[REF] **Lone Working Policy**
(This policy is non-contractual)

Policy

A colleague who is working alone should not be more at risk than any other employee.

Colleagues who wish to work alone should first complete a Lone Working Risk Assessment and obtain input and sign off from an authorised person. As well as considering the risks, the Lone Working Risk Assessment must consider the health of the individual and their suitability for working alone in the proposed circumstances.

The Lone Working Risk Assessment should set out the control measures required to ensure the wellbeing and safety of the lone worker.

The lone worker is responsible for ensuring that the proposed lone working does not take place if there is any doubt about their safety or if the agreed control measures have not been implemented.

Scope

This policy applies to all employees of MG ALBA who may be working alone, at any time, in any of the situations described in the procedures below.

A lone worker is an employee who is performing an activity in isolation from other workers and who may be exposed to risk because there is no-one to assist them if required. Isolation can be physical isolation (including working alone in a building) or personal isolation (including home working, remote working, business travel and attending events).

Risk Assessment

The Lone Working Risk Assessment needs to confirm whether the employee can safely work in an unaccompanied environment. Consideration should be given identifying hazards, such as:

- the remoteness or isolation of workplaces
- staff who may be home working for part or all of the week who live alone
- the location of the working environment, security, access, other factors
- the context, nature of their tasks, any special circumstances such as political or social unrest when overseas
- communication or connectivity risks
- the possibility of interference, such as violence or criminal activity from other persons
- the risk to personal safety while travelling for business purposes or in any public travel scenario
- exposure to health risks in particular circumstances or countries.

The Risk Assessment should take all available information into account.

If circumstances change in the course of the lone working, Risk Assessment should be updated as necessary with adequate control measures.

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The authorising person should not sign off on the Risk Assessment if there is ongoing reasonable doubt about the safety of a lone worker in a given situation. In those circumstances, consideration should be given to a putting a second worker in place or making other arrangements to complete a task. Safety must be the prime concern.

Only trained line managers, the Office Manager and the Health & Safety Adviser are authorised to sign off on a Lone Working Risk Assessment.

A standard template Lone Working Risk Assessment is attached to this Policy.

Completed Risk Assessments for Lone Working are collated by the Office Manager and are saved here.

Agile Working / Flexible Working

Employees who are working in line with the Agile Working and Flexible Working Policies will be subject to the usual company health and safety provisions and Working from Home Risk Assessments will be carried out. Risk assessments will ascertain that the agile and flexible working environments comply with legal provisions, and that if an employee's health condition or impairment is likely to be within scope of the Equality Act 2020, management will ensure that any reasonable adjustments necessary are identified and implemented that will assist them in carrying out their role.

Lone Working Guidance and Procedures

Guidance on Personal Safety

- Colleagues should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- Before working alone, colleague should assess the risks in conjunction with their line manager, and should record the agreed control measures in the Lone Working Risk Assessment.
- Colleagues should inform their line manager or other identified person when they will be working alone, giving accurate details of their location and informing that person when the task is complete. This includes occasions when a colleague expects to return home following an external appointment rather than returning to the office base.
- Line Managers must ensure that there is a robust system in place for maintaining contact with lone working colleagues who report to them.
- Line Managers must agree in advance a contact system for employees who are working in line with Agile or Flexible Working policies for part or all of the week. Particular care should be taken to maintain contact and check in methods and contact patterns with any staff that live on their own, and also in the case of emergency arrangements such as loss of power, system outages etc.
- Colleagues who are working at home should maintain communication with their line manager in terms of their diaries, appointments and work plans.
- If a colleague does not report for work as expected, either in the building or remotely, their line manager should check on the welfare of the colleagues and then respond as appropriate
- Where colleagues work alone for extended periods and / or on a regular basis, managers must make provision for regular contact, both to monitor their situation and to counter the effects of working in isolation.
- Colleagues working in the community, or out of the office regularly, should be issued with a company mobile phone. They are responsible for checking that it is charged and in full working order, with back up battery packs if appropriate. Consideration may also be given to the issue of personal alarms, but in general colleagues are discouraged from lone working in circumstances where such alarms may be needed.

