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### **1.0 Introduction**

MLP TRAFFIC LTD seeks to protect those operatives who work alone and undertakes to, as far as reasonably practicable, minimise the risks to the health and safety of its employees and those who may be affected by their activities.

There are many different situations operatives find themselves in with regard to lone working, and it would be impractical to address each situation individually.

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MLP TRAFFIC LTD acknowledges its duty to make sufficient provision for the management of health and safety in the workplace and to fully implement the requirements of the Management of Health and Safety at Work Regulations by providing the facilities, procedures and resources for a suitable and sufficient management system.

This policy sets out the commitments and arrangements of MLP TRAFFIC LTD for minimising the risk of physical and non-physical assaults against operatives, risk of injury and improving overall personal safety and arrangements for lone working.

### 1.1 Definition - Physical and Non-physical Assault

Physical assaults – General Baseline Definition:

*“The intentional application of force to the persons of another, without legal justification, resulting in physical injury or personal discomfort.”*

Physical assaults include being shoved, pushed, punched, kicked, head-butted, but this is not an exhaustive list.

Non-physical assault – General Baseline Definition:

*“The use of inappropriate words or behaviour causing distress and/or constituting harassment.”*

It is very difficult to provide a comprehensive description of all types of incidents that are covered under this definition; however, the following examples would be consistent:

- Offensive language, verbal abuse and swearing which prevents operatives from doing their job or makes them feel unsafe
- Negative, malicious or stereotypical comments
- Invasion of personal space
- Brandishing of objects or weapons
- Near misses i.e. unsuccessful physical assaults
- Threats or risk of serious injury to a member of operatives, or visitors
- Bullying\*, victimisation or intimidation
- Stalking
- Spitting
- Alcohol or drug fuelled
- Unreasonable behaviour and non-cooperation

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- Any of the above linked to destruction of or damage to property

This is not an exhaustive list

\*Operative on operatives bullying does not fall within the context of this policy. Any such issues should be dealt with in accordance with MLP TRAFFIC LTD 's Bullying and Harassment Policy.

## 1.2 Definition – Lone Working

Lone working is intended to cover all work proposed to be undertaken alone where the risk to the individual lone worker may be increased either by work itself, or by the lack of on-hand support should something go wrong. However, it is important that these risks are not over-exaggerated, as this can have a detrimental effect, by endangering an unnecessary perception of fear amongst operatives that is disproportionate to reality.

Lone working can occur:

- During normal working hours at an isolated location within the normal workplace or on site

Or

- When working outside normal working hours

Under both these circumstances, MLP TRAFFIC LTD 's guidance on lone working will apply

Operatives may find themselves undertaking lone working in a variety of settings, which include:

- Temporary traffic management sites
- Work alone in any given situation without direct access to other colleagues
- Depots
- Offices
- Travel alone using own vehicle, public transport and / or to and from any place of work
- Working alone at MLP TRAFFIC LTD office 'after hours'

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## 2.0 Policy Statement

MLP TRAFFIC LTD acknowledges that there maybe an increased risk to health and safety of its employees, and others when working alone. Risk assessments should be undertaken to identify risk to lone worker and measures introduced to minimise risks wherever reasonably practicable.

Managers shall ensure lone working situations are identified, appropriate risk assessments undertaken, control measures introduced and employees are provided with the necessary information, instruction and training.

## 3.0 Roles and Responsibilities

The Managing Director has overall responsibility for managing all aspects of health and safety. This responsibility has been delegated to the HSEQ Manager. The HSEQ Manager will ensure mechanisms are in place:

- To ensure any risk to a person's safety is adequately controlled, and reduced to the lowest level; which is reasonably practicable.
- To ensure, where necessary, that appropriate risk assessments and safe systems of work are in place
- To ensure that this policy is adhered to by operatives and that resources are available to ensure effective implementation

### 3.1 **Managers Responsibilities**

- Promote and support the aims and objectives of this policy
- Maintain operatives training levels and adequate cover when dealing with work related to violence and aggression. When there is the foreseeability of the likelihood of an incident occurring, to put into place immediate control measures to reduce the risk to the lowest level which is reasonably practicable.

### 3.2 **Employee Responsibilities**

All employees have a general duty to take reasonable care of their own safety and that of others who may be affected by their actions.

