

The following policy is to be used and adhered to in order to minimise the risk to the health and safety of staff within SSG.

Centre Managers must annually revisit the areas which require lone working to take place in their department and complete/review risk assessments asking the following questions:

- Is there a safe way in and out for one person, eg for a lone person working out of hours where the workplace could be locked up or needs locking up?
- Is there machinery/equipment/vehicles involved in the work that one person cannot operate safely?
- Are chemicals or hazardous substances being used that may pose a particular risk to the lone worker?
- Is there specific equipment/vehicle(s) that require a training to be completed before use?
- Does the work involve lifting objects too large for one person?
- Is there a risk of violence and/or aggression within any situation?
- Are there any reasons why the individual might be more vulnerable than others and be particularly at risk if they work alone (for example if they are young, pregnant, disabled or a trainee)?
- Is the staff member ever off main site, alone with a member of the public?
- If the lone worker's first language is not English, are suitable arrangements in place to ensure clear communications, especially in an emergency?
- Has the lone worker access to communication with a manager and/or support staff if required?
- Have contingency plans be put in place for likely scenarios?
- What happens if the staff member becomes ill, has an accident or is involved in an emergency? Has an assessment for unforeseeable events such as these been put in place to support the staff member e.g. access to 1st Aid kits/Training, communication procedures?

Transporting any candidate/customer by a SSG employee must first be approved by the relevant Centre Management and must also adhere to the following:

- All alternative options must have been exhausted before resorting to using the SSG employee to transport a candidate/customer.
- The employee understands that they are taking the responsibility upon their person and not the company.
- The SSG employee must have additional Business insurance on their personal insurance policy.
- The employee must never be in a 1:1 situation in a vehicle.
- Where at all possible the candidate/customer must be seated in the furthest possible seat away from the employee (e.g. rear left seat to driver).
- The employee must be clearly visible and identifiable in the vehicle e.g. wearing uniform or a high visibility jacket.

Lone Worker Policy and Guidance



- No employee is expected to transport any candidate/customer in a vehicle as part of their paid role with SSG. Any such act is clearly understood to be the person's individual option to do so, and therefore takes on all sole responsibility.

It is imperative that there is a monitoring and communication system put in place for any area of SSG that includes *Lone Working*. The Centre Managers are expected to put simple and robust systems in place to ensure that staff are/feel secure in their roles. These, again, should be reviewed annually or revisited if an incident/near miss has occurred to ensure the preventative are in place and working.

Where suitably appropriate and sufficient to the risk, the Centre Managers are expected to put all requirements in place before any staff member is placed into a *Lone Working* situation.

Or further support follow www.hse.gov.uk/pubns/indg73.htm to access information from HSE.

SSG are committed to the Health and Safety of its employees.