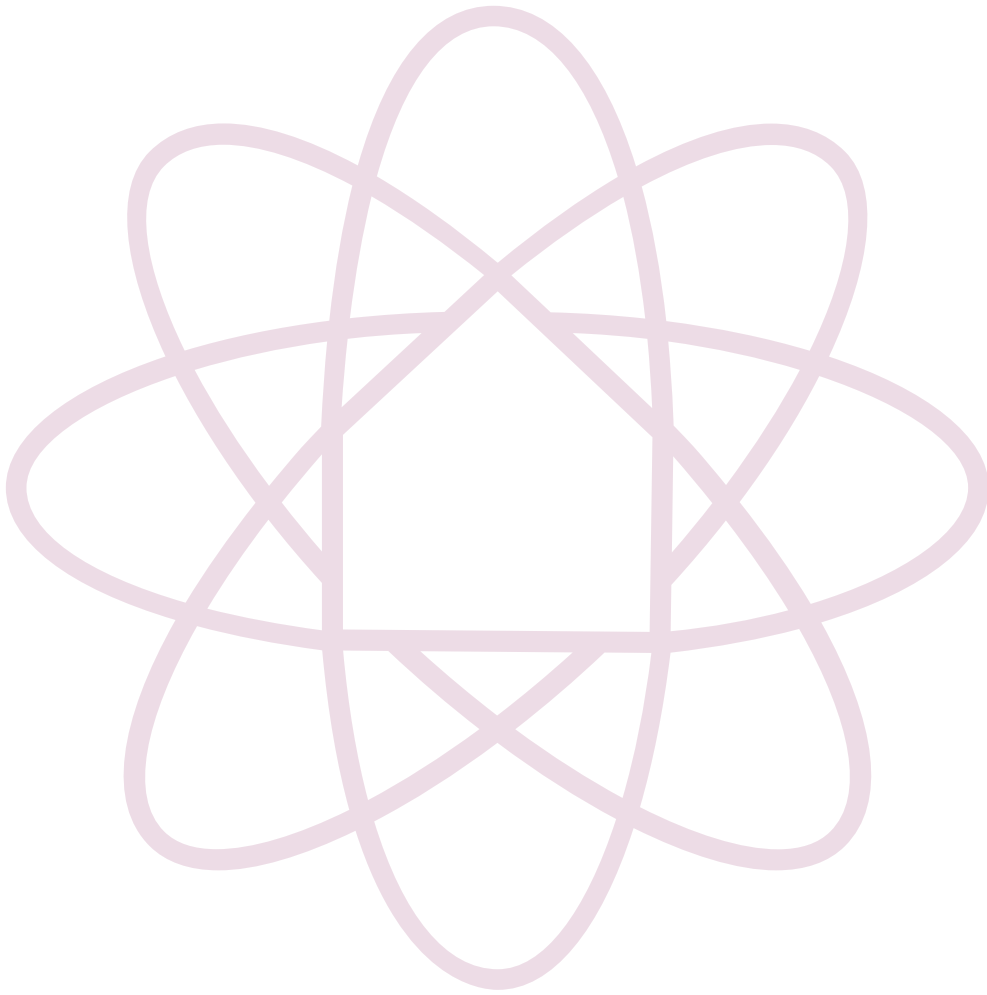# Solar Gates UK Ltd

Lone Working Policy

Introduction

Solar Gates UK Ltd seeks to protect those employees who work alone and undertakes to, as far as reasonably practicable, minimise the risks to the health and safety of its employees and those who may be affected by their activities.

There are many different situations employees find themselves in with regard to lone working, and it would be impractical to address each situation individually.

We acknowledge its duty to make sufficient provision for the management of health and safety in the workplace and to fully implement the requirements of the Management of Health and Safety at Work Regulations by providing the facilities, procedures and resources for a suitable and sufficient management system.

This policy sets out the commitments and arrangements of our company for minimising the risk of physical and non-physical assaults against employees, risk of injury and improving overall personal safety and arrangements for lone working.

Definition - Physical and Non-physical Assault

Physical assaults – General Baseline Definition:
"The intentional application of force to the persons of another, without legal justification, resulting in physical injury or personal discomfort."

Physical assaults include being shoved, pushed, punched, kicked, head-butted, but this is not an exhaustive list.

