



PO Box 101-110  
North Shore Mail Centre 0745  
2/188 Target Road  
Glenfield  
Auckland 0627



Phone: +64 9 444-5076 (24 hours) Fax: +64 9 444-5130 [www.tubman.co.nz](http://www.tubman.co.nz) [boilersystems@tubman.co.nz](mailto:boilersystems@tubman.co.nz)

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## Working Alone Policy

This document explains how Tubman Heating Limited (THL) will protect its Employees as far as is reasonably practicable from the risks of lone working.

### 1. Purpose

- 1.1. THL is committed to providing a safe working environment, as far as reasonably practical, that meets the health and safety needs of its workers. All company Employees (Workers, Officers, Contractors and apprentices) should be made aware of this policy.

### 2. Policy

- 2.1. Anyone who is or who potentially may be a lone worker shall receive information, instruction and relevant training in respect of all identified hazards and the risks involved and all associated risks e.g.: site safety, violence, aggression and vehicles/driving.
- 2.2. It is the responsibility of THL's Service Manager and the Projects Manager to coordinate the risk assessment for lone workers in consultation with the Managing Director;
- 2.3. Anyone who is lone working shall be provided with a mobile phone to enable communication with THL's office and after-hours phone service;
- 2.4. Anyone who is lone working shall be provided with a personal alarm to attract attention in the event that it is impossible to use the mobile phone;
- 2.5. Lone workers shall follow all instructions contained in the procedures below;
- 2.6. It is the responsibility of THL's Service Manager and the Projects Manager to regularly re-assess risks, reporting the time and dates of monitoring and any changes to the Managing Director;
- 2.7. It is the responsibility of THL's Service Manager and the Projects Manager to ensure that workers do not suffer from undue stress as a consequence of lone working;
- 2.8. If workers are required to work alone for significant periods of time without direct supervision THL will ensure that adequate support is provided.

### 3. Definition of lone working

- 3.1. Employees are alone at work when they are on their own, they cannot be seen or heard by another person, cannot expect a visit from another person for some time and/or where assistance is not readily available when needed. Therefore, Employees working alone are those who work by themselves without close or direct supervision. This includes situations where:
  - 3.1.1. Only one person works on the premises
  - 3.1.2. One person works separately from others
  - 3.1.3. One person works outside normal hours

**3.1.4.** Workers are at premises that are not leased or managed by THL.

#### **4. Aims of this policy**

- 4.1. Increase awareness of safety issues relating to lone working;
- 4.2. Ensure that the risks of lone working are reviewed annually and that systems are put in place to minimise each risk as far as is practical;
- 4.3. Ensure that appropriate training is available to Employees that equip them to recognise risk and provide practical advice on safety when working alone;
- 4.4. Encourage full reporting and recording of all adverse incidents relating to lone working and reduce the number of incidents/injuries relating to lone working.

#### **5. Risk assessment**

- 5.1. Risk assessments must be carried out for and by all individuals whose working practice makes them vulnerable. Recommendations should be made to minimise or isolate the risk as far as possible. Where individuals work alone, managers should complete the lone worker's checklist at the end of this document.

#### **6. Procedure**

- 6.1. All workers will receive information, instruction and supervision in respect of the hazards and risks by way of an H&S site hazard register that is recorded in the customer files in SmartTrade. This file is part of every job despatched and it is the responsibility of the worker and THL to keep it up to date. Its purpose is to assist the Employee in compiling a JSA. For call-outs the SmartTrade generated Hazard Register may not be available and so Employees called out must complete a JSA on arrival at site.
- 6.2. All individuals are to take relevant and sensible precautionary measures whilst lone working. If an Employee feels that they are putting themselves at risk through lone working, they should discuss the situation with their manager. Further efforts by the manager shall be made to eliminate or reduce hazards starting with a process of reassessment of the task.

