



Girlguiding Royal Berkshire

Lone Working Policy

Lone Working Policy

This document includes a statement of Policy of Girlguiding Royal Berkshire (The Association) together with the summary guidance to assist the Building Managers in discharging their health and safety responsibilities. The subject of this policy and guidance deals with individuals who work by themselves, without close or direct supervision. There is no general legal prohibition on working alone, however, the broad duties of the Health and Safety at Work Act 1974 and Management of Health and Safety at Work regulations 1999 still apply.

This document supplements the Association's Health, Safety and Welfare Policy, which fully outlines the general policy, organisation and arrangements for health, safety and welfare at work which is applicable within buildings utilised for Guiding in Berkshire.

S. J. France

12 May 2020

Signed

Dated

Sarah France

May 2021

Print Name

Review Date

Subject to review, monitoring and revision by Girlguiding Royal Berkshire

1. Introduction

The Management Committee acknowledges its duty to make sufficient provision for the management of health and safety in the work place.

The primary operational responsibility for discharging the health and safety requirements with regard to this policy lies with the Chairman, in his/her absence the Property Manager will carry out this role. In addition, a key role in implementing this policy lies with all members of the Management Committee who must ensure all of the following requirements are addressed and implemented.

Duties of implementation for both these acts may be delegated to individuals in a manner that accurately reflects their existing levels of competence and responsibility. These individuals must plan, organise, control, monitor and review their health and safety management systems. However, in certain circumstances, the advice and assistance of specialist advisers may be sought by The Association.

Girlguiding Royal Berkshire acknowledges its duty to make adequate provision for health and safety of lone workers. It is the policy of The Association to fully implement the general requirements of the Health and Safety at Work Act 1974 and Management of Health and Safety at Work regulations 1999 in so far as lone working is concerned.

2. Who are Lone Workers?

Lone workers can be anyone who work by themselves without close or direct supervision. Some common examples school are:-

2.1 A person working on their own in any building

2.2 A person working in the grounds of a building or elsewhere on a site.

ACTION

- Identify all persons who are lone workers.
- Identify the locations and tasks they carry out.

3. Controlling the risks

As required by the Management of Health and Safety at Work Regulations 1999 a suitable assessment should be carried out to identify the hazards and the level of risk that lone workers are exposed to.

3.1 Suitable controls will be identified within the risk assessments.

3.2 Depending on the level of risk there may be some higher risk activities/areas that due to the level of risk lone working will not be permitted e.g. mechanical equipment.

ACTION

- Risk assessments to be carried out on all lone working activities/areas.
- Control measures to be identified, prioritised and implemented.
- Higher risk activities/area identified and formal decisions made on authorisation of lone working.
- Formal systems/procedures developed for particular activities/areas as required.

4. Requirements of lone workers

- 4.1 It is important that lone workers are considered for any known medical conditions which may make them unsuitable for working alone.. Consideration will be given to routine work and foreseeable emergencies which may impose additional or specific risks.
- 4.2 Lone workers must be suitably experienced, have suitable instructions and if necessary, training on the risks they are exposed to and the precautions to be used.
- 4.3 It is the policy of The Association to ensure adequate supervision is provided. The adequacy of the supervision will depend on the level of the risk, types and duration of exposure. Adequacy of supervision may involve some of the following:-
- a) periodic checks on lone workers i.e. visual
 - b) periodic contact with lone worker i.e. telephone
 - c) general or specific alarms for emergencies

ACTION

- Check and monitor adequacy of supervision.
- Ensure any emergency equipment i.e. alarms, mobile phones, walkie talkies are regularly checked and maintained.

LONE WORKING

Be aware of the fact that if you are lone working you have to minimise the risks of accidents e.g. do not climb to lift heavy objects which could result in an injury.

- If you feel unwell whilst at work do not try and work alone.
- When connecting cables ensure that you take out enough to plug in safely. Do not pull or stretch them to make them reach. Ensure they are laid flat on the ground so you don't trip over them.
- When disconnecting ensure they are coiled and put away properly. Remember somebody else has to get them out the next time. If dark when disconnecting put a light on.
- If you sustain an injury that requires Hospital treatment, try to reach the phone and call 999. If all else fails shout for HELP.
- Be aware that ideally you should not be working on your own in a building or on a site as this can be the time when incidents are most likely to occur.
- In exceptional circumstances a member of the Management Committee will need to be informed of your location and expected time of departure.

- On hearing the fire alarm all personnel and visitors must evacuate the building and assemble at the fire point, until the all clear is given by the person responsible for the site.

PERSONAL SAFETY

The Association recognises the HSE definition of violence as “any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his or her employment”

Violence in the workplace covers a wide range of behaviour from threats and verbal abuse to intimidation and physical assault. In extreme cases it may include unsociable, sexual or racial harassment.

If you are in a situation or are approached by anyone who presents aggressive, threatening or unsociable behaviour try to remain calm. Remember these key points:

- Be aware of your own body language and the other persons. Do not respond or react in a way that could intentionally or unintentionally antagonise them.
- Listen to the person’s reasons for complaint. Where appropriate be sympathetic and show empathy towards their concern.
- Remain confident in your ability to handle the situation.
- Employ diffusing techniques where appropriate.
- Always keep a safe distance from the aggressor and avoid physical contact. Do not enter their “personal space” or allow them to enter yours.
- If you cannot resolve or calm the situation down, call for help or look for opportunities to move away.
- Report all incidents to your Committee Chairman

Your personal safety is paramount!!

If you are working alone always try to make sure someone knows where you are going, let them know when you arrive, when you expect to finish or return. A phone call or an email will suffice.

You may feel safer carrying a mobile phone, pager or personal panic alarm. Make sure these are easily accessible and charged up. Always carry them on your person.

Always be vigilant. Look for early warning signs of inappropriate behaviour.

If you feel a person is getting agitated or too personal and could be a potential threat to your personal safety try to diffuse the situation. No two situations will be the same so they will need to be handled individually.