

# LONE WORKER POLICY

## 1.0 GENERAL POLICY

1.1 MRG Services UK Limited will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety. Measures will also be adopted to protect anyone else affected by solitary working. Solitary working exposes employees and others to certain hazards. The employer's intention is either to entirely remove the risks from these hazards or, where complete elimination is not possible, to reduce them to an acceptable level. The co-operation of management and employees is essential to this policy success.

## 2.0 ARRANGEMENTS FOR SECURING THE HEALTH AND SAFETY OF WORKERS

2.1 Assessments of the risks of working alone carried out under the Management of Health and Safety at Work Regulations 1999 will confirm whether the work can be done safely by one unaccompanied person. This will include the identification of hazards from, for example, means of access and/or egress, plant, machinery, goods, substances, environment and atmosphere, etc. Consideration will be given to:

- 2.1.1 the remoteness or isolation of workplace
- 2.1.2 any problems of communication (iPhone - Voice, e-mail and text facility)
- 2.1.3 the possibility of interference, such as violence or criminal activity from other persons
- 2.1.4 the nature of injury or damage to health and anticipated "worst case" scenario.

## 3.0 INFORMATION AND TRAINING

3.1 Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone. Employees will be required to follow the safe working procedures devised which will include the provision of first aid, communication procedures and awareness of emergency procedures. All employees are required to cooperate with these efforts to ensure safe working and to report any concerns to management.

## 4.0 SAFE SYSTEM OF WORK

4.1 Rules and instructions should be developed, if necessary, in writing, to cover the following

- 4.1.1 required abilities of employees: -
  - 4.1.1.1 professional training
  - 4.1.1.2 qualifications and experience
  - 4.1.1.3 medical fitness.
- 4.1.2 Suitability of equipment, e.g.:
  - 4.1.2.1 level of personal protective equipment supplied by the College
- 4.1.3 Means of communication, e.g.:

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|-----------|-----------------|-------------|-----------------------------|
| Ref No:   | PY48            | Originator: | Health & Safety Coordinator |
| Section:  | Health & Safety | Reviewer:   | SLT                         |
| Date:     | 11/19           | Approved:   | CEO                         |
| Revision: | 1.1             | Page:       | Page 1 of 2                 |

# Quality Assurance Policy Manual

## MRG Services UK Ltd

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- 4.1.3.1 mobile telephone iPhone
- 4.1.3.2 regular contact by competent person.
- 4.1.4 Provision for treatment of injuries, e.g.:
  - 4.1.4.1 portable first aid kit
  - 4.1.4.2 St Johns First Aid app to be added to employees iPhone
- 4.1.5 Emergency and accident procedures, e.g.:
  - 4.1.5.1 means of summoning help (mobile phone)
  - 4.1.5.2 location identification – iPhone Google map app to be added to phone
- 4.1.6 Training, e.g. for safe use of specialised equipment and processes, etc.
- 4.1.7 Supervision, e.g. for learners, young people or new recruits, who must be confirmed as competent to work alone before supervision is relaxed to the level of occasional visits.

### 5.0 DEFINED WORKING LIMITS

- 5.1 Due the nature of different occupational working sectors in the Company, the limits are to be defined by the head of each department / sector, due to the experience and competence they hold. This can further be discussed with the health and safety department for further limits to be placed on the employee of what can and what cannot be done while working alone. The general precautionary principle of “*If in doubt, ask*” should be advocated.

### 6.0 SUMMARY POLICY STATEMENT

- 6.1 Working alone can bring additional risks to a work activity. The Company has developed policies and procedures to control the risks and protect employees, and employees should know and follow them. Apart from employees being sure that they can do the job on their own, the three most important things to be certain of are that:
  - 6.1.1 the lone worker has full knowledge of the hazards and risks to which he or she is being exposed
  - 6.1.2 the lone worker knows what to do if something goes wrong
  - 6.1.3 someone else knows the whereabouts of a lone worker and what he or she is doing.

### 7.0 FURTHER INFORMATION

- 7.1 Further information is obtained from ‘Working Alone INDG73 (rev3) Published 05.13’

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