

**BS24 GROUP**  
**Lone Worker Policy**  
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**Introduction**

Lone workers spend some or all of their working hours alone for a variety of reasons: they may work in an isolated location, be at a client's or customer's premises, work from home or may simply be working outside normal office hours. In any case, the Bs24 Group recognizes that working alone may involve an increased risk to the health and safety of its employees. As a consequence the Company has a policy that helps to ensure that it succeeds in its responsibility to manage the risks faced by its employees.

- Under the terms of the Health and Safety at Work Act 1974 the Company has a duty to ensure the health and safety of its employees as far as is reasonably practical.
- The Management of Health and Safety at Work Regulations 1999 place a duty on the Company to assess the degree of risk in the workplace.

**Aims of the Policy**

- To ensure the safety of lone workers when exercising their duties in the absence of any colleagues or supervisors; and
- To ensure that the Company complies with all of its legal obligations.

**Risk Assessments**

The Company will carry out risk assessments on all types of work that are (or are likely to be) undertaken alone with particular regard when doing so to the following factors:

- Risk of Violence (particularly when handling money or dealing with the public);
- Equipment (must be suitable and safe for use by one person);
- Location;
- Materials (all materials used by suitable for use by one person); and
- Proximity to Help.

**Procedures**

All lone workers should adhere to the following guidelines when working alone:

- Avoid unnecessary out of hours working where possible.
- Notify Bs24 control room supervisors if you are intending to work outside normal hours.
- Familiarise yourself with your location, fire safety procedures and escape routes in the event of an emergency.
- Where possible ensure that you have keys to all entrances and exits and keep them locked at all times.
- Do not allow unexpected visitors in unless they carry sufficient identification.
- Familiarise yourself with the alarm system at your location.
- Ensure that you leave your contact details with the Client Site manager & Bs24 Control room
- Make sure that office Bs24 controller is aware of your movements when you are doing your hourly patrols FILL IN OCCURRENCE BOOK.
- In the event that you feel unwell seek help immediately and if necessary call 999 follow HB0039
- Under no circumstances should you ever undertake activities that your supervisor has not asked you to do please refer to assignments instructions BSC001

**Control Measures**

- Checks of employees located within Company premises or property will be made every start of a shift.
- Employees working elsewhere than on Company premises must call in every [3 hours] [at the beginning and end of each day] during normal working hours. Such Employees will also be provided with a first aid kit that they must ensure remains adequately stocked.
- All Lone workers will be provided with a mobile phone by the Company which they must ensure they keep charged and switched on while working.
- In the event of an emergency the main points of contact will be as follows: Bs24 control room 01276 409920, 999 if police or fire emergency, Bs24 controller will then contact Client/Site Manager.
- All lone workers must comply fully with this policy and with any complementary instructions received from the Company. Failure to do so may constitute a disciplinary offence.

**This policy has been approved & authorised by:**

**Name:** Robin Muriuki  
**Position:** Health and Safety Manager (Nebosh)  
**Date:** 05 August 2015  
**Signature:** *RobinM*

