**LONE WORKER PROGRAM**

At Piedmont Service Group (PSG), we understand that our workers may perform service work alone. The purpose of this procedure is to ensure the safety of lone workers or staff who sometimes work alone by minimizing risks that they may face and putting in place measures to improve their safety. This procedure also aims to raise awareness of lone working and provide guidance on assessing and controlling the risks of lone working. This program applies to all PSG employees who may be working alone.

**Definition:**

'Lone working' refers to situations where the worker is physically isolated from others and without access to immediate assistance. This also includes those who work by themselves without close or direct supervision.

**Responsibilities**

**Service Managers-Customer Service Representatives**

• Ensure that all staff are aware of the Lone Worker Policy.

• Assess the need for working alone.

• Identify those who are lone workers in line with the definition within this procedure.

• Verify that risk assessments by JHA usage are carried out and reviewed regularly.

• Make sure all workers are aware of and trained for the tasks to be performed.

• Ensure all site/facility procedures are followed.

• Ensure communication protocols are followed.

• Verify workers make it back to the rendezvous point.

**Workers/Technicians**

• Is this a task that has to be done alone?

• Is there a risk assessment for the task and do I have a copy? Documented JHA?

• Have I told someone of my intended movements?

• Have I means of communication?

• Have I thought through my own ‘what if’ plan?

• Do I feel confident to go?

• Does the workplace present a special hazard?

• Is the access to, or exit from, the workplace safe?

• Is the lighting and ventilation sufficient?

• Is equipment safe and regularly maintained?

• Will other adjacent processes & activities present a risk?

• What risks will I be exposed to in the event of equipment failure?

• Can I handle substances and chemicals safely?

• Do I have the appropriate PPE and have I been trained in its use?

• Have I been trained to do the task correctly?

• Have I demonstrated my ability to do the task satisfactorily?

• Am I medically fit to undertake the task?

• What first-aid provision will I require and is it available?

**If the answer to any of the above is ‘NO’ then you should speak to your Service Manager before continuing.**

**Workers/Technicians (**continued)

• Need to know, understand and use the procedures.

• Be sufficiently experienced and fully understand the risks and controls.

• Know the set limits of what can and cannot be done while working alone.

• Deal with situations which are new, unusual or unexpected and to know when to stop work and seek advice from a supervisor.

• Avoid panic in unusual situations.

• Know how to handle aggression.

• Report any dangers they identify or any concerns they might have.

**Procedures**

Managers are responsible for ensuring that risk assessments are carried out to identify the risks of lone working to their staff and the control measures required to minimize those risks. Before working alone, an assessment of the risks involved should be done with a documented Job Hazard Analysis (JHA)

The risk assessment should consider:

• Understand the risk and hazards associated with their work.

• Understand and use the controls to eliminate or minimize the hazards.

Guidance is provided in situations of uncertainty. This could be carried out when checking the progress and quality of the work. It will take the form of periodic site visits combined with discussions in which health and safety issues are raised.

Frequency would depend on:

• Competence & experience of lone worker & type of work.

• The risks involved (from the risk assessment).

• The ability of the lone worker to identify and handle health and safety issues.

• The experience of the lone worker.

• Is the lone worker new to the job?

• Is it a job with special risks?

• Are there new situations?

**Prohibited Tasks**

• Permit required confined space work.

• Energized electrical work.

• Hazardous atmospheres or having the potential to contain such.

• Equipment or procedures requiring 2 workers.

• Tasks that require heavy lifting or team lifting.

• Tasks that require a spotter.

• In an area where violence or other dangerous human interaction is likely.

• Must be medically fit to work alone. A Doctor's clearance may be required.

• Any area that contains or has the potential to have a hazard that could incapacitate.

**Communication**

Managers should carry out risk assessments to determine whether their staff are deemed to require a mobile phone in line with policy. Managers must be mindful mobile phones are not an automatic mitigation to risks associated with lone working; mobile phones are a method of communication only. In some circumstances mobile phones can increase risk.

Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.

**During regularly schedule hours**, contact at minimum will be by the Customer Service Representative before and after a service call. If the call is going to extend past 4 hours, the worker/technician needs to notify by call or text message his status.

**After hours**, contact will be at minimum before and after a service call to the Service Manager or designated person. If the call is going to extend past 4 hours, the worker/technician needs to notify by call or text message his status.

A call or answering service that accomplishes this is also acceptable.

If no contact is made in any of the above scenarios within a reasonable time, then physical or verbal contact is required to verify the workers status by visiting or dispatching a representative to verify the workers status.

**Emergency Procedures**

• Lone workers should be capable of responding correctly to emergencies. Call 911.

• There needs to be access to a telephone.

• Workers/Technicians will be trained in First Aid. First Aid Kit will be in their vehicle.

• Workers will have Grab n Go kits in their vehicles. These are our accident procedures.

• Ensure sign in and sign out procedures are followed for the facility.