LONE WORKER SAFETY POLICY

POLICY PURPOSE

This policy has been created to increase awareness of the risks of lone working and provide procedures to minimize those risks.

LONE WORKER DEFINITION

A lone worker is an employee of [company name] who performs tasks in isolation — **beyond sight and sound of others** — such as coworkers or supervisors who could otherwise provide quick assistance. Personnel are classified as lone workers when working alone periodically, for extended periods of time, in remote locations, after-hours on call, second and third shifts and weekends. Compared to working as part of a team, the risks that lone workers face are amplified based on time for our business to detect and incident and deliver needed help to that worker's location.

OVERVIEW

[Company name] employs personnel who occasionally, frequently or mostly work alone. Accordingly, we have adopted connected safety technology from [vendor name] to automate our ability to respond to a lone worker safety incident. Connected safety wearables feature internal communications that connect to cloud-hosted software that provides leading real-time safety monitoring workflows to ensure that every response is fast as possible. Our lone workers will wear [product name] connected safety devices when working alone and will be monitored at all times by [team name or third-party monitoring services vendor].

SAFETY PROCEDURES

Responsibilities:

Employees must:
- Notify a designated person when they will work alone.
- Provide information on their locations, when they expect their work to be completed, and where they will go once their work is completed.
- Assess risks before beginning to work alone and coordinate this assessment with their supervisors.
- All employees who regularly work alone must wear their personal connected safety devices at all times, not just when working alone.
- Inform supervisors or managers of any changes in personal connected safety devices or phone numbers or personal emergency contacts.

Managers/Supervisors must:
- Designate the person or team of people responsible for ensuring the connected safety devices are charged after each shift and remain in good working condition for the next shift.
- Coordinate schedules for regular contact with employees who routinely work alone or do so for extended periods of time.
- Be available by mobile phone as much as possible when an alert occurs.
- Ensure mobile phones and personal connected safety devices are issued to the appropriate workers.
- Review monthly device usage reports to ensure adherence this lone worker policy.
- Provide a system or procedure for signing in and signing out.
- Investigate when a lone worker does not sign out as expected and verify the safety of the employee.
- Delegate a peer to receive their worker's alerts in parallel.

Monitoring team must:
- Be available at all times to receive alerts from the cloud-hosted safety monitoring software.
- Acknowledge each alert within [x seconds], providing emergency response accountability for all monitored [company name] lone workers.
- Follow the documented emergency response protocol for each alert type, as defined within the cloud-hosted safety monitoring software alerts configuration.

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- Promptly reach out to the lone worker to confirm his or her wellbeing and potential need for assistance, as possible.
- Escalate the alert to a supervisor or manager as may be requires for additional direction.
- Dispatch nearby coworkers, police or EMS as may be required for a given incident.
- Document all activities during the response for accurate record keeping.
- Correctly resolve the alert as according to system test, falser alert or safety incident, with or without dispatch.

Directors are:
- Responsible for ensuring that this Lone Worker Safety Policy complies with applicable government legislation and all other relevant [company name] policies.
- Responsible for ensuring that this policy is being followed at all levels of [company name].
- Responsible for budgeting funds to support [company name]'s Lone Worker Safety Policy.
- Responsible for conducting reviews of the overall lone worker program on a [time period] basis.

All Personnel must:
- Follow the directives in this policy based on their role and potential classification as a lone worker
- Follow [company name]'s sign-in/sign-out procedure (no workers, including an employee's supervisor, is permitted to sign in or sign out for another employee except under extraordinary circumstances).

Risk Assessments:

- Risk assessments must be conducted by supervisors or managers to identify all of the ways in which employees may be harmed, taking into consideration their locations, accessibility, past incidents across all locations where lone work is conducted, any special or unusual circumstances and any risks inherent in their tasks.
- Assessments should also include the identification of hazards related to the use of equipment, chemicals and long-term environmental hazards, such as noise levels.
- In addition to employees, all other persons who may be at risk of harm must be identified, such as visitors, customers, vendors and temporary or contract employees.
- Each risk must be evaluated to determine if a risk can be reduced or removed.
- The findings of evaluations must be recorded and the identified risks prioritized in order of importance.

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- All actions that should be taken to control each risk must be defined, as well as who should take action, and when the action should begin.

Lone Working Procedures:

Provide descriptions here for your organization's specific procedures for:

- *Routinely assessing a worker's environment for hazards*
- *Using, charging and maintaining connected safety wearables*
- *Monitoring lone workers' conditions and locations*
- *Summoning assistance in an emergency*
- *Safely evacuating a hazardous environment or scene*
- *Required communication, safety, and protective equipment and devices*

Sample procedure for organizations utilizing personal connected safety devices:

When an SOS alert is activated, the [supervisor/manager/monitoring center] should:

- Call the worker assigned to the device to confirm the emergency.
- If the worker responds and indicates a need for assistance, contact 9-1-1 if applicable.
    - Provide employee's exact geo location coordinates and any important instructions such as how to gain access to the site
    - Contact the employee's manager/supervisor in order to coordinate a response
- If the worker does not respond after two contact attempts, call 9-1-1
    - Provide employee's exact geo location coordinates and any important instructions such as how to gain access to the site
    - Contact the employee's manager/supervisor in order to coordinate a response

Lone Worker Check-Ins:

- Ensuring that [company name] lone workers are able to confidently focus on their work, a manual check-in process through phone calls, radio calls or supervisor spot checks has been replaced with an automated solution.
- In addition to supporting lone workers with a manually-triggered SOS feature, automated fall detection and automatic detection of whether the employee is motionless, regularly scheduled lone worker check-ins provide an overarching and regular confirmation of employee wellbeing.

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- [Company name] has assessed check-in methods and approved an automated employee check-in every [x hours]. Each check-in requires a momentary press of a button on the connected safety wearable and can be performed without looking at the device. No check-ins are required while driving to ensure compliance according to our distracted driving policy.

Incident Reporting:

- In the event of an incident, follow [company name]'s general health and safety policy for reporting procedures: [link to policy]

Policy Review:

- This policy will be regularly reviewed and updated by [person(s) or department].
- Risk assessments and lone working procedures should be discussed at each regular team-level meeting.

Resources for Additional Information:

- *Provide names, phone numbers and email addresses of your organization's health and safety personnel*
- *Provide links to relevant online policies, procedures, manuals, etc.*
- *Provide information on how to access additional training or instruction*

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