

Lone Worker/Working Policy

Definition

Within the Health and Safety Executive “Working alone - Health and safety guidance on the risks of lone working” (INDG73 (Rev3)), they define lone working as “those who work by themselves without close or direct supervision”.

The HSE specifically refers to “mobile workers working away from their fixed base” and references construction, maintenance and repair workers.

Employer Responsibility

Under the Health and Safety at Work Act (HSWA) 1974, Sale Group (inclusive of Sale Service & Maintenance Ltd and Sale Maintenance Ltd) has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all our employees and engineers.

Under the Management of Health and Safety Regulations 1999, Sale Group has duty to assess risks to our lone workers and take steps to avoid or control risks where necessary.

Employee's Responsibility

Under health and safety legislation Sale Group employees and engineers have a responsibility to take care of their own safety and to cooperate with procedures set out by the company.

Employees should not knowingly place themselves in situations which expose them to additional risk by working alone.

Sale Group have a responsibility to inform their Supervisor, Manager or Director, if they have any concerns over the effectiveness and efficiency of the agreed arrangements for lone working.

If for any reason an engineer believes they can no longer continue to work alone then they should raise this with their Supervisor, Manager or the Sale Group Director without delay.

Risks Associated with Lone Working

Sale Group recognised that our engineers face inherent hazards whilst working alone or without close or direct supervision, these hazards include:

- Accidents or emergencies arising out of maintenance work.
- Sudden illnesses without nearby or close medical attention.
- Inadequate provision of rest, hygiene and welfare facilities.
- Poor levels of communication e.g. lack phone signal, failing to sign in and out of building, not using radios
- Manual handling
- Working at heights e.g. working on roofs, using fixed ladders and steps.
- Handling or working near hazardous substances e.g. asbestos.
- Physical violence from members of the public and/or intruders.
- A lack of training or guidance to perform the role.

Controlling the Risk

In assessing the risks faced by our Lone workers Sale Group will complete risk assessments of the following:

- Lone Working by our roaming engineers.
- Lone Working by our in-house engineers, considering specific hazards associated with their workplace.

The hazards identified during this process will be communicated to engineers via programmes of engineer training and our “in house engineers”, considering specific hazards associated with their workplace.

The hazards identified during this process will be communicated to engineers via programmes of engineer training and our “in house engineers”, via personal briefing.

Risk assessments will be reviewed at least annually, in the event of incident/accident or where there is a significant change to our working practices.



Signed: Peter Sale
Director Sale Service & Maintenance Ltd

Date: 4th January 2022



Signed: Collin Meaney
Director Sale Maintenance Ltd

Date: 4th January 2022

Sale Group

Registered Office: Sale House, 25 Upper Mulgrave Road, Cheam, Surrey, SM2 7AY.
Tel: 0203 892 7888 Email: info@salegroup.co.uk