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| Scope |
| This procedure applies to all Company projects, offices, facilities, asset and concession companies and Joint Venture (JV) projects where the Company Management System has been adopted by the JV Board. Where the Company is required to operate another party’s Management System then the requirements of the Joint Venture/Alliance Business Management System (BMS) Assessment (MSC-PR-0002) must be followed in relation to assessing the validity of third party management systems. |

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| Purpose |
| To provide instructions and guidance for the safe and efficient management of lone working.  The requirements in this procedure are considered to be our current standards and must be adopted as part of a safe system of work. However, Projects and Contracts are also encouraged to identify new methods of working as long as these are: developed through rigorous risk assessment, demonstrably improve on current standards, deliver legal compliance and are approved in accordance with the Control of HSES Derogation procedure ([HSES-PR-0004](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-6992)). |

Procedural Requirements

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|  | **ELIMINATE LONE WORKING** |
|  | Lone working must be avoided whenever it is reasonably practicable to do so. |
|  | Lone working must not be permitted for the following activities: |
|  | * Working in a confined space |
|  | * Activities requiring someone dedicated to a rescue role |
|  | * Working at or near exposed live electricity conductors |
|  | * Diving operations |
|  | * Vehicles carrying explosives |
|  | * Fumigation work |
|  | * Work near water |
|  | * Work at height (i.e. MEWP operation) |
|  | * Working in an excavation |
|  | * Working on live gas pipes |
|  | Other activities may exist that are considered too difficult or dangerous to be carried out by an unaccompanied worker. This must be determined by a risk assessment. |
|  | The only exception to this is where a risk assessment had been completed and a robust safe system of work has been approved (for example street lighting emergency call out). This must include remote monitoring for all lone workers, with an esculation procedure if ‘check in times’ are not responded to. The safe system of work and lone working authorisation must be signed off by Business Unit Managing Director – See Section 8 for Monitoring. |

