

<b>HR-P043: Lone Working Policy</b>	<b>Policy No: HR-P043</b>
<b>Approved Date: 04/11/2020</b>	<b>Approved By: Human Resources</b>
<b>Reviewed Date: 04/11/2023</b>	<b>Review Date: 04/11/2026</b>
<p><b>Purpose</b>          The purpose of this policy is to set out specific requirements that apply to the health and safety of an employee who is working alone.</p> <p><b>Definition:</b>          A lone worker is defined as those who work by themselves without any direct or close supervision like those working from home, working outside normal working hours, working alone in smaller premises, work separately from others within larger premises and whose job requires that they work away from their base.</p> <p><b>Procedure:</b>  <b><i>Duties of the employer</i></b>          In accordance with the Health and Safety at Work Act 1974, Seva Care Group has a duty of care to the employee. When an employee is working alone Seva Care Group will:</p> <ul style="list-style-type: none"> <li>• Consider the potential hazard and carry out a risk assessment of the work before the employee starts work. If any risks are identified consideration will be given to adjustments that can be made to reduce or eliminate any risks. The employee should take part in carrying out the risk assessment and should be made aware of the contents of the risk assessment and of any specific action that needs to be taken as a result of the assessment.</li> <li>• Ensure that risk assessments are reviewed regularly, and at least once per year.</li> <li>• Arrange back-up, or change the work if the risk assessment indicates that it is not safe for an employee to be working alone like medical condition.</li> <li>• Ensure that the employee is provided with safe and adequate equipment. The employer will ensure that the employee is fully trained in the use of all relevant equipment.</li> <li>• Ensure that the employee is provided with any personal protective equipment that is required.</li> <li>• Ensure that the premises are safe (and ensure that the employee is made aware of any potential hazards, as identified in the risk assessment).</li> <li>• Ensure that the employee is aware of the procedures and processes to follow in carrying out the work.</li> <li>• Ensure that the employee is aware of any legal restrictions relating to the work being undertaken (eg laws relating to the control of hazardous materials).</li> <li>• Ensure that the lone workers are competent in dealings with new and unusual circumstances and are trained in handling aggressive behaviours.</li> </ul> <p><b><i>Duties of the employee</i></b>          In accordance with the Health and Safety at Work Act 1974, Seva Care Group has a duty to take care of his or her own health and safety. When working alone it is essential that the</p>	

employee:

- Obeys all instructions of the employer that have been given before the work starts.
- Takes note of any risks that have been identified in the risk assessment and carries out any actions that have been agreed with the employer in relation to any hazards.
- Wear any protective personal equipment that has been issued.
- Uses all equipment and tools in accordance with their purpose, and in the way that the employee has been trained to use them.
- Notifies the employer immediately of any issues relating to health and safety that occur.

***Communication equipment***

Whenever possible an employee working alone should have a mobile phone. If this is not possible, due to hazards or poor reception, the employee should make sure that he or she is aware of the nearest landline telephone or other means of communication.

***Supervision***

It is essential that the lone employee has a named person as a supervisor. The employee should contact the supervisor regularly to discuss any issues that arise.

***Accidents***

If the employee is involved in an accident, or a member of the public/customer/supplier/other individual is injured whilst on the employee's premises, the employee should contact Seva Care as soon as is practical.

If the injury requires medical attention, this should be sought before informing the employer of the situation.

A first aid kit must be available to the employee.

All accidents must be recorded in the accident book.

***Young people***

No young person (defined as someone aged under 18 years) may work alone.