

## Lone Working Policy

### **Introduction**

The nature of Floorskills Limited business means that several its' employees may periodically, or on a regular basis, be exposed to certain risks and hazards as Lone Workers. Floorskills Limited is committed to taking all reasonable precautions to secure the health and safety of all their employees and is particularly mindful of those who are required to work alone or unsupervised for significant periods of time. Floorskills Limited seeks to ensure that these employees are protected from associated hazards and risks in carrying out their role and is committed to, as far as is reasonably practicable, anticipating these risks and hazards, and either removing them or, where it is not possible to eliminate them, to at least reduce these to an acceptable level, proposing measures to control or deal with them.

Employees should act responsibly always to secure their own Health and Safety, and this Policy together with its' procedures enables all those affected to appreciate the risks associated with lone working, ensures that safety precautions and emergency procedures are understood and assists individuals in recognising and responding correctly to hazards that might arise.

### **1. Scope and Application of this Policy**

- 1.1. This policy covers:
  - All employees of Floorskills Limited together with its' students, contractors and visitors.
  - All sites being used by The Company or visited by its' employees, students, contractors or visitors
- 1.2. This policy and its' associated procedures apply to all lone working situations (see definition below) and must be followed on every occasion where employees and others are required to work alone or unsupervised for significant periods of time
- 1.3. In the context to which this policy refers, a 'Lone Worker' is defined as "anyone who has no visual or audible contact with a second person who could provide assistance in case of emergency". Examples of lone workers Floorskills Limited are:

Assessors who work early/late shifts; teaching staff who work in community locations

Engagement and Recruitment staff who make lone site visits for the purpose of signing up learners

Office staff who may have to work late or visit the office out of regular hours, and receptionists where the role exists

### **2. Company Responsibilities**

- 2.1. The Managing Director, through the members of the Senior Management Team, is responsible for ensuring that all staff are made aware of the Company policy on lone working and understand their responsibilities under the policy and its' associated procedures.

- 2.2. Members of the Senior Management Team are responsible for following the procedures in respect of any lone, solitary, and peripatetic workers within their departments.
- 2.3. It is the responsibility of all line managers to:
  - Ensure all such procedures are communicated to their staff and are fully understood.
  - Check that all procedures are adhered to.
  - Train staff to ensure understanding of control measures and emergency procedures.
  - Maintain regular contact with lone workers within their departments, to
  - Ensure they are happy and that safe working procedures are effective.
  - Report any incidents/ accidents involving lone workers to the Company
  - Health and Safety Officer as soon as possible.

Employees are provided with initial training on joining The Company, at Induction, and refresher 'training' by reinforcing the processes and procedures at regular intervals.

- 2.4. The Company will carry out risk assessments of new clients/ employers at sign-up or on acquiring or leasing new premises. Any special behaviour or practices to ensure the Health, Safety and Welfare of employees visiting or working at these off-site venues will be identified and communicated with the relevant parties.
- 2.5. The Company, through the Senior Management Team, will periodically review the operation of this policy and update as required.

### **3. Employee Responsibilities and Procedures**

- 3.1. General Responsibilities that apply to all staff
  - 3.1.1. Employees must ensure that their personal weekly dairies are kept up to date. Diary entries must include the following information:
    - Names of candidates/ clients/ employers being visited for an offsite meeting
    - Location of the meeting
    - Start and end times for all appointments
    - Contact details for the person being visited
  - 3.1.2. Any amendments must be made prior to the visit wherever reasonably possible
    - Repeated failure to submit or maintain dairies will result in disciplinary action being taken against the employee.
  - 3.1.3. If an employee is attending an all-day event or required to travel away on business, they should inform their line manager of their safe arrival by text or email and confirm departure at the end of the event.

- 3.1.4. Drop in visits should be avoided unless specific permission has been Sought from the line manager and the employer in the case of visits to Learners. In which case both must agree.
- 3.1.5. If an employee travelling to an appointment has an accident, feels unwell or there is any other emergency they should:
  - 3.1.5.1. Notify the office immediately by calling their line manager or the Finance and H.R. Controller if the line manager is not available.
  - 3.1.5.2. Contact candidates/ clients/ employers or arrange for others in the office to notify their appointments and rearrange if appropriate.
  - 3.1.5.3. If an emergency or felt appropriate, the employee should contact the police on 999.
- 3.1.6. In the case that an incident occurs:
  - 3.1.6.1. Employees should try and avoid confrontation. If a situation becomes heated, the best course of action is to stay calm and remove themselves from the situation as soon as possible.
  - 3.1.6.2. If violence is threatened or the employee feels uncomfortable, they should withdraw from the situation as soon as possible.
  - 3.1.6.3. If appropriate, the employee should contact the police on 999.
  - 3.1.6.4. On return to the office, the employee should notify their line manager immediately of the incident, and it should be reported to the Health and Safety Officer.

## **3.2. With respect to the role of Assessors**

- 3.2.1. The following general requirements are to enable Floorskills Limited to fulfil its' responsibilities for the assessors' Health, Safety and Welfare.
  - 3.2.1.1. Assessors must ensure that, as far as is reasonably practicable, their electronic diaries are up to date always. All client/ candidate names and addresses should be recorded along with the appointments for others to view.
    - 3.2.1.1.1. Floorskills Limited accepts that sometimes arrangements change during the working day and updates may not be possible whilst in the field.  
  
Failure, however, to keep diaries up to date where reasonably possible, is viewed as a disciplinary offence and will result in disciplinary action being taken against the assessor.
    - 3.2.1.2. At the start of each day the assessor must send an email to their line manager confirming their appointments for the day. This can be as simple as confirming diary correct and no changes.
      - 3.2.1.2.1. If email cannot be accessed, the assessor should leave a brief voicemail message instead.

