**Risk Assessment Guidance For Lone Workers**

Employees working alone are often at inceased risk of harm from the normal hazards associated with their work. They are also at an increased risk should they suffer an injury, particularly if they become incapacitated or otherwise unable to summon assistance for themselves. Employees may be required to work alone for significant periods of time both in Government of Jersey (GoJ) property locations and working in their own homes. The Health and Safety Executive (HSE) describe lone workers as ‘*Those who work by themselves without close or direct supervision’.*

**During the current pandemic please ensure that the control measures are appropriate to the situation. You should not place employees at undue risk but do make sure that the control measures are practical and achievable in the circumstances.**

 **Responsibilities**

 All Employee must:

* Follow all control measures identified in risk assessments to promote safe lone working
* Use the lone worker safety systems either ‘Buddy’ system (staying in contact with nominated people) or Personal Alarms
* Report any accidents or incidents that may occur as a result of lone working
* Report any dangers, potential dangers or concerns they might have in respect of lone working to their manager

All managers must:

* Ensure that risk assessments for lone working are carried out and reviewed regularly
* Implement any controls, procedures or safe systems of work identified in lone worker risk assessments
* Monitor Employee to ensure they are conforming to all controls, procedures and safe systems of work.
* Ensure arrangements are in place In the event of a lone worker having an emergency or failing to check in with their nominated buddy. These could include alerting the emergency services to ensure the lone worker is located and if necessary given assistance.

Departmental health and safety representatives should:

* Support managers to ensure risk assessments are completed and control measures implemented

Factors to consider when carrying out this risk assessment may include the following:

* Does the workplace/environment present any special risks to the lone worker?
* Can the job be performed safely by one person?
* Is the person medically fit and suitable to work alone?
* Have all employees received the necessary training to allow them to work alone?
* Is there a risk of violence?
* Are people of a particular gender especially at risk of working alone?
* Are new or inexperienced employees or young workers especially at risk if they work alone?
* What happens if a person becomes ill, has an accident, or there is an emergency?
* Are there systems in place for contacting and locating those who work alone?
* Does the lone worker have safe access and egress to their workplace?
* How can supervision/advice be provided easily?
* Does the job need to be done by a lone worker?

The following risk assessment is meant as a guide only, to the types of issues to consider when undertaking a risk assessment for a lone working employee. As a manager you should complete the risk assessment together with your employee as it is important to ensure all the relevant facts and issues are covered. The activities listed below are not an exhaustive list of the hazards you need to be considering when working alone

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| \\ois.gov.soj\sojdata\HRD_HomeDirs\MulryM2\Desktop\Gov Of Jersey Logo.png | **RISK ASSESSMENT FOR** *Lone working* |
| **REVIEW DATE:** Annually or when changes occur in work activity  | **RESPONSIBLE MANAGER** | **DATE OF ASSESSMENT:** | **ASSESSMENT REFERENCE:** |
| **NAME OF ASSESSOR** | **DEPARTMENT AND LOCATION**  |

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| --- |
| **Severity (S)** |
| 5 | Catastrophic - incident leading to irreversible health effects or death |
| 4 | Major - incident leading to long term incapacity/ disability |
| 3 | Moderate - incident leading to injury. Requiring 4-14 days off work |
| 2 | Minor - incident leading to minor injury. Requiring < 4 days off work |
| 1 | Negligible - incident leading to no/ minimal injury. Requiring 0 days off work |
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| **Persons at Risk** |
| Employees |
| Students |
| Clients |
| Contractors |
| Members of the Public |
| Work Experience Students |
| Other Persons  |
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| **Risk Rating Matrix** |
| Likelihood | Severity |
|  | 1 | 2 | 3 | 4 | 5 |
| 1 | 1 | 2 | 3 | 4 | 5 |
| 2 | 2 | 4 | 6 | 8 | 10 |
| 3 | 3 | 6 | 9 | 12 | 15 |
| 4 | 4 | 8 | 12 | 16 | 20 |
| 5 | 5 | 10 | 15 | 20 | 25 |

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| **Degree of Risk** |
| Likelihood (L) |
| 5 | Certain – Hazard occurs frequently. It is a constant threat, or is custom practice ie, daily, montly, weekly |
| 4 | Likely – Hazard will probably occur but it is not a persistent issue. There are no issues of custom and practice, but we know we know from our experiences that the hazard does prestent itself from time to time  |
| 3 | Possible – Hazard may occur occasionally, ie. One or twice a year |
| 2 | Unlikely – Hazard occurs infrequently but remains a possibility |
| 1 | Rare – Hazard is not expected to occur |
|  |  |