Safe Working Procedures

You should be familiar with the Lone Working Policy and the following Procedures for after-hours working in 54 and 56 Seaforth Road and for working away from the office.

<u>After Hours Work – Stornoway Office</u>

The building is normally secured at approx. 9.30pm Monday to Thursday and at 7pm on Fridays. Any person working on their own in the building out with these hours or on Saturday and Sunday will be considered as Lone Working.

1. Complete a Lone Working Risk Assessment and obtain sign off from an authorised person. You may do this once to cover an expected work pattern for a period of time, but if so you must remember to update it for new risks, hazards and control measures, as appropriate.
2. Before starting a period of lone working, inform your line manager that you intend working alone, giving your approximate finish time.

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3. Call your line manager when you have finished work and have left the building or wish to extend your approximate finish time.
4. Ensure the building is secure before you leave.
5. If you have not made the call, your line manager should call you and check on your situation within an hour of your approximate finish time.
6. If there is no response, your line manager will be required to come into the building and check on the situation or ask another member of staff to do so.
7. It is therefore imperative that good communications are maintained.

Working away from the Office

8. MG ALBA expects all colleagues to work in a collaborative way. As such your workplan and travel plans should be known to your manager and colleagues. It is good practice to let your manager, or other appropriate colleague, know when you are leaving the office or home working location, what your mode of transport is and when you expect to return.
9. Your electronic diary is an important tool in fostering collaborative working and you should ensure that all external business appointments and their location are entered. The electronic diary should be accessible to your line manager and colleagues with whom you work regularly. Private appointments in work hours (e.g. doctor appointments) should be noted as "private" so that that line managers and colleagues will know not to consider those absences as lone working away from the office or home working location.
10. If your plans change at short notice, you should change the details on your electronic diary (using your mobile phone) and, if appropriate, let colleagues know by phone, email or text.
11. All employees travelling on work-related business should have mobile phones and their contact numbers should be held by their line manager and all relevant colleagues.
12. Should you be more than an hour late in returning to the office location and you have not advised anyone, your line manager or colleagues expecting your arrival will make efforts to establish your whereabouts.
13. Basic first aid kits and fire extinguishers should be carried in MG ALBA owned vehicles. Employees using their own private vehicles for MG ALBA business must have business use insurance and are strongly recommended to carry a First Aid kit and fire extinguisher.
14. Appropriate PPE must be worn for the environment to be visited.
15. Observe all location safety rules; sign in and out as required by the policies of the location, and do not tamper with any Work Equipment you are not authorised to use. Prior to using any authorised Work Equipment, check that all safety conditions are met.
16. You are under no obligation to enter a property or continue working where it is obvious that a person or persons in the property are under the influence of drink or drugs.
17. If there is any concern about the behaviour of persons on the premises or any suggestion of aggression, you should leave the premises immediately and report the matter to the office.
18. You should not enter houses where only young children, and no adults, are present
19. If a person answers the door in a state of undress, you should make your excuses and leave, with a view to re-arranging another visit, through the office.

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Information and Training

You will be given the appropriate information and training to enable you to recognise the hazards associated with lone working and to implement control measures, including the provision of first aid, communication procedures and awareness of emergency procedures.

If you require additional support or training to comply with the Lone Working Policy or safe working Procedures, please identify this at the earliest possible moment and please report any concerns to management.

Reporting

Should an incident occur, the reporting and debriefing should follow standard company Health & Safety guidance, which can be found in the Health & Safety Policy, section:
  o   [Health & Safety Policy link]

Responsibility

The Office Manager is responsible for the implementation of this Lone Working Policy & Procedures within the premises at Seaforth Road. For employees based in Glasgow, at home working or other remote locations, the Line Manager is responsible for the implementation of this policy.

Contractors and Tenants

Contractors and tenants are subject to the parts of this guidance that relate to working within MG ALBA premises. The Office Manager is responsible for ensuring contractors and tenants are provided with the information and training needed to enable them to comply.

Note: Risk Assessments are carried out in terms of the Management of Health and Safety at Work Regulations 1999

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