- 3.2.1.3. When leaving their last appointments for the day, the assessor must send a text message to their line manager confirming what time they left.
- 3.2.1.4. The same procedure as in 3.2.1.2 and 3.2.1.3 applies to appointments outside the normal working day i.e. appointment in the evening or at weekends.
- 3.2.1.5. The assessor should ensure that their partner/ close family member or person with whom they live has their line manager's contact details so they can contact him should the assessor fail to come home or there are concerns for their safety end route.
- 3.2.1.5.1. Similarly, assessors should make sure that people at home are aware of their daily plans, so as to know when to be concerned.
- 3.2.1.6. The line manager should have up to date contact details for each assessors' next of kin for emergency situations.
- 3.2.1.7. When the line manager is on holiday, or otherwise absent from work, another member of the Senior Management Team will be nominated as the contact person. Assessors will be notified who this is at the time.
- 3.2.2. Prior to making a visit;
  - 3.2.2.1. Clients/ Employers are risk assessed at sign-up. Should a setting be designated as having specific risks, the assessor will be fully briefed when being allocated the learner(s).
  - 3.2.2.2. Assessors should share any concerns they have about safety in a setting, or about lone working in general, with their line manager. They should highlight the nature of the concern or issues that give rise for concern. Their line manager will then decide the appropriate course of action to address the relevant issues.
  - 3.2.2.3. It may be appropriate for staff to be accompanied by a colleague in certain cases when making visits to settings or at certain times of the day. The line manager and/or Quality and Curriculum Manager will have the final decision on these situations.
  - 3.2.2.4. Under no circumstances are assessors, or any employees of Floorskills Limited, allowed to meet candidates/ clients in their Own home.
- 3.2.3. Travelling to a visit:
  - 3.2.3.1. Assessors should ensure that they have their mobile phone with them and that it is charged and readily available.
  - 3.2.3.2. The following safety precautions should be taken whilst travelling alone in their car:
    - 3.2.3.2.1. Valuables should be hidden from view and special attention paid at traffic lights and times when the vehicle is stationary. valuables 'on show' are particularly vulnerable to being grabbed from a vehicle when it is at a halt.

- 3.2.3.2.2. Employees should avoid parking in secluded or dark places or anywhere that visibility is poor, and risk is increased.
- 3.2.3.2.3. Special consideration should also be given to the advice given regarding Health and Safety whilst driving, which includes the recommendation that drivers should carry a basic first aid kit.

### **3.3. Tutors and Teaching Staff - When working away at a nominated company site**

- 3.3.1. Each venue used for the delivery of Floorskills Limited courses and programmes of learning will have approved entry and exit procedures. Where appropriate, there will be approved key holders, who are responsible for opening and closing the premises.

The key holders will be briefed on how to safely approach their responsibilities, but should they have any concerns, these should be brought to the attention of their line manager as soon as possible.

- 3.3.2. The Company accepts that Tutors and teaching staff may access and exit training premises at variable hours depending on preparation and marking requirements. However, generally speaking, if a Tutor or other member of the teaching staff anticipates being still at the venue past 7.00pm in the evening, or to be accessing a venue before 7.00am, they should seek the authorisation of their line manager in advance and keep them informed of their whereabouts as per request.
- 3.3.3. As with Assessors, the Teaching staff should ensure that someone at home has their line manager's contact details in case they need to contact him in an emergency (as described in 3.2.1.5 above).
- 3.3.3.1. The line manager should also have teaching staff's current next of kin contact details.
- 3.3.4. If a member of the teaching staff is going to be on the premises by themselves, they should ensure that they are securely locked in and that all windows are closed and secured.
- 3.3.5. At no time should delivery staff allow any unknown person to enter the premises whilst they are alone.
- 3.3.6. If employees have any concerns, they should contact the police immediately.

### **3.4. Engagement and Recruitment Staff**

- 3.4.1. As with all other staff, accurate diaries should be maintained and updated daily, and as and when required.
- 3.4.2. If appointments change whilst in the field, employees should call into the office and update their whereabouts.
- 3.4.2.1. If they are not returning to the office on a given working day then the employee should notify the office of their departure from the event/ last appointment.

- 3.4.2.2. As with assessors, employee's partners/ family members should have the line manager's contact details in case of emergency (as outlined in 3.2.1.5 above).
- 3.4.3. Engagement and Recruitment staff are IOSH qualified and part of their role is to carry out risk assessments on behalf of Floorskills Limited employees to identify risks and hazards associated with doing business with individual clients/ employers. Any concerns should subsequently be reported to The Company's Health and Safety Representative.
- 3.4.4. If an employee has concerns, they should not place themselves in a risky situation and make a judgement to withdraw. Such occurrences should be reported as described above in 3.4.3

### **3.5. Office Staff - When working alone in the office**

- 3.5.1. If office staff are required to work out of hours, the line manager will be consulted and the arrangements for this working agreed in advance.
- 3.5.2. The line manager will agree when and for how long the employee will be working alone.
- 3.5.3. A similar arrangement to that adopted for teaching staff working on the premises alone will be followed for informing the line manager at the beginning and end of the period of activity. See 3.3 above.
- 3.5.4. As with teaching staff, employees should ensure that all doors are securely locked whilst they are working inside the premises.
- 3.5.5. Employees must not allow entry to any unknown person
- 3.5.6. Should an incident occur, they should contact the police immediately on 999.

### **3.6. Receptionists**

If the Company premises requires the support of a receptionist, and they are sited separate to the main company operations, necessary and appropriate steps will be taken to ensure that the individual has regular contact with other employees and a means to call for assistance if required. The Company reserves the right to use CCTV to monitor reception areas for Safety purposes.