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All employees must further ensure that they will:

- Cooperate with MLP TRAFFIC LTD to enable it to meet its obligations in respect of the prevention of physical and non-physical assaults and the reduction of risks related to lone working.
- Be vigilant and ensure that any known or identified risks are immediately reported to their line manager as a minimum requirement.
- To be aware of our out of hours arrangements and the details of the on-call rota for senior managers and directors so that immediate contact can be made in the event of an emergency (see appendix 3).
- Report any accident or incident in accordance with the provisions of the incident reporting procedure.
- Attend health and safety related training

#### 4.0 Risk Assessment and Control

The policy for dealing with lone working is no different from other activities in that it involves risk assessment for the lone working activity.

The objective of the risk assessment is to ensure that satisfactory control measures are in place for such activities.

To simplify the procedures this guidance proposes that lone working can be arranged into three risk categories, namely low, medium and high and examples of these are given in tables 1, 2 and 3 respectively...but please note that these are not exhaustive lists and Divisions need to identify and organise their lone working activities into these categories.

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**Table 1 – Low Risk Activity**

Risk Level	Activities	Control Measures
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Low	<ul style="list-style-type: none"> <li>People engaged in tasks they would normally undertake in their office and where the work does not involve use of dangerous machinery equipment or hazardous substances.</li> </ul>	<ul style="list-style-type: none"> <li>Lone work is permitted, but it is good practice to ensure that a second person is aware of the first person's location and they have access to means of communication.</li> <li>Inspections/risk assessments of the work area should be undertaken by the to ensure hazards have been identified, risk controlled and provisions for emergencies are in place e.g. escape routes open, fire fighting equipment, first aid, etc.</li> <li>Induction training and health and safety information.</li> <li>Operatives are aware of the correct incident reporting procedures and are encouraged to report actual and near miss incidents.</li> </ul>
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**Table 2 – Medium Risk Activities**

Risk Level	Activities	Control Measures
Medium	<ul style="list-style-type: none"> <li>Work with members of the public (Traffic management sites).</li> </ul>	<u>Essential requirement</u> Follow low risk control measures and in addition consider: <ul style="list-style-type: none"> <li>Local violence and aggression procedures</li> </ul>

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	<ul style="list-style-type: none"> <li>Working in areas that are difficult to locate and reach in an emergency.</li> </ul>	and on-the- job training given
Risk Level	Activities	Control Measures
Medium	<ul style="list-style-type: none"> <li>Lone worker suffered from illness that might increase risks of the job.</li> </ul>	<ul style="list-style-type: none"> <li>Public access to office restricted</li> <li>Appropriate communication should be maintained with the lone worker. The lone worker equipped by means of 2-way communication, a pager, mobile phone or personal alarm. A system should be in place detailing what to do if an alarm is activated.</li> <li>Additional control measures to risk assessment (for normal hours) should be considered due to fewer personnel on site and availability of first aid. Control and reduce material employed, at least 2 personnel present. Restricting work to familiar operations. Informing a senior member of the group when work is finished.</li> </ul>

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**Table 3 – High Risk Activities**

Risk Level	Activities	Control Measures
High	<ul style="list-style-type: none"> <li>Operation of specified dangerous machines</li> <li>Moving machinery</li> <li>Chemical with risk phrases R-6 (explosive), 12-17 (flammable), 19 (expensive peroxide) 23, 26-28, 32 (toxic), 34-35 (burns), 29-45 (serious irreversible effects, sensitisation, explosion, cancer).</li> </ul>	<b><u>LONE WORKING IS NOT PERMITTED</u></b>
Risk Level	Activities	Control Measures
High	<ul style="list-style-type: none"> <li>Working in confined spaces: tanks, ducts, ceiling voids etc.</li> <li>Use of ladder which cannot be secured and require 'footing' by a second person</li> <li>Erection of scaffolding</li> </ul>	<b><u>LONE WORKING IS NOT PERMITTED</u></b>

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	<ul style="list-style-type: none"> <li>• Service of 'live' electrical materials</li> <li>• Contact with potentially violent or aggressive tenants (identified via previous incident report forms).</li> <li>• 'High risk activities' as determined by management.</li> </ul>	
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#### 4.1 Selection and Consideration of Control Measures