Non-physical assault – General Baseline Definition:
"The use of inappropriate words or behaviour causing distress and/or constituting harassment."

It is very difficult to provide a comprehensive description of all types of incidents that are covered under this definition; however, the following examples would be consistent:

- Offensive language, verbal abuse and swearing which prevents employees from doing their job or makes them feel unsafe.
- Negative, malicious or stereotypical comments.
- Invasion of personal space.
- Brandishing of objects or weapons.
- Near misses i.e. unsuccessful physical assaults.
- Threats or risk of serious injury to an employee, or visitors.
- Bullying*, victimisation or intimidation.
- Stalking.
- Spitting.
- Alcohol or drug fuelled.
- Unreasonable behaviour and non-cooperation.
- Any of the above linked to destruction of or damage to property.
  This is not an exhaustive list

*employee on employee bullying does not fall within the context of this policy. Any such issues should be dealt with in accordance with our Bullying and Harassment Policy.

Definition – Lone Working

Lone working is intended to cover all work proposed to be undertaken alone where the risk to the individual lone worker may be increased either by work itself, or by the lack of on-hand support should something go wrong. However, it is important that these risks are not over-exaggerated, as this can have a detrimental effect, by endangering an unnecessary perception of fear amongst employees that is disproportionate to reality.

Lone working can occur:

- During normal working hours at an isolated location within the normal workplace or on site. Or
- When working outside normal working hours.
- Under both these circumstances, our guidance on lone working will apply.

Employees may find themselves undertaking lone working in a variety of settings, which include:

- Work alone in any given situation without direct access to other colleagues.
- Travel alone using own vehicle, public transport and / or to and from any place of work.

Policy Statement

We acknowledge that there may be an increased risk to health and safety of its employees, and others when working alone. Risk assessments should be undertaken to identify risk to lone worker and measures introduced to minimise risks wherever reasonably practicable.

Managers shall ensure lone working situations are identified, appropriate risk assessments undertaken, control measures introduced and employees are provided with the necessary information, instruction and training.

Roles and Responsibilities

Neil Sampson has overall responsibility for managing all aspects of health and safety. This responsibility has been delegated to Neil Sampson. The managers will ensure mechanisms are in place:

- To ensure any risk to a person's safety is adequately controlled and reduced to the lowest level; which is reasonably practicable.
- To ensure, where necessary, that appropriate risk assessments and safe systems of work are in place.
- To ensure that this policy is adhered to by employees and that resources are available to ensure effective implementation.

Managers Responsibilities

Promote and support the aims and objectives of this policy.

Maintain employee levels and adequate cover when dealing with work related to violence and aggression. When there is the foreseeability of the likelihood of an incident occurring, to put into place immediate control measures to reduce the risk to the lowest level which is reasonably practicable.

Employee Responsibilities

All employees have a general duty to take reasonable care of their own safety and that of others who may be affected by their actions.

All employees must further ensure that they will:
- Cooperate with the company to enable it to meet its obligations in respect of the prevention of physical and non-physical assaults and the reduction of risks related to lone working.
- Be vigilant and ensure that nay known or identified risks are immediately reported to their line manager as a minimum requirement.
- To be aware of our of hours arrangements and the details of the on-call rota for managers so that immediate contact can be made in the event of an emergency.
- Report any accident or incident in accordance with the provisions of the incident reporting procedure.
- Attend health and safety related training.

Summary Policy Statement

Working alone is not illegal but it can bring additional risks to a work activity. We have developed policies and procedures to control risks and protect employees, and employees should follow them. Apart from employees being sure that they are capable of doing the job on their own, the three most important things to be certain of are that:

- The lone worker has full knowledge of the hazards and risks to which he or she is being exposed.
- A colleague or supervisor knows the whereabouts of a lone worker and what he or she is doing.
- The lone worker knows what to do if something goes wrong.

The activities within this guidance are not exhaustive, consequent risks should be effectively identified and managed by management.

The 'lone worker' is obligated to follow the outcomes of the risk assessment and consequent agreed procedures.

The policy will be reviewed at least annually or when it is considered appropriate to do so.

Information Sharing

It is important that employees have access to good quality information regarding contacts and locations so that they can do their job efficiently and safely. Each manager should ensure that there is an appropriate flow of information to and from other sections, especially where there is a higher risk of assault.