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|  | **RESPONSIBILITIES OF MANAGERS / SUPERVISORS** |
|  | Lone working must only be carried out once other options for eliminating lone working have been explored and dismissed, or if having more than one person undertaking the work increases the risk to the health and safety of the individuals involved. Any lone working must be undertaken strictly in accordance with the requirements of this procedure, ensuring all safety controls have been implemented. For single, one-off tasks that require lone working, the Assessment to Proceed for Lone Working ([HSF-SF-0040a](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5181)) must be undertaken. For routine tasks, carried out on a regular basis with a specific safe system of work in place, the lone working competency assessment and authorisation form ([HSF-SF-0040b](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-13333)) must be undertaken (e.g. gritters, highway maintenance, street lighting activities, motorway recovery, Purge and Relight Engineers, Support Drivers, Customer Liaison Officers etc.) |
|  | The Site Lead must complete a risk assessment, in accordance with the Setting People to Work Safely procedure ([HSES-PR-0011](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-8591)), on the tasks the lone worker will carry out. |
|  | Where there is a risk of a potentially violent customer, landowner or members of the public, the Site Lead should use any early warning or flagging system available to ensure anyone with the potential for public interaction in such circumstances is made aware of the situation and any potential issues. Control measures must be included in the risk assessment and implemented. |
|  | Where an employee is new to a job, undergoing training, performing a job that presents specific risks, or dealing with new situations, they must be accompanied until considered competent to carry out tasks alone. |
|  | **PREPARATION AND PLANNING REQUIRED FOR LONE WORKER** |
|  | The Site Lead must ensure: |
|  | * Sufficient time, materials and resources are available for the task |
|  | * Good housekeeping on site and that adequate welfare facilities including lighting are available |
|  | * That all equipment to be used is tested, calibrated and in a safe working condition |
|  | * That the individual is fit to carry out the task and trained and competent to do so |
|  | * Regular safety inspections of the workplace are undertaken |
|  | * Safe working practices are in force |
|  | * Working hours including travel times are not to be exceeded |
|  | * An emergency procedure is provided and briefed to the lone worker including providing emergency contacts and means of communication. The means of communication must also be tested |
|  | * The lone worker and all other relevant employees are briefed and made fully aware of their responsibilities and any local arrangements or controls that are in place |
|  | * Regular communications are established with the employee to ensure that their location or progress is being tracked and the safe system of work is being maintained. |
|  | * That the relevant Manager / Supervisor is aware that an employee is going to be working alone and for how long and that the agreed means of communication is tested prior to the employee commencing each lone working activity |
|  | **RESPONSIBILITY OF EMPLOYEE** |
|  | Employees have responsibilities to take reasonable care of themselves and other people affected by their work activities, and to co-operate with their employers in meeting their legal obligations. It is the responsibility of the employee to observe the following: |
|  | * Risks are re-assessed on site each day and/or at each location to ensure no changes or additional hazards are identified that have not been controlled within the safe system of work |
|  | * Pre-arranged check in times and contact arrangements when the work is complete must be adhered to |
|  | * Managers / Supervisors are informed if they are feeling fatigued, unwell, injured, or have a medical condition that could be detrimental to working alone. |
|  | * Appropriate PPE is worn and used |
|  | * Safe working practices are followed |
|  | * Not attempt to move or lift heavy objects, or undertake any task that is outside of their capabilities |
|  | * Necessary tools, materials and equipment are available to perform the task safely |
|  | * Agreed means of communication is tested prior to commencing each lone working activity |
|  | * Stop if uncomfortable with any of the arrangements and ask for clarification, and not proceed until satisfied that their safety is assured |
|  | **MEDICAL CONDITIONS** |
|  | Lone Working may increase the level of risk to employees with medical conditions and the Site Lead must seek medical advice if necessary. |
|  | Consideration of both routine work and foreseeable emergencies that may impose additional physical and mental burdens on an individual must be taken into account. |
|  | **INSTRUCTION** |
|  | Lone workers must be sufficiently experienced and fully understand the risks and precautions involved in their work and the locations they are scheduled to work in. |
|  | Instructions appropriate to the role must also be given to enable employees to cope with: |
|  | * Unexpected circumstances |
|  | * Potential exposure to violence and aggression: |
|  | * + Personal safety |
|  | * + Conflict resolution or defusing techniques |
|  | * + Summoning help |
|  | * + Reporting Incidents |
|  | * + Emergency situations, such as first aid or fire |
|  | The level of instruction must be based upon the level of risk to the Lone Worker. |
|  | All lone workers must be also be briefed on the Consider the Risks Associated with Lone Working Toolbox Talk ([HSF-TB-0040a](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5182)) and Dealing with Aggression ([HSES-TB-0011a](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-14516)). |
|  | **SUPERVISION** |
|  | The level of supervision required will depend on the risks identified and the individual’s capabilities. |
|  | The Site Lead must decide on the level of supervision needed, which must be based on the findings of a risk assessment, i.e. the higher the risk, the greater the level of supervision required. It must not be left to individuals to decide whether they need assistance. |
|  | The supervisor must also check and verify that communication devices are working effectively prior to commencing each lone working activity. |
|  | **MONITORING** |
|  | The Site Lead must implement a safe system of work to monitor lone workers, as effective means of communication are essential. These may include: |
|  | * supervisors periodically visiting and observing people working alone |
|  | * pre-agreed intervals of regular contact between the lone worker and supervisor (e.g. 30 mins – 2 hours depending on the risk factors) to ensure the worker is not injured or incapacitated for a long period of time |
|  | * using phones, radios or email, ensuring clear and tested means of communication, confirm a lone worker has returned to their base or home once their task is completed |
|  | * additional resource to overcome any language barriers |
|  | * manually operated or automatic warning devices which trigger if specific signals are not received periodically from the lone worker, e.g. staff security systems |
|  | Mitigations must be implemented where there is low or no signal availability. |
|  | When selecting a monitoring system, the minimum requirements for the provider to be certificated to are: |
|  | * BS 8484:2016 (Provision of lone worker services) |
|  | * BS5979 (Cat 2) (Remote centres receiving signals from fire and security systems) |
|  | * Secured by Design (Monitoring centre security) |
|  | * Data storage that meets ISO 27001 (Information security) |
|  | this will ensure a robust system with an established escalation process . |
|  | The Company uses a number of different means of monitoring lone workers and it is the Site Leads responsibility to select a suitable system. Examples include: |
|  | * Safe Shores Monitoring (Used by Plant & Fleet Services & Living Places) |
|  | * Skyguard (Used by Rail) |
|  | * EE (People safe) Lone worker solution |
|  | The reference materials are: |
|  | * Setting up Mobile Iron on an Android Phone ([HSF-RM-0040a](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5178)) |
|  | * Safe Shores Android Phone as a Lone Worker Device ([HSF-RM-0040b](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5179)) |
|  | * Safe Shores App Installation Guidance ([HSF-RM-0040c](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5180)) |
|  | * Safe Shores Lone Worker System User Guide ([HSF-RM-0040d](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-13028)) |
|  | **EMERGENCY ARRANGEMENTS** |
|  | The Site Lead must ensure that the risk assessment has considered all foreseeable health and safety events, and that emergency arrangements are established prior to lone work commencing ([HSES-PR-0003](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5162)). |
|  | Emergency procedures must be briefed to lone workers and checks undertaken to ensure they are understood.  The risk assessment must indicate that mobile workers must have access to adequate first-aid facilities and training. |
|  | **FURTHER INFORMATION** |
|  | Advice on personal security when working alone is available from [BB Security Advisors](https://my360.balfourbeatty.com/Person.aspx?accountname=i%3A05%2Et%7Cbalfour%20beatty%20federation%20hub%7CJohn%2EBarrie%40balfourbeatty%2Ecom) and also the [Suzy Lamplugh Trust.](http://www.suzylamplugh.org/) |

