



Lone Worker Policy

Focus Management for Business Ltd recognises that some staff are required to work by themselves without close or direct supervision away from the office and out of hours.

Every effort is made to minimise lone working exposure at Focus Management for Business Ltd but, where necessary, this policy applies to all staff in their day to day work and, where appropriate, associates and contractors.

The policy is intended to recognise Focus Management for Business Limited's obligations under the Health and Safety at Work Act 1974 (HSW Act) and the Management of Health and Safety at Work (MHSW) Regulation 1999.

Scope

All staff in their day to day work and where appropriate associates and contractors

Definition

Lone workers are those who work by themselves without close or direct supervision such as:-

- (i) Staff working at Ransom Hall where only one member of staff is working on the premises or/and working alone outside the normal hours (9 a.m. – 5 p.m.).
- (ii) Mobile lone workers travelling between client locations.
- (iii) Staff working within client organisations without direct supervision

Aims of Policy

- Increase staff awareness of safety issues related to Lone Working.
- Reduce the risk so far as is reasonably practicable.
- Provide any relevant training or information/advice/support on safety when working alone.

Responsibilities

The Managing Director is responsible for:-

- Ensuring there are arrangements for managing risk associated with lone working and providing resources for putting the policy in to practice.
- Ensuring that all staff are aware of the policy
- Minimising as far as practicable the exposure to lone working.
- Providing information and support, as appropriate, to any staff members/associates/contractors affected by lone working.

Staff/Associates/Contractors are:-

- Responsible for taking reasonable care of themselves and others affected by their actions.
- Should co-operate by following rules and procedures designed for safe working.
- Expected to take part in any training designed to meet the policy requirements.
- Expected to report any potential concern they may have in respect of working alone.

Risk Assessment

It is the intention of Focus Management for Business Limited to minimise the exposure to lone working and the systems of work are tailored to do this.

However, where this is not possible the following factors have been risk assessed.

Site based Lone Workers

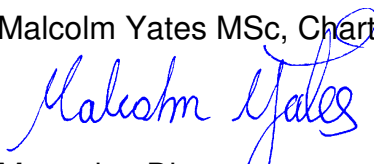
- Safe access/egress
- Risk of violence/forced entry
- Equipment safety
- Emergency communication channels
- Site security/arrangements

Mobile Lone worker

- Travelling between appointments
- Communication and traceability

Signed on behalf of Focus Management for Business Limited

Malcolm Yates MSc, Chartered FCIPD. FInstLM, FRSPH



Managing Director
1st September 2015

Appendix 1

Working Alone in Ransom Hall – Checklist

Issue	Yes	No	Rarely	Comments
Do staff work alone?	✓			See
Do staff work outside office hours?			✓	
Is there security provision	✓			
Is access/egress to building good?	✓			
Control Measures				
Entrance security system	✓			
Security lighting access points/parking?	✓			
Panic buttons installed	✓			Enact alarm system
Clocking in system in place		✓		
Do staff have information on basic personal safety	✓			Yes
Do staff have access to forms for reporting incidents?	✓			
Are existing control measures in place and adequate?	✓			

Comments

Working hours are 9 a.m. until 5.00 p.m. as stated in Staff Handbook (attached).

It is rare that staff will work alone in Ransom Hall as the other occupants on the ground, first and second floors are usually in attendance from 9.00 a.m. to 5.00 p.m. It is highly unlikely that staff at Focus Management for Business Ltd would be working outside of those hours. However, in the case of this happening the Managing Director and/or Financial Director would be aware of this and contact is maintained by mobile phone/and landline number (attached).

There is on site security provision who could also be informed (number attached). Wherever practicable, staff would inform the Managing Director/Financial Director when leaving the premises. Associates/contractors work outside the hours only by prior arrangement with the Managing Director and this is considered highly unlikely.

Where staff/associates work alone within the hours 9 a.m. to 5 p.m. then the normal office rules apply – emergency numbers and contact details are available at all telephone points.