Employees must also be aware that if, at any stage while working on site, they feel unsafe, they should be reporting this to the manager who should update the information as necessary.

Supporting employees after an incident

Debriefing will take place after serious incidents have occurred affecting personal safety, to establish the details of what happened and to provide emotional help to the employee involved. Managers will be involved in these debriefing sessions and, where appropriate, confidential counselling will be made available through the Occupational Health Service.

Control Points

One of the most important arrangements of this policy is the requirement for managers to know where their employees are up to until they go home, so that their movements can be traced if necessary.

It is equally important that this information is available for employees who are called out from home. These issues make it necessary from management to provide a Control Point.

The Control Point could be any of, or a mixture of, the following:

A The office, at all times employees are working alone
B An answerphone checked regularly
C Nominated person with mobile phone
D Nominated person at home

The Control Point would be the person or persons who should know the movements of all employees when the employee has expressed concern and which their movements to be monitored.

The Control Point would also have the details about the employee so that appropriate steps could be taken in the unlikely event of an employee failing to call in.

These details should include, for each employee, their:
- Name
- Address, home telephone number and any emergency contact
- Mobile phone
- Time started work
- Car registration, make and model

Training
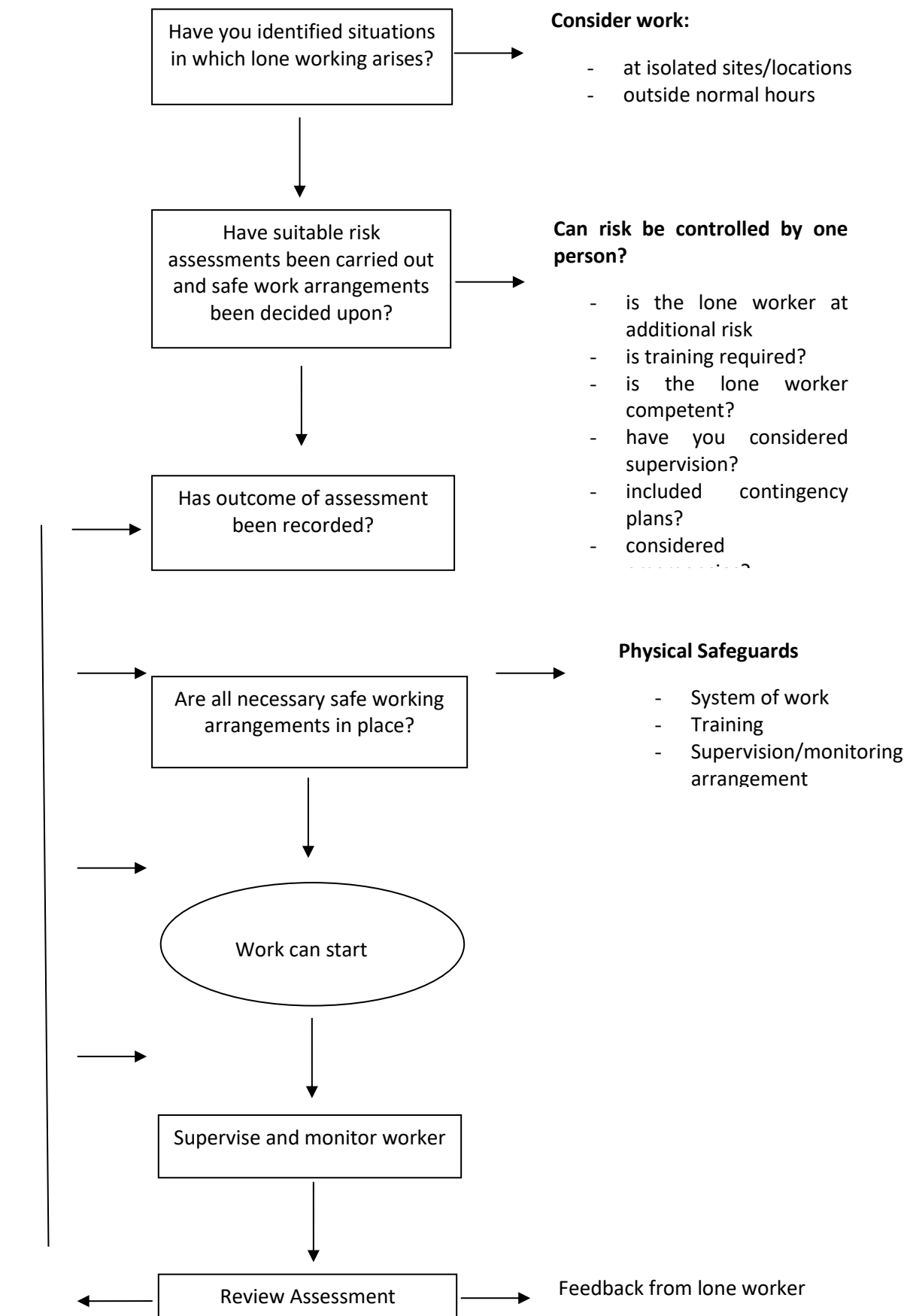
Employees working alone should know that their safety comes first. They should not be in situations which make them feel unsafe.

