



Sentinel Group  
Security

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## Lone Worker Policy

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## Policy Statement

Sentinel Group Security is committed to protecting its employees this policy gives guidance on how to delivery this process, which will ensure welfare, is maintained while conducting lone worker related duties. The company follows the Health and Safety at Work etc Act 1974 and Management of Health and Safety at Work Regulations 1999.

The company are responsible for the health, safety and welfare at work of all their workers. This includes full time, part time and temporary employees, contractors and subcontractors.

Workers have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations. Disciplinary action may have to be taken against workers who refuse to abide by the provisions implements for their safety.

A Worker unaccompanied for long periods of time conducting a work related actively in a remote location where assistance cannot easily be called will be classed as a lone worker.

## The Company's Responsibility

The company have a duty of care to its workers and should consider potential risks in the work place. There should be measures put into place to control the risks. A tool of this process would be the completion of the company's risk assessment document (Forms.04.01.V4.Jun17) by taking steps to ensure risks are removed where possible or reduced by putting in place control measures. Further to this induction and site specific training should take place for all alone workers, this process should involve access to the risk assessment conducted for the site/area of work. The risk assessment process is undertaken by the Operations department which forms part of the site survey.

As a minimum requirement, an annual review of the risk assessment must take place or if the site has been modified this process will indentify any significant changes in the working environment.

Risk assessments should consider but not limited to working at or near exposed live electricity conductors, working in the health and social care sector dealing with unpredictable client behaviour and situations

The company will determine if the worker is fit and able to conduct working actives on their own prior to commencing work in alone worker environment. As some workers may not be able to carry out some tasks as they could be too difficult for them or for medical reasons.

**By law, the company must consult all their employees on health and safety matters.**

Records must be maintained and kept in employee files.

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## Monitoring and Communication

Prior to a lone worker undertaking duties at a site check calls must be set up on the system. Check calls are conducted hourly by telephoning the lone worker. Check calls are put in place to ensure workers welfare is not compromised and to escalate to Operations Managers if there are concerns for lone workers safety.

The employee designated to conduct check calls must facilitate this process and record all information. It must be noted if there is a failure to do so it may result in disciplinary action being taken.

Check-calls are an integral part of lone worker safety and are not to be missed, however should contact not be made as expected due to the lone worker not following the process then they may have disciplinary action being taken against them.

## Lone Workers Responsibility

The lone worker must be available to receive check calls every hour and escalate where necessary if there is anything that could in danger them while conducting their working activities.

Please note that prior to undertaking duties full training must have taken place and check calls set up on system.

Lone Workers have responsibilities to take reasonable care of themselves and other people affected by their work activities.

Disciplinary action may have to be taken against workers who refuse to abide by the provisions implements for their safety.

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