Lone Worker Policy

As H&M Security Services Security Officers often work alone and are likely to be involved in conflict situations. It is essential that they always remain safe. Many clients will have lone working policies which should be taken into consideration when setting up new sites and used alongside the lone working policy below. A risk assessment is required for every site and this policy should be used as guidance only.

1. Introduction: H&M Security Services has a legal and moral responsibility to effectively manage the risks associated with individual members of staff working on their own. We must plan to ensure the safety of staff who work alone, whilst carrying out their duties for the organization, and where risks are identified put mitigating actions in place wherever possible.

2. Aim Using the Risk Assessment process: Operations Managers must raise awareness amongst all staff of all systems, procedures and equipment that must be utilised to reduce the levels of risk associated with working alone.

3. Scope/Definition of Lone Working: A lone worker is defined as any member of staff working without direct supervision on site, in a building or in the community. These may include Security Officers, Managers and staff working alone in buildings including administration staff. (This is not an exhaustive list.)

4. Policy Statement: H&M Security Services is committed to ensuring compliance with legal requirements using them as a minimum standard and seeking to exceed those standards to protect staff. We are also committed to ensuring a healthy and safe place in which to work and receive care and treatment.

5. Implementation: The safety of staff is of paramount importance Operations Managers will ensure that: All Security Officers will have completed an SIA Training Course including training on conflict management. Risk Assessments are undertaken for lone working which determines and prioritises actions and resources to minimize identified hazards.

    Procedures will be developed, and safe systems of work introduced which incorporate appropriate support systems. Assignment Instructions, advice and guidance booklets will be provided for all staff covering personal safety and security aspects for lone workers. Equipment will be made available to enable staff to work safely alone including mobile phones and Logosoft Patrol Manager Systems that incorporate personal attack alarms.

    Training will be made available covering:
    *   Emergency Response Procedures
    *   Violence and Aggression
    *   Personal Safety and Security
    *   Support System Procedures

    The above can be provided by a combination of internal and external facilitators, for Example Crime Prevention Officer.

6. Organisational Responsibilities Overall responsibility for the discharge of this policy lies with Ian Henderson, H&M Security Services Managing Director. Directors are responsible for:
    *   Ensuring consistent application of the policy
    *   Monitoring effectiveness

- Ensuring sufficient resources are available to support the application of lone worker systems across all H&M Security Services' operations. Operations Managers & Support Unit Heads reporting to Senior Managers, will ensure that:
- Staff are familiar with the policy and any supporting procedure and/or guidelines and understand the requirements.
- Risk assessments are undertaken, and appropriate measures are in place to minimize identified hazards.
- Staff are given copies of the findings of the risk assessment and adhere to the control measures identified.
- Staff are trained in any agreed procedures and safe systems of work.
- Sufficient resources are available to provide all the necessary equipment to operate the lone worker system in place across the company.

Middle Managers including Operations Managers, Support Services (H&S, HR, Control Room, and Business Development) and Team Supervisors:

- Must assist the senior managers (or equivalent) in the discharge of the above duties.
- Must not insist on staff lone working where they are not confident or their safety in doing so may be compromised.

All staff must:
- Ensure they have read the policy and any supporting information and have copies.
- Ensure they have read the outcomes of the risk assessments and have copies.
- Ensure they review the risk assessment on a case by case basis and inform the manager of any shortcomings in arrangements.
- Ensure they adhere to any systems developed for their protection while working alone.
- Take personal responsibility for sharing information regarding their whereabouts.
- Report any incidents concerning lone working to enable systems to be reviewed and revised.

7. Risk Assessment Before lone working activities are undertaken an assessment must be undertaken ad the findings recorded. The assessment must include:
- Hazards within the area to be visited or workplace.
- Methods of communication – if it is deemed necessary for staff who work alone on site in a building or in community to have mobile phones, this will apply to all staff within the team regardless of grade.
- The provision of equipment such as personal attack alarms
- "Buddy" working in pairs when problems are anticipated, or a full assessment has not been completed.
- Possibility of violence
- History of site or similar works – is it safe to work alone?
- Risks to men/women working alone.
- Risks to young people
- Medical fitness of the person working alone – possibility of illness.
- Possibility of accidents – consider the activities taking place e.g., accessing ladders or steps, type of terrain.
- Requirements for first aid and/or Fire Safety training
- How can supervision be provided.
- Methods of raising the alarm in the event of no contact within an agreed time.
- Review before each visit or known change in circumstances to which it pertains

8. Audit The following will be used to audit the effectiveness of the policy and its requirements:
    • Review of control measures produced from the risk assessment process.
    • Analysis of support system information
    • Adverse incident reports and investigations are appropriately actioned.
    • This will be undertaken by a combination of internal audit consortium and health and safety.

9. Key Performance Indicators
    • Risk assessments are completed for situations in which staff work alone.
    • Records are maintained of training undertaken.
    • Equipment is provided and used to support the lone worker system.

10. Supporting Information
    • Generic Lone Worker Risk Assessment
    • Local "Safe Systems of Work" Procedures

The ultimate responsibility for this policy lies with the Managing Director who ensures that it is given and retains the highest of priorities. This policy and its implementation will be reviewed at least annually and updated as required.

Signed by:

Ian Henderson
Managing Director
H & M Security Services