Monitoring, Audit and Review

The effectiveness of this by policy will be assessed by incident reporting and follow-up action of physical and non-physical assaults and incidents involving lone working. Accidents and incidents will be analysed by the Neil Sampson.

Appendix 1
Summary Flowchart for Ensuring the Safety of Lone Workers

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┌─────────────────────────┐
│ Have you identified     │ ───────▶   Consider work:
│ situations in which lone │
│ working arises?         │              -  at isolated sites/locations
└─────────────────────────┘              -  outside normal hours
            │
            ▼
┌─────────────────────────┐
│ Have suitable risk      │ ───────▶   Can risk be controlled by one
│ assessments been carried │            person?
│ out and safe work       │
│ arrangements been       │              -  is the lone worker at
│ decided upon?           │                 additional risk
└─────────────────────────┘              -  is training required?
            │                            -  is the lone worker
            ▼                               competent?
┌─────────────────────────┐              -  have you considered
│ Has outcome of          │                 supervision?
│ assessment been         │              -  included contingency
│ recorded?               │                 plans?
└─────────────────────────┘              -  considered
            │
            ▼
┌─────────────────────────┐
│ Are all necessary safe  │ ───────▶   Physical Safeguards
│ working arrangements in │
│ place?                  │              -  System of work
└─────────────────────────┘              -  Training
            │                            -  Supervision/monitoring
            ▼                               arrangement
       ╭───────────╮
      (  Work can   )
       ( start      )
        ╰───────────╯
            │
            ▼
┌─────────────────────────┐
│ Supervise and monitor   │
│ worker                  │
└─────────────────────────┘
            │
            ▼
┌─────────────────────────┐
│ Review Assessment       │ ───────▶   Feedback from lone worker
└─────────────────────────┘
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Appendix 2
Breakdown of vehicles/accidents

If your car breaks down:
- Stop vehicle where it is safe to do.
- Turn on your hazard warning lights.
- Always remember your own safety.
- Call for assistance.
- Keep your doors locked and the windows open no more than one-and-a-half inches.
- If you leave the car, lock it and note its location. If you have a personal attack alarm, take it and keep it in your hand. If it is dark, or will be soon, take a torch.
- Contact office/senior to inform them of the situation.
- Contacts clients to inform them of the delay/cancellation via office.

If you are involved in an accident:
- You are legally required to stop if you collide with another person, car, property or livestock.
- Check if anybody is injured.
- If medical attention is required, summon help immediately.

Appendix 3
Procedure in the event of an employee not calling in at the end of a shift

The following information should be at hand at the Control Point:-
- Name
- Address
- Home Telephone No.
- Mobile Telephone No.
- Emergency contact details
- Car details (registration, make, model, colour)
- Expected time of call-in
- List of addresses/telephone numbers for tenants, or details of journey being undertaken

Initial response:-
The Control Point, after allowing reasonable time for an overdue call-in, should attempt to track the employee's movements by using the information above, until found.

Escalation:
If, however, at any time the Control Point becomes sufficiently concerned for the safety of an employee, an escalation procedure must be in place.