Security Systems

Ransom Wood Business Park is a busy but rural development occupied by approximately 25 businesses in 8 buildings. The site has an onsite restaurant and conference facilities.

There is a 24 hours security presence enhanced by patrols and checks. The Business Park's representative makes approximately 1 visit per week to the Focus office. Any problems regarding security are reported and fixed promptly – if not immediately, within 24 hours. Security lighting is in operation around the building exterior and there is good street lighting immediately adjacent to the fire assembly point and parking spaces for the building.

Oak House B has a digital access code system with Yale lock type hardware. Access to the Focus Management for Business Ltd office is by coded key fob backed up by Yale lock system.

There is not a "panic button" installed on the building's outside door but that could be considered and will be taken up with the Business Park's owner. However, all staff have the option of enabling the intruder alarm system with key fob – this would result in an immediate actuation of the alarm system

Emergency procedures are displayed at all telephone points and the emergency access route is well signed and marked.

Smoke detectors are installed in every room and office. Fire alarm testing is weekly on Fridays at 10.00 a.m. (or there about)

Staff at Focus Management for Business Ltd are required and trained on induction to raise any safety concern or near misses concerned with lone working through the form available on the Company's internet system.

All staff are issued with a 'staff identity' photo card and it is a mandatory requirement that this is displayed at all times whilst within the company's premises or within a client's premises.

Appendix 2

Travelling Alone to and from Clients – Checklist

Issue	Yes	No	Rarely	Comments
Travelling through “high risk” location e.g. high crime rate	✓			
Travelling through isolated rural areas	✓			
Travelling during unsocial hours	✓			
Do staff carry valuables	✓			computer equipment etc.
Control measures				
Do you provide accompanied visits when concerns about safety	✓			this would be very rare occasions
Are systems in place to report to Head Office regularly?	✓			mobile phone
Do staff have information and training on personal safety while travelling?	✓			awareness and support when necessary

Comments

Again every effort is made to minimise travel for staff/associates by “zonal” reference e.g. utilise staff near to home location.

Staff are encouraged to manage their own time to accommodate visits within normal hours where possible.

Staff are encouraged to drive safely and are required to obey the law at all times.

In addition staff are encouraged to take regular breaks when driving and to allow good time for the journey etc. and demonstrate all aspects of good driving practice so that the risk of an accident whilst travelling alone is minimised.

Staff have been issued with mobile phones so that their whereabouts and movements can be reported to Head Office. In the case of breakdown or emergency these can be used to make contact.

There is no “cold calling” involved so all visits are on an appointment basis. In the case of any lateness or absence the client would also contact Focus Management for Business Ltd direct.

All staff have information and support on basic personal safety on Induction.

Appendix 3

Working within Client Premises

It is of the upmost importance that the welfare and safety of our staff is of considerable importance to the management or persons responsible for the organisation that we are supplying our services to. Failure to do so will result in the immediate suspension of those services and the removal of our staff.

- We require immediate notification of any known hazards within the work environment that may affect our member (or members) of staff.
- We expect that so far as reasonable practical that the client will provide an environment that is fit for purpose.
- We will require (where relevant) current risk assessments for the area where we are required to work.
- Any provided electrical apparatus to be PAC tested and in date.

Appendix 4

Contact Numbers

Police/Fire/Ambulance	999
Ransomwood Estates Ltd	
Main switchboard	01623 675304
Deputy Site Manager	01623 675315
Site Manager	01623 675312
Security between 6 p.m. – 6 a.m.	07786 430015
Emergency mobile (after hours)	07969 835541
Local Police Station	01623 420999
Mansfield Police Station Great Central Road Mansfield Nottinghamshire NG18 2HQ	
Local Hospital	01623 622515
King's Mill Hospital Mansfield Road, Sutton-In-Ashfield, Nottinghamshire, NG17 4JL	
Office	0845 4900236 01623 664510
Directors Home No	XXXXXXXXXX
MD's Mobile	XXXXXXXXXX