

QUALITY & SERVICE LIMITED**LONE WORKING POLICY STATEMENT****INTRODUCTION**

Quality and Service Limited is committed to providing a safe working environment as far as reasonably practical that meets the needs of its staff and volunteers. Consideration shall therefore be given to the health and safety implications in respect of lone working.

POLICY

Each of our employees should be made aware of this policy. Anyone who is or potentially may be a lone worker shall receive information, instruction and relevant training in respect of all identified hazards, risks and associated risks, e.g. violence and aggression and vehicles/driving.

- It is the responsibility of line managers to coordinate the risk assessment for lone workers in consultation with the Managing Directors
- Any employee who is lone working shall be provided with a line of communication to the office base, normally a mobile phone.
- Anyone who is lone working shall be given the opportunity to be provided with a personal alarm
- Lone workers shall follow the instructions contained in the procedures below;
- It is the responsibility of the line manager to regularly re-assess risks, monitoring and reporting changes to the Managing Directors
- It is the responsibility of the line manager to ensure that workers do not suffer from undue stress as a consequence of lone working
- It is recognised that some workers may be required to work alone for significant periods of time without direct supervision and in these situations, Quality and Service will ensure that adequate support is provided.

DEFINITION OF LONE WORKING

Individuals which are alone at work, cannot be seen or heard by another worker, cannot expect a visit from another worker for some time and /or where assistance is not readily available when needed. Therefore, lone workers are those who work by themselves without close or direct supervision.

This includes circumstances where;

- Only one person works on the premises
- One person works separately from others
- One person works outside normal working hours

AIMS OF THE POLICY

The aim of this policy is to;

- Increase awareness of safety issues relating to lone working
- Ensure the risks associated with lone working are assessed regularly and that systems are put in place to minimise the risk as far as practical
- Ensure that appropriate training is available to staff and volunteers that equips them to recognise risk and provides practical advice on safety when working alone
- Encourage full reporting and recording of all adverse incidents relating to lone working and reduce the number of incidents/injuries relating to lone working

RISK ASSESSMENT

Risk assessments must be carried out for and by all whose working practice makes them vulnerable and recommendations should be made to eliminate or reduce risk as far as is possible.

RISKS OF LONE WORKING

Risk assessments for site based lone workers must include;

- Safe entry and exit
- Location, e.g. remoteness, transport and parking
- Risk of violence e.g. history of violence from the public or client
- Safety of equipment for individual use
- Channel of communication in an emergency
- Site security and security arrangements, i.e. alarms and response to personal alarm's advice on safety when working alone
- Levels and adequacy of on/off site supervision
- Personal Safety and security

OFFICE BASED STAFF

Whenever staff or volunteers work within the office they should try to ensure that there are other occupiers in the building. If a worker is meeting a client on their own in the office they should ensure the client does not sit between them and the door and that they have clear access to leave. It is also advisable to let someone else know that they are meeting a client alone.

STAFF WORKING OUT OF OFFICE HOURS

All staff working outside of office hours shall;

- Advise a designated/colleague of the requirement to conduct lone working
- Advise of the expected length of time required
- Upon arriving safely home, advise the designated colleague/line manager

These procedures ensure that the colleague/line manager is aware of the staff members movements and safety.

Employees working for Quality and Service should know their safety comes first, above all else. They should be aware of how to deal with situations in which they feel at risk or unsafe. They should also be able to recognise how their own actions could influence or even trigger an aggressive response. Managers must therefore ensure that all lone workers training needs are assessed and that they receive appropriate training.

Quality and Service includes this Lone working policy and all other policies within their induction documentation for all new employees.



Managing Director

Date: 02/01/2025