

LONE WORKING POLICY STATEMENT

The Chamber wants a healthy and safe working environment for lone workers and those working alone should not be at more risk than other people working for you. Our people are our most valuable asset and so this policy aims to help inform and set out the guidelines for safe lone working.

As an employer, we carefully consider and deal with any health and safety risks for people working alone. Working alone is not in itself against the law and it is often safe to do so.

- **Being Creative:** We want you to help us to continually review robust and practical guidance for lone and remote workers at EMC, so please feedback to HR if you feel there can be improvements/suggestions
- **Supporting Others:** Individuals should feel empowered to make decisions about their own safety and the safety of others in the knowledge that they will be supported in their actions and their concerns listened to
- **Taking Responsibility:** The Chamber wants you to feel safe in your role whenever and wherever you are working. It will do everything it can as an organisation to support this and to enable staff to mitigate risks when they occur to keep themselves and their colleagues safe.
- **Celebrating Success:** Success will be the guidance and policy for lone/remote working encompassing the unique nature of the work which the Chamber undertakes to keep its people safe.

1. DEFINITION

What does lone working mean?

"Any situation or location in which someone works without a colleague nearby; or when someone is working out of sight or earshot of another colleague."

Lone working does not mean that the person has to be working in complete isolation all the time.

For example, a cleaner may enter a building while it is still very busy but may be left alone to finish their work. In addition, there are those working out in the community to attend meetings with members and clients for whom lone working has become the norm.

2. INDUCTIONS

When someone first starts at the Chamber, lone working will form part of their departmental induction and be led by their Manager. Each department will come across different lone working situations and it is important to review each of these with anyone new to the organisation. There are also some introductory slides covered as part of the HR Induction.

3. WHAT TO DO

The Chamber has identified an easy way for you to keep safe whilst working alone and hopefully help you to avoid feeling like you are the only one on the 'Planet'.

- **Planning** (what time of day, schedule, route, transportation etc, what do I need to take)

- **Look Ahead** (using technology) – Linked in, google maps, having change available for car parks etc, distance and area to office, weather
- **Assess Risk** – what do I now know and what can I mitigate against? Or **Ask** (others – who might already have been? What do we already know)
- **Notify** (others of your whereabouts) – maybe consider a buddy system especially when working in hours of darkness, your team may already have something that they use so please speak to your line manager about how to stay in touch
- **Exits/Emergency measures** – How do I exit the building in an emergency; who else is around to help if I get into trouble or feel uncomfortable? reverse parking; what if there is no signal; breakdowns; poor weather kit; torch
- **Trust your instincts** – if you feel something isn't right, then tell someone and mitigate/decide on other medium other than face to face. It is alright to ask the company/individual to meet you elsewhere

4. REPORTING

In the first instance, ensure you are safe and you have used a method to **Notify**. Following this, you need to raise your concerns through your line manager and HR.

Reporting lone worker incidents is important as it can often present an opportunity to learn or uncover a new risk.

5. HELP AND SUPPORT

If you need any further help and support please speak to your manager or HR, or you could choose to use the support services offered through the Westfield Health benefit.

This policy has been approved by the Chief Executive.

Signed:



Title: Chief Executive

Date: January 2023