#### **7. Risks when lone working**

- 7.1. Risk assessments for customer site-based lone workers must include:
  - 7.1.1. Safe site entry and exit
  - 7.1.2. Location, e.g.: remoteness, transport, parking
  - 7.1.3. Risk of violence e.g.: history of violence from the public or the client
  - 7.1.4. Safety of equipment for individual use
  - 7.1.5. Channels of communication in an emergency
  - 7.1.6. Site security, including escort
  - 7.1.7. Security arrangements (i.e. alarm systems and response to personal alarms)
  - 7.1.8. Level and adequacy of on/off site supervision
  - 7.1.9. Risk assessments by lone workers on call-out must include:
    - 7.1.9.1. Completion of a JSA for each job
    - 7.1.9.2. Communication and traceability via Sure Control
    - 7.1.9.3. Personal safety and security

7.1.10. Following completion of risk assessment, consideration must be given to any appropriate action that is required.

## **8. Lone worker during business hours**

- 8.1. Lone workers working during business hours do not need to be accompanied but must carry the required "lone worker PPE":
- 8.1.1. mobile phone
  - 8.1.2. safety alert device
  - 8.1.3. head lamp
  - 8.1.4. safety cone and tag
  - 8.1.5. duplicate ID card
  - 8.1.6. the duplicate ID card is to be left at the sign-in point when a lone worker signs-in to a job. The card is to be handed to the customer contact or to the receptionist. The worker's cell phone number and company contact number must be pointed out. The card must be collected by the worker on departure from the site.

## **9. Office based workers**

- 9.1. Whenever Employees work within the THL office they should establish whether or not there are other members of the organisation in the building.
- 9.2. If an Employee is the first or last person present in the building they should take reasonable safety precautions including care and attention on the staircases.
- 9.3. If an Employee is the first person to arrive, lock the outside door until a second person arrives.
- 9.4. If an Employee is the last person to leave he or she must make sure that the outside door is locked by the person before last.
- 9.5. Adequate outside/inside lighting should be available during hours of darkness.
- 9.6. Vehicles should be parked close to the building.

## **10. Lone worker in the field after-hours**

- 10.1. All lone workers must be accompanied on a customer site. Usually lone work is as a result of a call-out. In this case the customer must agree to allocate someone to escort the lone worker.
- 10.2. Confirm job details with the THL after-hours agency – Sure Control.
- 10.3. On arrival on site, telephone Sure Control to confirm arrival.
- 10.4. On leaving the site, telephone Sure Control to confirm departure
- 10.5. In the event that the callout job spans more than two hours the Employee working alone must call the Service Manager to seek advice.

## **11. General Support for Employees**

- 11.1. All new Employees should receive an induction, including reference to this lone worker policy. Worker safety comes first.

## **12. Lone worker checklist for managers:**

- 12.1. Assess whether the risks of the job can be controlled by an individual working on their own.
- 12.2. Find out whether proper training has been provided.
- 12.3. Consider whether the workplace presents special risks for someone on their own. For instance, someone working with a ladder might need another person to stabilise it.

- 12.4. Take into account whether the work involves handling dangerous equipment or substances that require supervision.
- 12.5. Consider whether the work is particularly stressful, if it is, the Employee must be accompanied.
- 12.6. Consider whether there is a risk of violence. If there is the customer must provide an escort (eg: prisons)
- 12.7. Assess whether the lone worker is medically fit to work alone.
- 12.8. Consider whether certain individuals face particular risks - such as apprentices
- 12.9. Make contingency plans in case the Employee falls ill or has an accident, or there is an emergency such as a fire or hazardous spillage.
- 12.10. Arrange proper supervision and monitoring for Employees working alone.
- 12.11. Where possible, make regular visits to a lone worker. This is the best way of monitoring workplace hazards and safe working practices.
- 12.12. Make sure Employees working alone know that they should take regular breaks and avoid working excessively long hours.
- 12.13. Ask Employees working on their own if they feel there are any safety concerns that aren't being addressed.
- 12.14. Encourage Employees to seek help and advice if any safety concerns arise.
- 12.15. Make sure that Employees working alone can keep in regular contact, especially those facing particular risks of accident or violence.
- 12.16. Make sure you provide Employees working alone with any necessary training, instruction or demonstration, particularly the correct use of communication devices.
- 12.17. Make sure that Employees working alone do not work in confined spaces or at heights.
- 12.18. Higher sickness rates or increased absenteeism levels may indicate potential problems.