

Lone Worker Policy

Prepared on: 17 February 2017

Last Review: 4th March 2025

To be reviewed on: 4th March 2026

Prepared by: Ralph Elliott-King

Approved on behalf of Marisco South Ltd and Marisco Electricals Ltd by:



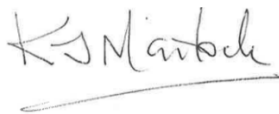
Samuel R Clover



Samuel Woodhams

Both On: 4th March 2025

Reviewed and accepted on behalf of the Company by:



On: 4th March 2025

Ken Mantock - Operations Manager

Introduction

Lone workers spend some or all of their working hours alone for a variety of reasons:

- they may work in an isolated location;
- be at a client's or customer's premises;
- work from home; or
- may simply be working outside normal office hours.

The Company acknowledges that working alone may involve an increased risk to the health and safety of our employees. We have consequently formulated this policy to manage the risks involved and fulfil our obligations under the:

- Health and Safety at Work Act 1974, which the Company has a duty to ensure the health and safety of its employees as far as is reasonably practical.
- The Management of Health and Safety at Work Regulations 1999, which places a duty on the Company to assess the degree of risk in the workplace.

Aims of the Policy

- To ensure the safety of lone workers when exercising their duties in the absence of any colleagues or supervisors; and
- To ensure that the Company complies with all of its legal obligations.

Risk Assessments

The Company will carry out risk assessments on all types of work that are (or are likely to be) undertaken alone with particular regard when doing so to the following factors:

- Risk of Violence (particularly when dealing with tenants and members of the public);

- Safeguarding issues
- Equipment (must be suitable and safe for use by one person);
- Location;
- Materials (all materials used by suitable for use by one person); and
- Proximity to Help.

Procedures

All lone workers should adhere to the following guidelines when working alone, should:

- Avoid unnecessary out of hours working where possible;
- Notify Head Office if they are intending to work outside normal hours;
- Familiarize themselves with the location's fire safety procedures and escape routes in the event of an emergency;
- Ensure that they have keys to all entrances and exits and keep them locked at all times;
- Not allow unexpected visitors in unless they carry sufficient identification;
- Familiarize themselves with the emergency and alarm systems at their location;
- Maintain a working mobile telephone so that Head Office can keep in contact with them during the day;
- Ensure their next of kin are aware of their movements and will raise the alarm if they fail to return from work when expected and remain uncontactable;
- Make sure they never leave tools and dangerous materials unattended or overnight;
- In the event they feel unwell they either contact one of the duty First Aider for advice or call the emergency services on 999 if the onset of severe symptoms warrant it

All lone workers should never:

- Remain alone in an occupied property while the owner or tenant is absent;
- Remain alone in a property with a minor (less than 18) or vulnerable adult in the absence of a guardian;
- Remain in a situation which they feel their health or safety is being put at risk, howsoever that situation may arise.

Control Measures

- The majority of lone workers will be visited by our supervisors or managers at least once during the working day;
- All Lone workers must carry a working mobile telephone so they remain in communication with Head Office during the working day;
- Lone workers visiting a site known to carry an unusually high risk will check-in with Head Office by mobile telephone and check out upon leaving;
- Two-to-attend precautionary notices issued by some clients must always be complied with;
- Every lone worker will carry an 'emergency pack' containing first aid, fire-fighting equipment and emergency procedure prompt cards to guide them on what to do in the event of an emergency.

- All lone workers to undergo our e-learning first aid at work course at least once a year.
- The Company will pay for any employee who wishes to attend a recognised one-day Emergency First Aid at Work course.
- All lone workers are reminded they must comply fully with this policy and with any complementary instructions received from the Company. Failure to do so may constitute a disciplinary offence.