



Lone Working Policy

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STATEMENT OF GENERAL POLICY

Handy Home Force fully accepts the obligations placed upon it by the various Acts of Parliament covering health and safety. The Company is required to ensure that the following policy is implemented and to report annually on its effectiveness.

MANAGEMENT ORGANISATION AND ARRANGEMENTS

1.0 Introduction

1.1 This policy has been prepared and published under the requirements of Health & Safety at Work legislation. The purpose of the policy is to establish general standards for health and safety at work while lone working and to distribute responsibility for their achievement to all parties concerned.,

2 Definition of Lone Working

2.1 Lone workers can be anyone who works by themselves without close or direct supervision, e.g. Home workers, persons working in an office on their own, people working outside normal hours on their own, workers who have to travel on their own to other locations for work away from their office base.

2.2 “Any paid member of staff or volunteer who carries out their work in a location away from the office base and in isolation from colleagues or customers or who is travelling between work locations on Handy Home Force business, or who is working alone in the office, customer site, or is working from home. This may be on a regular or occasional basis.”

3 People and Their Duties and Responsibilities

3.1 Handy Home Force safety representative has responsibility for:

- Taking a legal “duty of care” to all of their employees, volunteers, customers and general public to provide them with a safe system and place of work
- Regularly reviewing, documenting, updating, and communicating working practices and procedures to all paid staff and volunteers
- Putting in place working practices and procedures identified in risk assessments to reduce risk
- Ensuring that all staff and volunteers are trained and understand what is required of them
- Knowing where employees and volunteers are during working hours
- Ensuring that employees and volunteers follow agreed practices and procedures
- Raising lone working issues with the customer and Handy Home Force
- Learning any lessons and putting revised plans into action where necessary
- Ensuring that anyone working alone is medically fit to do so

Handy Home Force



3.2 All lone workers are responsible for:

- Taking a legal “duty of care” for their colleagues, customers and general public.
- Carrying and using all equipment provided for their safety e.g. personal alarms and mobile phones and making sure batteries are working and fully charged.
- Following all working practices and procedures that have been put in place by Handy Home Force and if applicable their customer.
- Understanding the risks that affect them and not taking unnecessary risks.
- Raising any issues or concerns with the customer.
- Keeping in contact with a designated person whilst working alone.
- Informing the designated person of any changes to their movements or if their vehicle breaks down.
- Ensuring that their vehicle has sufficient fuel, oil and water especially when entering an unknown area; ensuring that weather and road conditions are safe for travel. Do not travel if high risk of road accident likely, e.g. storm conditions, severe ice and snow on roads. Use AA and other road traffic advisers on the internet to seek road safety conditions before travel in severe weather conditions.
- Knowing what to do if threatened verbally or physically (see below 3.3).
- Reporting to the designated person immediately if they experience anything unpleasant, no matter how trivial.
- Ensuring that a record is made at Handy Home Forces office of the date, time and location of any incident.
- Ensuring that an outside individual will take action if they do not return home when expected (where a phone call cannot be made to the office, e.g. attending a meeting out of normal working hours)
- Knowing where the first aid box and telephones are located at the remote location and in the vehicle.
- When working after hours at a customers office, ensuring that all external doors are locked to prevent uninvited visitors/intruders.

3.3 Action to be taken if you are threatened verbally or physically

- If you are in a position to do so, get out as quickly as possible.
- If you are not near an escape route, withdraw to a room, barricade yourself in,
- Smash a window, scream FIRE (it is proven to be more successful than HELP).
- Do not feel embarrassed about causing a scene, do all you can to attract attention.
- Call 999 on your mobile phone and remember to tell them your address.
- If possible, dial 999 again on terrestrial phone as the call will be traced automatically.

END OF POLICY