

LONE WORKER POLICY

This policy aims to underline safety issues and contribute to the provision of a safer working environment for staff working alone or staff at risk of violence towards them. The Lloyds Security Services Ltd (LSS) has a legal duty as a consequence of Health and Safety legislation to ensure, so far as is reasonably practicable, the health and safety of its staff. We recognise this duty to care for our staff and commit to maintain it to the possible extent (LSS-39). It is also important that individual staff and their managers act appropriately and play their part in reducing potential risks by following the advice contained within this policy and reporting areas of concern either to their managers or appropriate others within the organisation. This policy offers a framework for the assessment of risks that staff may face when working alone on our behalf or on behalf of our clients. It also provides guidance on the avoidance or reduction of these risks. The safety of any staff working alone in the office, travelling in the UK or working on different venues and sites or undertaking out of hours meetings on their own is of paramount importance. Staffs are not expected to undertake risks or enter situations where they face serious or unacceptable risks. However, following risk assessment, it may be necessary to take controlled risks but ensuring adequate resources. Staff should discuss serious concerns with their managers and expect all reasonable action to be taken to minimise or eradicate the risks. All staff should be concerned not only about the risks they can face but also their colleagues face as well.

Roles and Responsibilities

In order to ensure that policy initiatives are achieved it is necessary to communicate the role and responsibilities to all staff, at all levels. It is therefore the responsibility of each member of the organisation to support and be familiar with this policy.

The Management

1. Commitment through endorsement of the lone working policy.
2. Assessment and approval of risk reduction strategies where appropriate.
3. Ensuring the proper application of the lone worker policy.
4. Ensuring there is an organisational plan for the reduction of risks to lone workers (LSS-39).
5. Ensuring adequate resources are provided to ensure lone working can be under taking properly.

Managers

1. To ensure that roles and responsibilities in relation to lone working are clearly communicated to all staff levels within the organisation.
2. Ensuring the implementation of the policy.
3. Ensuring that adequate risk assessment screening is carried out for all staff who works alone.
4. Raising awareness of lone working issues.
5. Ensuring safe systems of work are developed, such as procedures requiring staff to set out their movements and maintain a report back to base system.
6. Investigating reports of accidents and incidents associated with lone working, including aggression towards staff, in a timely manner and in accordance with normal procedures.

All staff

1. Beware of risk at all times by using appropriate risk assessment tools.
2. Notify managers of any risks identified.
3. Follow this policy and any local procedures as well as any subsequent updates.
4. Accept responsibility for sharing information and keeping colleagues safe.
5. Exercise positive reporting regarding appointments, movements etc.
6. Report all accidents/incidents to management at the earliest opportunity in accordance with normal procedures.

Personal Safety Policy for lone workers Risk Assessment (LSS-26)

Essential to prevention is the ability to assess each and every situation as it is encountered. Assessment can result in improvement of procedures and identification of correct equipment to support progress. An identified risk must be reported to line managers so that action can be taken.

Lone workers can be classified as those who work in any situation or area without colleagues nearby. As a guide, could staff call for help and could another staff or someone who could assist them, hear it?

Following assessment where a member of staff feels that their personal safety is or could be compromised, they must not try to negotiate in these situations but should remove themselves and evaluate later. Line Managers must be kept informed and the circumstances reviewed. Lloyds supports measures taken that preserve the safety of staff when a risk is identified and discussed with their line manager.

Actions to follow

Lone worker safety is a critical procedure designed to protect Lloyds Security Services staff that carry out duties on their own especially at night. The process includes regular check-in calls at agreed intervals and confirming the worker's location, wellbeing, and operational status. If a check call is missed, the controller must try to contact the security officer immediately. If there is still no response, the controller should inform the Operations Manager, who will ensure the officer's last known location is attended and any issues are identified and resolved quickly.

1. The staff member must have access to a telephone.
2. A risk assessment should be carried out and a personal alarm may be necessary.
3. Another team member must be aware of the anticipated start and finish time.

Off Site movements

It is essential that staff leave a diary of visits and movements at their office.

Recommended Working Practices

Line managers have the responsibility of ensuring that an appropriate system is in place for the appointment of a 'buddy'. This will be another member of staff (perhaps the manager) who will be briefed by the staff of the details of their work away from the office.

Buddy System

Keeping in view the situation, to all possible extent 'buddy system' will be established. The buddy will:

1. Be fully aware of the details of the nature of duties.
2. Have full details of how to contact the staff and the control room.
3. Details of any known breaks.
4. Will contact the staff when the expected phone call or information at the specified time has not been made.
5. If failed to contact, will alert control room and the line manager regarding the situation forthwith.
- 6.

Equipment

Managers will consider what equipment would be appropriate, e.g. mobile phones, panic alarms, contact cards showing emergency numbers etc. and will make arrangements for these be made available.

Summary

The risk to personal safety is not always known prior to visits and appointments, for this reason staff should remain alert to the possibility and avoid complacency. Further guidance can be found in local procedures.

Training

All staff, at all levels, will receive appropriate assessment and training in this policy especially those members of staff who are new starters, recently promoted or have assumed different responsibilities.

Hamid Mahmood
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