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| Abbreviations / Definitions | |
| **LONE WORKER** | Lone workers are those who work by themselves without close or direct supervision. |
| **SITE LEAD** | The person directly responsible for the Health and Safety of all employees, subcontractors and third parties, and for the care of the environment, affected by our works. |
| **REASONABLY PRACTICABLE** | Balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble. However, you do not need to take action if it would be grossly disproportionate to the level of risk. |
| **RED TEXT** | Not yet available, use current BMS for relevant document |

| INPUTS | | |
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| **Reference** | **Type** | **Title** |
| MSC-PR-0002 | Procedure | Joint Venture/Alliance Business Management System (BMS) Assessment |
| [HSES-PR-0004](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-6992) | Procedure | Control of HSES Derogation |
| [INDG73](http://www.hse.gov.uk/pubns/indg73.pdf) | HSE Guidance | Working Alone -Health and safety guidance on the risks of lone working |
| [HSES-PR-0003](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5162) | Procedure | Emergency Arrangements |
| [HSES-PR-0011](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-8591) | Procedure | Setting People to Work Safely |
| [HSF-TB-0040a](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5182) | Toolbox talk | Consider the Risks Associated with Lone Working |
| [HSF-RM-0040a](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5178) | Reference Material | Setting up Mobile Iron on an Android Phone |
| [HSF-RM-0040b](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5179) | Reference Material | Safe Shores Android Phone as a Lone Worker Device |
| [HSF-RM-0040c](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5180) | Reference Material | Safe Shores App Installation Guidance |
| [HSF-RM-0040d](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-13028) | Reference Material | Safe Shores Lone Worker System User Guide |
| [HSES-TB-0011a](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-14516) | Toolbox Talk | Dealing with Aggression |

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| OuTPUTS | | | |
| **Reference No.** | **Document Title** | **Responsibility** | **Retention Period** |
| [HSF-SF-0040a](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-5181) | Assessment to Proceed for Lone Working | 3 Years | Site Lead |
| [HSF-SF-0040b](https://home360.balfourbeatty.com/ghoreferencecentre/Group%20BMS/_layouts/DocIdRedir.aspx?ID=2KHUWT73P6SE-1572-13333) | Lone Worker Competence Assessment | 3 Years | Site Lead |