



## 1. Introduction

The SES Group has a legal and moral responsibility to effectively manage the risks associated with individual members of staff working alone and to ensure as much as is possible, the safety of staff who work alone.

## 2. Aim

Using the Risk Assessment process, the SES Group will raise awareness amongst all staff, of the systems, procedures and equipment that must be utilised to minimise the levels of risk associated with working alone.

## 3. Scope/Definition of Lone Working

A lone worker is defined as any member of staff working without direct supervision in a building or in the community. These may include facilities staff, IT staff, cleaners, and contractors, staff working alone in buildings including security staff. (This is not an exhaustive list.)

## 4. Policy Statement

The SES Group is committed to ensuring compliance with legal requirements using them as a minimum standard and seeking to exceed those standards in order to protect staff.

## 5. Implementation

The safety of staff is of paramount importance and the SES Group will ensure that:

- Risk Assessments are undertaken for lone working which determines and prioritises actions and resources to minimise identified hazards.
- Procedures will be developed and safe systems of work introduced which incorporate appropriate support systems.
- Advice will be provided for all staff covering personal safety and security aspects for lone workers

## 6. Organisational Responsibilities

Overall responsibility for the discharge of this policy lies with the Director.

## 7. Risk Assessment

Before lone working activities are undertaken an assessment must be undertaken and the findings recorded. The assessment must include:

- Hazards within the area to be visited or workplace;
- Methods of communication – for example, if it is deemed necessary for staff to work alone in a building or in community, they may be provided a mobile phone or have access to a mobile phone
- Possibility of violence
- Risks to men/women working alone
- Medical fitness of the person working alone – possibility of illness
- Possibility of accidents – consider the activities taking place e.g. accessing steps
- Requirements for first aid training
- How can supervision/advice be provided easily
- Methods of raising the alarm in the event of no contact within an agreed time
- Review before each visit or known change in circumstances to which it pertains

## 8. Audit

The following will be used to audit the effectiveness of the policy and its requirements:

- Review of control measures produced from the risk assessment process
- Analysis of support system information
- Adverse incident reports and investigations are appropriately actioned
- This will be undertaken by a combination of internal audit and health and safety

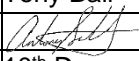


## 9. Key Performance Indicators

- Risk assessments are completed for situations in which staff work alone
- Records are maintained of training undertaken
- Equipment is provided and used to support the lone worker system

## 10. Supporting Information

- Out of hours operational Control Room

Name:	Tony Ball
Signature:	
Date:	10 <sup>th</sup> December 2019