

Dated 12<sup>th</sup> March 2024



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## LONE WORKER POLICY

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## **LONE WORKER - DEFINITION**

A lone worker ("LW") is defined as an employee who performs an activity that is intended to be carried out in isolation from other workers, without close or direct supervision.

## **INTRODUCTION**

Elite Security Group acknowledges its duty to make adequate provision for the Health and Safety of lone workers and will fully implement the general requirements of the Health and Safety at Work Act (1974), the Management of Health and Safety at Work Regulations (1999) to reduce the risks, both reputational and litigational, to the Company and all its employees.

Elite Security Group understands the legal responsibilities pertaining to lone workers and looks to mitigate risk in the following ways:

- 1) Risk Assess activities being performed by Lone Workers, including those which may not be routine or regular
- 2) Ensure LW has access to resources, training and information to enable the LW to work on their own safely
- 3) Provide suitable equipment and measures to mitigate against risk of harm to LW performing any job function
- 4) Have procedures in place to deal with a LW having an accident or being involved in an incident

The duty to implement this policy is delegated to individuals in a manner that accurately reflects their existing levels of competence and it is a line-management responsibility to undertake risk assessments for the protection of all Lone Workers employed within the Company.

It is important to note that all employees have a responsibility under Health and Safety legislation to take reasonable care of themselves and to co-operate with their employer, this includes complying with risk assessments and reporting any incidents, near misses or concerns to managers to enable a risk assessment and risk reduction measures to be implemented.

## **RISK ASSESSMENTS**

Elite Security Group conducts risk assessments for all work prior to their undertaking. This includes Manned Security Guarding (permanent and temporary), Mobile Patrols, Keyholding and Alarm Response and Vacant Property Inspections. Risk assessments are provided by the Contracts Manager, or someone to whom such delegation is appropriate. However, where appropriate, expert resource will be engaged to provide guidance and assistance as necessary (i.e. asbestos survey of property).

## **DYNAMIC RISK ASSESSMENTS**

During a lone working visit or site visit, a dynamic risk assessment focuses on reducing the prevalence of a problem during the visit. This is done by minimising suspected risk factors and by early action when violence is perceived to be imminent, while it is occurring or immediately post-incident.

A dynamic risk assessment can be defined as a continuous process of identifying hazards and the risks of them causing harm and taking steps to eliminate or reduce them in the rapidly changing circumstances of an incident.

The dynamic risk assessment involves staff:

- Being alert to warning signs as covered in conflict resolution training
- Carrying out an on the spot '10-second risk assessment'
- Making a judgement as to the best possible course of action – for example, whether to continue working or withdraw
- Being aware of all the entrances and exits
- Placing themselves in a position to make a good escape, i.e. where possible being the closest to the exit
- Being aware of the positioning of items, including any equipment they are using e.g. scissors, scalpels etc. that could potentially be used as weapons.
- Utilising appropriate physical security measures such as panic buttons, shriek alarms, lone worker devices
- Ensuring that when they enter a confined area or room they can operate any door locks in case they need to make an emergency exit
- Remaining calm and focused during an incident in order to make rational judgements
- Being aware of body language, both their own and others so as not to exacerbate potential aggression or conflict.

## **RESOURCES, TRAINING & INFORMATION**

All Elite Security Group employees will have undergone basic Security Industry Authority training in order to apply and be licensed by the same. This training provides outline knowledge of health and safety responsibilities. The Company provides further site specific training as necessary and in accordance with its Health & Safety Policy and its wider Training Policy.

## **EQUIPMENT & MEASURES**

Elite Security Group ensures that all equipment provided is fit for purpose and based on the advice provided through any risk assessment.

### **MOBILE PHONES**

Many employees will carry Company issued mobile phones, and where this is the case and the phone is included as part of the Standard Operating Procedure and Risk Assessment for Lone Working, employees must always check the signal strength before entering a lone working situation. As with all Lone Worker devices, employees must endeavour to keep mobile phones as fully charged as possible. Lone workers should be sensitive to the fact that using a mobile phone could escalate an aggressive situation; however it is important that all Lone Workers are aware that 112 can be used as an alternative to 999 to request emergency assistance. 112 is the European Emergency Number and can use any network regardless of service provider which is helpful in areas where there is poor or no signal coverage. Calls to this number can be located, generally within 2 seconds of the call being received.

### **VEHICLE TRACKING**

All fleet vehicles are fitted with hard wired GPS tracking systems, providing a pin-point of location and journeys made.

### **CHECK CALLS**

The Company operates an automated book on / off system along with check calls on an hourly basis. This is supported by an out of hours control room who monitor and action in the event of any process failure in this regard.

## **PROCEDURES**

Elite Security Group ensures that all procedures are sufficiently communicated to employees across all regions. These procedures will often be in documented form, but may also be communicated via on the job training and other tool box platforms to assist in cross region communications. The Company does however take the approach that the employee often 'knows best' and may adapt accordingly – for example, in light of their own dynamic risk assessment. The Company will support any efforts which are designed to reduce risk where practicable without jeopardising the integrity of property or premises belonging to the Company or Client, or furthering risk to other persons, whether customers or members of the public or some other grouping.

## **REFERENCES AND SUPPORTING DOCUMENTS**

It is essential that this policy is read in conjunction with the following documents:

CPP-04 - Health & Safety Policy

CPP-12 - Training Policy

CPP-07 - Violence at Work Policy

*This Policy was Last Reviewed on 12<sup>th</sup> March 2024*

Originally Produced July 2017

Reviewed January 2023