

GSS - Lone Workers Policy (signed)

1. Policy Statement

Global Solution Services (GSS UK Ltd) has a legal and moral responsibility to effectively manage the risks associated with lone working, and to ensure the safety of employees, staff and learners who work alone whilst carrying out their duties

The Lone Workers Policy and Procedure has been developed to protect employees and others required to work alone, unsupervised for significant periods of time, or out of hours so far as is reasonably practicable, by controlling the foreseeable risks they may be exposed to.

This Policy, used together with Procedures on staff development and training, will enable staff to appreciate the particular risks associated with lone working, and to ensure that safety precautions and emergency procedures are understood. It will also assist staff to recognise and respond correctly to hazards arising during lone working.

All staff and employees must:

- Read the Lone Working policy and any supporting information including Risk Assessments, and ensure that they adhere to any systems developed for their protection while working alone
- Inform the Health and Safety Representative (Richard Wood ext 294 or external 0208 665 4294) of any shortcomings in arrangements or concerns about lone working
- Take personal responsibility for sharing information about their whereabouts including contacting the GSS office by text, phone or email on arrival and departure of their location.
- Report any accidents or incidents concerning lone working.
- Ensure any protective equipment, clothing or information is used as and when required to do so.

2. Communication

Any Lone workers will be given access to a mobile telephone, which must be kept with them and charged at all times whilst working alone. The phone numbers will be given to and recorded by the GSS Management Team.

When a member of staff is required to undertake lone working off site, the following information must be given by them to the GSS Administration office and or Directors

- 2.1. Times of arrival and expected departure/return
- 2.2. Where they are working;
- 2.3. What they are doing

The lone workers return or when finished they must inform the Management Team, HQ or Directors that the lone working period has ceased and that they have returned safely. Should the member of staff fail to do this by the expected time, GSS Management or Directors will attempt to call the member of staff. Should they be unable to make contact they will wait 30 minutes and try again. Should they again fail to make contact they will refer the call to Richard Wood, Sonia Benjamin-Leach or Emma Glasscock who will decide what further action to take.

Safe Word

In the event that a lone worker’s safety is compromised and they contact GSS Management team a safe word can be used to alert the Management team of help that may be needed. This word is to be agreed with the lone worker prior to any lone work being conducted and must be used in any emergency situations.

3. Emergency procedures

Lone Workers should have the following numbers on fast dial settings on their mobile phones:

- GSS HQ 0208 665 4297 / 4296 / 4257
- Richard Wood: 0208 665 4293 / 077645 888 33
- Sonia Benjamin-Leach 0208 665 4294 / 07711 090 111

In the case of a medical or other emergency direct contact should be made to the emergency services by dialing 999 and contact to GSS personnel must be made as soon after as possible.

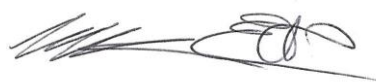
4. Personal Security

It is unlikely that a lone worker will encounter any personal security issues in their day to day duties. However, should a service user, learner or other individual become confrontational the member of staff, employee or volunteer is to leave the area and report the matter immediately to: Richard Wood or Sonia Benjamin-Leach and in their absence Emma Glasscock

I, have read the full Lone Workers Policy given to me on as part of my Induction Training conducted with GSS.

I fully agree to abide by the above instructions alongside the above brief version of the full policy and understand my role and responsibilities in line with the safety of myself and others.

Signed..... Name (Caps)



Signed

(Director)

September 2016