



## QUENIBOROUGH PARISH COUNCIL

### LONE WORKERS POLICY

#### Introduction

1. Two major pieces of legislation apply to lone workers:
  - The Health and Safety at Work etc. Act 1974: Section 2 sets out a duty of care on employers to ensure the health, safety and welfare of their employees whilst they are at work.
  - The Management of Health and Safety at work Regulations 1999: Regulation 3 states that every employer shall make a suitable and sufficient assessment of -
    - a) the risk to the health and safety of their employees to which they are exposed whilst they are at work; and
    - b) the risks to the health and safety of persons not in his employment arising out of or in connection with the conduct by him of his undertaking.

Queniborough Parish Council acknowledges its responsibility as an employer to take active steps to protect its employees in line with the relevant legislation.

#### Definition of a lone worker

2. Lone workers can be anyone who works by themselves without close or direct supervision. They can include staff employed directly by the Parish Council and contractors working on its behalf.

#### Requirements of lone workers

3. Any employee who could be considered as a lone worker has a duty to advise the Clerk of any medical condition which may affect them working alone.
4. Where a medical condition is known, all steps will be taken to ensure that, in case of emergency, appropriate action can be taken e.g. use of EpiPen for anaphylactic shock from bee stings.

#### Office staff

5. When a member of staff is working on their own in the office, the office door should remain shut and locked by the keycode door latch. When visitors call staff should satisfy themselves that all unknown visitors pose no risk to them. It is the responsibility of the lone worker to make sure that they are satisfied that there is no risk before allowing a visitor to enter the building. The police should be phoned immediately if a threat is perceived.

## **Ground staff**

6. These are usually contractors working on behalf of the Parish Council. In every case, the Parish Clerk should be informed when such staff start work; what they are doing and the location of their work. They should also let the Clerk know when they have finished work.
7. It is desirable that a mobile phone should be carried at all times in case of accident or emergency. The Clerk should be notified of the mobile number. In the case of an accident or emergency 999 should be called in the first instance, and where possible, the Parish Clerk should be informed as well. Where the contractor has no mobile phone then the conditions in 6 must be adhered to and a time agreed when the contractor will contact the Clerk, or a person nominated by him. For a short task this will normally be the end time but for longer tasks this may be at a mid-point as agreed between the Clerk and the contractor.
8. Contractors should provide a copy of their liability insurance to the Parish Clerk prior to any work commencing for the first time.

## **General**

9. Any member of staff who is faced with aggression/or conflict from a member of the public should try to extricate themselves from the situation with the minimum of risk and get to a place of safety. Staff must ensure that they do not get into any kind of argument with anyone who is being aggressive or threatening towards them as this will only serve to inflame the situation.
10. If any member of staff has concerns about lone working they should contact the proper Officer/Clerk who will discuss these concerns and consider any measures necessary to reduce any risk.