Clearly, the types of control measures for a lone working activity will vary depending on the type of work, location, experience of worker and local conditions. The questions that need to be asked are:

1. Whether the risk of the work can be adequately controlled by one person, or are more people necessary?
2. Does the workplace present a special risk to the lone worker?
3. Is there a safe access and exit for that person
4. Can one person handle all the plant and equipment needed?
5. Is the equipment safe and regularly maintained?
6. Is the lighting and ventilation sufficient?
7. Can substances and materials involved in the work be handled safely by one person? Hazardous substances which are subject to Control of Substances Regulations (COSHH) must be considered carefully and risk assessments undertaken.
8. Is the person medically fit to work alone or have special needs DDA?
9. Do lone workers fully understand the risk involved in the work?
10. Are limits set as to what can and cannot be done whilst working alone, when to stop and seek advice?
11. What is the appropriate level of supervision for the task? The extent of supervision required should be identified by managers.

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12. Are there contingency plans in place should an alert/alarm be raised by the lone worker? Are these plans and procedures well known by operatives and students?
13. Have arrangements been made for illness, accidents and emergencies?
14. Have employees received information, instruction and training?

## 5.0 Summary Policy Statement

Working alone is not illegal but it can bring additional risks to a work activity. MLP TRAFFIC LTD has developed policies and procedures to control risks and protect employees, and employees should follow them. Apart from employees being sure that they are capable of doing the job on their own, the three most important things to be certain of are that:

- a. The lone worker has full knowledge of the hazards and risks to which he or she is being exposed.
- b. A colleague or supervisor knows the whereabouts of a lone worker and what he or she is doing.
- c. The lone worker knows what to do if something goes wrong.

The activities within this guidance are not exhaustive, consequent risks should be effectively identified and managed by management.

The 'lone worker' is obligated to follow the outcomes of the risk assessment and consequent agreed procedures.

This guidance sets out the law, MLP TRAFFIC LTD 's and individual responsibility.

The policy will be reviewed at least annually or when it is considered appropriate to do so.

## 6.0 Information Sharing

It is important that operatives have access to good quality information regarding contacts and locations so that they can do their job efficiently and safely.

Each manager should ensure that there is an appropriate flow of information to and from other sections, especially where there is a higher risk of assault.

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Operatives must also be aware that if, at any stage during a visit / while working on site, they feel unsafe, they should be reporting this to the manager who should update the information as necessary.

## **7.0 Employee/Public Contact**

Employees should never give out their home telephone number, mobile number or any other personal information to a member of the public.

## **8.0 Supporting Operatives After an Incident**

Debriefing will take place after serious incidents have occurred affecting personal safety, to establish the details of what happened and to provide emotional help to the operatives involved. Managers will be involved in these debriefing sessions and, where appropriate, confidential counselling will be made available through the Occupational Health Service.

## **9.0 Control Points**

One of the most important arrangements of this policy is the requirement for managers to know where their operatives are up to until they go home, so that their movements can be traced if necessary.

It is equally important that this information is available for operatives who are called out from home.

These details should include, for each employee, their:

- Name
- Address, home telephone number and any emergency contact
- Mobile phone
- Time started work
- The order of visits
- Expected time of finish, or call-in

## **10.0 Training**

Operatives working alone should know that their safety comes first. They should not be in situations which make them feel unsafe.

