respect this policy and place importance on following the procedure set out.

I thank you for your cooperation and If you have any queries or concerns please approach Cathy or myself.

Danny Lucas



Executive Chairman & MD

3<sup>rd</sup> January 2023