

LONE WORKER POLICY

1. Introduction

- 1.1 This policy applies to all members of staff who may, at times, work on their own and therefore without the immediate advice, assistance, and support of their colleagues.
- 1.2 Employers have a duty under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, to consider and address any health and safety risks to those members of staff who work on their own.
- 1.3 This policy has been designed to comply with the requirements above and to keep those members of staff working under these arrangements both healthy and safe.

2. Lone working: Generally

- 2.1 The council is responsible for the health, safety and welfare at work of all of its employees and for the health and safety of any contractor(s) or self-employed personnel undertaking work for the council.
- 2.2 Members of staff who work by themselves without close or direct supervision are classified as lone workers.
- 2.3 Working alone is not against the law and on many occasions it will be perfectly safe to do so.
- 2.4 The council's employees also have the responsibility to take reasonable care of themselves and others affected by their work and to co-operate with the council in meeting their legal obligations.

3. Crowborough Town Council: Lone workers

- 3.1 The following examples are provided to illustrate when lone working might occur in Crowborough Town Council:
 - a member of staff working alone in the Town Council offices.
 - a member of the grounds staff working alone in Wolfe Yard.
 - a member of staff involved in maintenance and repair, plant installation and cleaning work in the council's premises.
 - the council's Ranger.
 - servicing personnel, engineers and personnel visiting domestic and commercial premises.

4. Lone working:

- 4.1 Controlling risks:
 - 4.1.1 The council will determine whether there is a genuine business need for employees to lone work.
 - 4.1.2 Lone workers will be provided with such information, instruction and training as is necessary to enable them to undertake their work safely
 - 4.1.3 Employees will only work alone if asked to do so by the Town Clerk or the Operations Manager and having been considered as competent to do so.
 - 4.1.4 Foreseeable emergencies such as fire, equipment failure, illness and accident will be considered and planned for.
 - 4.1.5 Suitable and sufficient first aid equipment will be provided to the lone worker to enable them to provide emergency treatment to themselves if necessary.

4.1.6 Lone workers will be informed that they should contact their Line Manager during normal working hours if they experience any difficulties.

4.1.7 Lone workers will have access to a suitable portable means of summoning immediate assistance should it be required.

4.2 Monitoring risks:

4.2.1 Management will determine the level of employee supervision required. Employees will not decide their own need for assistance. Where risk of harm to the employee's health and safety is high, more supervision will be provided

4.2.2 The Operations Manager will periodically visit and observe employees working alone.

4.2.3 Pre-agreed intervals of regular contact between the lone worker and their manager will be established and enforced

4.2.4 Where a worker is new to a job, undergoing training, doing a job that presents specific risks, or dealing with new situations, they will be accompanied when they first take up the post.

4.2.5 A system will be implemented to ensure a lone worker has returned to their base or home once their task has been completed.