This escalation could be to:-
- Line manager
- Directors
- Directly to the Police

The police are happy to act on a 'missing person' with immediate affect providing Solar Gates UK Ltd has made every effort to trace the person concerned AND can justify their cause for concern.
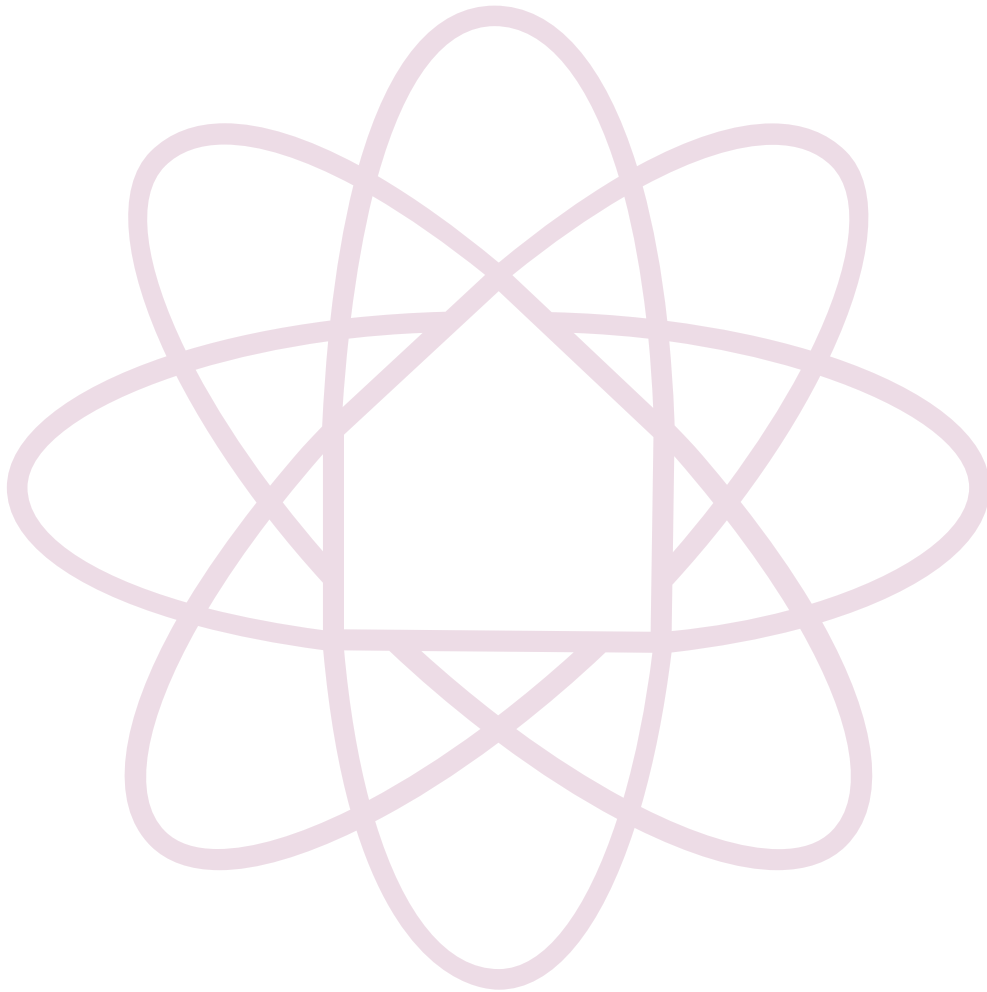
Appendix 4
Travelling to or from a site

- Keep your car maintained and topped up with fuel.
- Know where you are going as much as possible.
- Allow plenty of time for your journey.
- Drive defensively to avoid road rage incidents.
- You may feel safer if you keep your doors locked whilst in the car.
- Keep windows and sunroofs closed whilst in stationary or slow-moving traffic.
- Hide bags, telephones and equipment as much as possible.
- Park as near to the premises as possible.
- Park in a well-lit area, preferably facing the direction you will need to leave in.
- Be aware of the nearest place of safety (e.g. Police Station, shops or petrol station).
- Glance around before unlocking and opening your car door.
- Lock the car door and make your way to the premises concerned avoiding subways, alleys and open land as much as possible.
- When leaving the premises, have your car keys ready in your hand.

Note:
- Always consider your own personal safety if you come across an incident/accident.

- Be wary of people trying to flag you down by pointing at your car indicating that something is wrong. If the car seems in good working order to you, acknowledge their gesture and drive immediately to the nearest populated area to check the car.