**Select appropriate controls from those suggested in italics which are relevant to the work activity being carried out and move them to the current control column when they have been implemented. Other activities and more suitable control measure may need to be added.**

| **Activity** | **Hazard** | **People exposed** | **Current controls** | **Likelihood**  | **Severity** | **Risk Level**  | **FURTHER MEASURES REQUIRED OR COMMENTS** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Lone working | Managers or others are unaware of the location of a lone worker | Lone workers |  |  |  |  | * *Contact should be made between lone worker and designated buddy, e.g. check in check out procedure*
* *Arrangementsts in place in case check in or check out does not happen*
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| Lone working | Slips trips and falls | Lone workers |  |  |  |  | * *Adequate Internal and external lighting in place*
* *Ensure trip hazards such as trailing cables are are dealth with immediately*
* *System in place to report defective flooring*
* *Clear spills immediately*
* *Wet floor signage available*
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| Entering and exiting the work location when working alone | Risk to personal safety when entering or exiting a work location at night | Lone worker |  |  |  |  | * *Any items required to enter a building such as ID badge, fob or keys are easily accessible*
* *Lone worker should reduce valuables and personal items being carried*
* *Suitable footwear should be work*
* *Consideration should given to location of parking if an employee knows they will be working late at night alone e.g. park in well lit area*
* *Staff are actively on the phone to a designated person or number e.g switchboard, manager or team member until in the vehicle or in reaching a place of relative safety*
* *Any concerns regarding personal safety are reported immediately*
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| Workplace security | Intruder in work location | Lone worker |  |  |  |  | * *If it is suspected there is an intruder in the work location the lone worker should call the emergency services.*
* *The lone worker must not confront any intruder, they should go to a place of safety and wait for the emergency services to arrive*
* *The lone worker should always carry a fully charged mobile phone when working alone*
* *Any incidents must be reported*
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| Moving and handling when working | Moving or handling large, awkward, heavy or unstable objects | Lone worker |  |  |  |  | * *Employees are given moving and handling training*
* *Whenever possible equipment such as trollies should be used to transfer heavy, awkward objects*
* *Transfer to be planned and and route to be prepared e.g. obstructions cleared and doors opened*
* *Employee must wear suitable clothes and footwear*
* *Transfer of heavier or more awkward items not to be conducted until there are more employees available to assist*
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| Lone working with potentially hazardous equipment, materials and substances | Potentially hazardous equipment, materials and substances  | Lone worker |  |  |  |  | * *Assess if it is safe to work with the equipment, materials or substances when lone working alone*
* *Lone worker must be trained and competent to work with equipment and substances*
* *Appropriate PPE is used*
* *SOP in place*
* *Guards in place*
* *Employee should be made aware of relevant COSHH assessments*
* *Inform lone worker of any contingency arrangments in place*
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| Lone working using electrical equipment | Fire, poorly maintained electrical equipment | Lone worker |  |  |  |  | * *PAT testing schedule in place*
* *Do not overload plug sockets*
* *Visually inspect electrical cables to ensure they are not damaged.*
* *Do not use any damaged electrical items and remove from use.*
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| Employee at greater risk when working alone due to personal circumstances | Accident, incident, near miss or illness while working alone | Lone workers who are pregnant, young, disabled, have medical conditions or are on medication, who are inexperienced, or under the influence of alcohol or drugs |  |  |  |  | * *Lone worker asked to disclose details of any medical condition, medication, etc. which might affect their safety at work to the occupational health service*
* *Individual employee risk assessments conducted as required*
* *GoJ drug and alcohol at work policy to be followed*
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| Lone working | Fire or other emergency situations |  |  |  |  |  | * *Employee should have attended fire safety training*
* *Employee are aware of any emergency procedures in place eg. the arrangements in case of a fire or any building specific lone working procedures*
* *Emplyee is familiar with the fire exits in the area they are working*
* *Employee know the location of the closest first aid kit*
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| Lone working from home for extended periods | Poor mental/stress health due to social isolation | Lone worker |  |  |  |  | * *Regular daily planned contact made with line manager and any concerns discussed.*
* *Access to Mental Health First Aider network.*
* *Be Supported helpline, available 24/7*
* *Keep in regular contact with friends and relatives.*
* *Regular interaction with THRIVE app*
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| All lone working activities | Incident accidents, near misses | Lone workers |  |  |  |  | * *All incidents, accidents and near misses are reported on the appropriate online accident reporting portal on MyStates*
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