

## LONE WORKER POLICY

This document explains how the Ely Diocesan Board of Finance (EDBF) will protect their staff as far as is reasonably practicable from the risks of lone working. Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with, any health and safety risks for people working alone.

### Policy

All staff and volunteers should be made aware of this policy. Anyone who is or who potentially may be a lone worker shall receive information and relevant training in respect of all identified hazards and the risks involved

- It is the responsibility of line managers to coordinate the risk assessment for lone workers  
Anyone who is lone working should have a communication link 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 all instructions contained in the procedures below
- It is the responsibility of the line manager to re-assess risks on a regular basis
- It is the responsibility of the line manager to ensure that workers do not suffer from undue stress as a consequence of lone working

### Definition of lone working

Individuals are alone at work when they are on their own, they cannot be seen or heard by another worker, cannot expect a visit from another worker for some time 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 hours
- Carrying out work in someone's home other than their own
- Working in premises that are not leased or managed by EDBF

### Risk assessment

Risk assessments must be carried out for and by all individuals whose working practice makes them vulnerable and recommendations should be made to eliminate or reduce the risk as far as possible. Where individuals work alone in buildings or carry out home visits, managers should complete the risk assessment set out below.

### Risks of lone working

Risk assessments for site based lone workers must include:

- Safe entry and exit
- Location, eg remoteness, transport, parking
- Risk of violence eg history of violence from the public or the client
- Safety of equipment for individual use
- Channels of communication in an emergency
- Site security
- Security arrangements i.e. alarm systems and response to personal alarms
- Level and adequacy of on/off site supervision

Risk assessments for mobile lone workers must include:

- Premises risk assessment where applicable
- Arrangements for home visits including consideration of alternatives
- Travelling between appointments
- Reporting and recording arrangements
- Communication and traceability
- Personal safety and security

Following completion of risk assessment, consideration must be given to any appropriate action that is required to reduce the overall level of risk.

### **Office based staff - office staff**

Whenever staff or volunteers work within the office they should try to ensure that there are other members of the organisation in the building.

- If there are concerns about a visitor, they should be seen in a large office with someone else present
- If this is not possible, make sure that the door is left open
- If a member of staff is seeing visitors in the office when no one else is around, check someone else is in the building and make sure the office door is left open
- If there is a change to a staff member's day, they must inform their line manager
- If a member of staff has not arrived by the stated time, a phone call will be made to contact that member of staff. The Office Manager must be informed.

### **Staff working out of office hours**

All staff working out of office hours shall - whether in the office or on site:

- Contact a designated associate and leave the following information before attending the visit:
  - Name
  - Destination
  - Expected time of arrival on site
  - Vehicle make and registration
  - Contact telephone number
- On arrival on site, telephone or text their designated colleague with the following information:
  - The expected length of time on site
- On leaving the site, contact their designated colleague with the following information:
  - Time of leaving the site
  - Expected home time or details of next destination
- On arriving at home/next destination, contact their designated colleague with the following information:
  - They have arrived safely home, or if at a new destination give another "expected length of time on site". The process will then recommence until such time as the lone worker completes all works and has arrived safely home. The procedure ensures that the line manager is aware of the staff member's movements during the visit/s.

All designated colleagues must have the line manager's contact number. In the event that the employee does not telephone their designated colleague after a lone visit, the colleague must contact the line manager. The line manager will endeavour to contact the employee. However, if there is no response, the police shall be informed.

All questions about this policy and its operation should be referred in the first instance to the Office Manager

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