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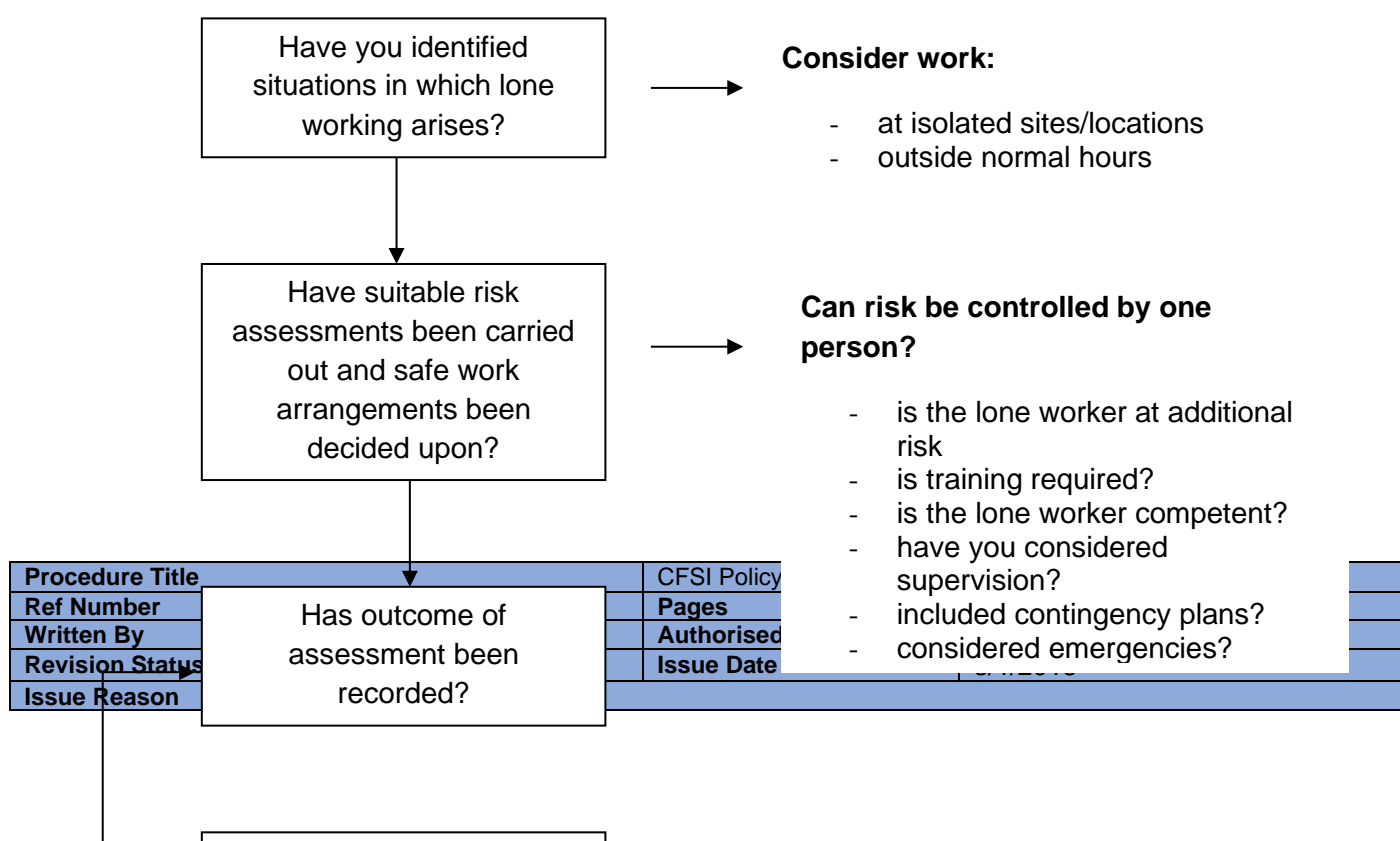
## 11.0 Monitoring, Audit and Review

The effectiveness of this by policy will be assessed by incident reporting and follow-up action of physical and non-physical assaults and incidents involving lone working. Accidents and incidents will be analysed by the Accident Investigation Officer on a monthly basis.

This document will guide you on MLP TRAFFIC LTD 's policy for lone working; additional detailed guidance can be obtained from HSE books – Free publication 'Working Alone in Safety' INDG 73.

## Appendix 1

### Summary Flowchart for Ensuring the Safety of Lone Workers



## **Appendix 2**

### **Breakdown of vehicles/accidents**

If your car breaks down:

- Stop vehicle where it is safe to do
- Turn on your hazard warning lights
- Always remember your own safety
- Call for assistance
- Keep your doors locked and the windows open no more than one-and-a-half inches

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- If you leave the car, lock it and note its location. If you have a personal attack alarm, take it and keep it in your hand. If it is dark, or will be soon, take a torch
- Contact office/senior to inform them of the situation
- Contact clients to inform them of the delay/cancellation via office

If you are involved in an accident:

- You are legally required to stop if you collide with another person, car, property or livestock
- Check if anybody is injured
- If medical attention is required, summon help immediately

### Appendix 3

#### What to do if a serious violent/aggressive incident occurs

Remove yourself to a safe place and seek help.

Phone 999 if necessary

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Inform your line manager/supervisor

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