LONE WORKER POLICY

Policy Statement

Hackle Security Services Ltd ("The Company") is committed to ensuring that all employees are safe and risks to employee's safety are minimised at all times.

Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and their Line Manager have a duty to assess and reduce the risks which lone working presents.

This policy should be read in conjunction with the Health & Safety Policy.

Signed: Name: Mark Mathurin

Position: Managing Director   Date: 01/03/2023   Review Date: 01/03/2024

Purpose of Lone Worker Policy

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks.

It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

Scope

This policy applies to all staff who may be working alone, at any time, in any of the situations described in the definition below.

Definitions

Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance. This last situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.

Assessing Possible Risks

Line managers must ensure that an assessment of the risk for lone working are carried out prior to a contract commencing and thereafter are reviewed a minimum of every six months. If developments suggest that the current risk assessment is no longer valid, or that it can be improved, the assessment will be reviewed. All significant findings must be recorded.

The assessment will identify:

- ✓ The environment – location, security, access;
- ✓ The context – nature of the task, any special circumstances
- ✓ The extent and nature of any risk;
- ✓ The factors contributing to the risk in the specific areas of work;
- ✓ The changes necessary to eliminate or control the risk;
- ✓ History – any previous incidents in similar situations;
- ✓ Any other special circumstances

Security of Buildings

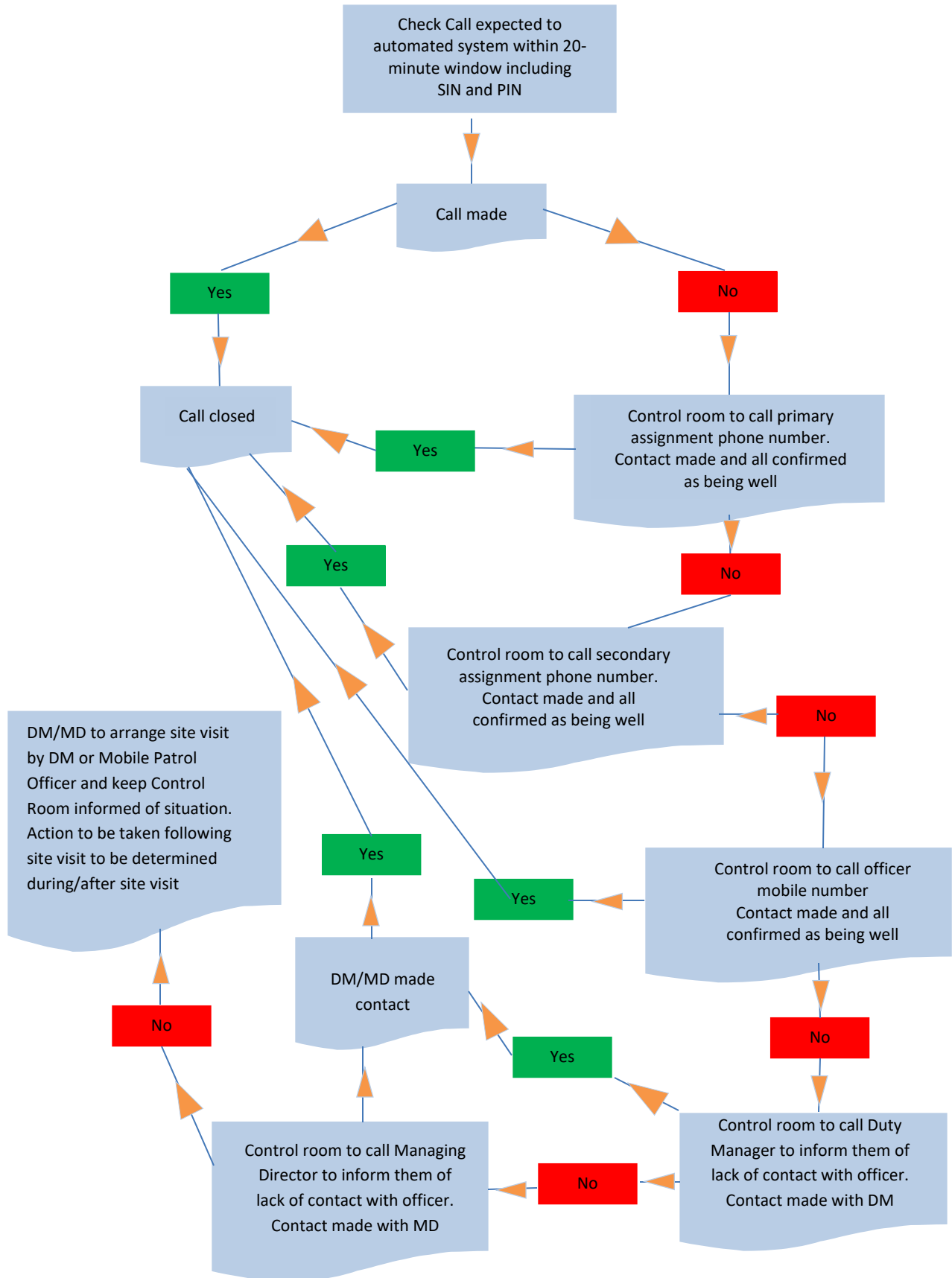Line Managers and their employees must ensure that:

- All appropriate steps are taken to control access to the building and that emergency exits are accessible. Any Alarm systems are tested regularly – both fire and intruder
- When working alone they are familiar with exits and alarms.
- There is access to a telephone and first aid kit.
- If there is any indication that the building has been broken into, they call for assistance before entering and follow procedures in dealing with this situation as defined in the site specific Assignment Instructions.
- External doors are locked to avoid unwanted visitors.

Training

All staff, prior to being deployed as a Lone Worker must undertake a full site induction and full site training with a competent site officer. This training will include familiarisation with the site specific Assignment Instructions, which will detail lone working and site safety procedures.

Personal Safety

- ✓ Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself - the first priority is to plan for a reduction of risk.
- ✓ Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- ✓ Before working alone, an assessment of the risks involved should be made in conjunction with the Line Manager.
- ✓ Where required, staff must ensure that they sign in and out of building registers.
- ✓ Staff should adhere to booking on and off and check call procedures to the Control Room as defined in the site specific Assignment Instructions, and should a check call not be made the following escalation procedure will be followed:

Check Call expected to automated system within 20-minute window including SIN and PIN

Call made

Yes → Call closed

No → Control room to call primary assignment phone number. Contact made and all confirmed as being well

Yes → Call closed

No → Control room to call secondary assignment phone number. Contact made and all confirmed as being well

Yes

No → Control room to call officer mobile number Contact made and all confirmed as being well

Yes

No → Control room to call Duty Manager to inform them of lack of contact with officer. Contact made with DM

Yes → DM/MD made contact

No → Control room to call Managing Director to inform them of lack of contact with officer. Contact made with MD

Yes → DM/MD made contact

No → DM/MD to arrange site visit by DM or Mobile Patrol Officer and keep Control Room informed of situation. Action to be taken following site visit to be determined during/after site visit

Yes → Call closed

All Incidents

Regardless of whether an incident has necessitated the involvement of the Police, all incidents must be reported to the Line Manager and Control Room, and a full incident report compiled and entry made into the D.O.B. in accordance with standard Company Incident Reporting Procedure.

Aftercare and Further Action

Line Managers must ensure that any employees involved in an incident whilst lone working are interviewed personally. The following action may be taken:

- Review and updating of lone working procedures
- Review and updating of lone worker risk assessment
- Recommendations submitted to client for improvements to facilities or security processes

Responsibility

All those persons referred to within the scope of this policy are required to be familiar with the terms of this policy.

Individual managers are required to keep within the spirit and intent of the policy, as far as is possible, in their own area. Any queries on the application or interpretation of this policy must be discussed with Head Office prior to any action being taken.

Head Office has the responsibility for ensuring the maintenance, regular review and updating of this policy. Revisions, amendments or alterations to the policy will be notified to all employees prior to implementation.