

Lone Worker Policy Statement

1. PURPOSE

- 1.1 This policy statement applies to everyone working on behalf of TERRA Consultancy.
- 1.2 The purpose of this policy is:
 - 1.2.1 To protect colleagues when working on their own, whether with a student in an educational establishment, in a student's home, or in their own home
 - 1.2.2 To provide colleagues with the overarching principles which guide our approach to lone working.
- 1.3 TERRA Consultancy recognises our responsibility to consider carefully, and address, any health and safety risks for people working alone.
- 1.4 TERRA Consultancy also recognises that we will often expect people to work alone due to the nature of our business therefore, this lone working policy is an important component of company standard operating procedures.
- 1.5 TERRA Consultancy consider that lone workers are those who work by themselves without close or direct supervision including:
 - 1.5.1 Working from home
 - 1.5.2 Working in an educational establishment, for example, as a nonmedical helper on an Exam Access Arrangements Assessor
 - 1.5.3 Working in a student's home or residence as a tutor or non-medical helper
 - 1.5.4 Providing Continuing Professional Development in a school, college or other environment
- 1.6 This policy sits alongside our policies and procedures for Risk Assessment and Safeguarding.

2. TERRA CONSULTANCY AND RISK MANAGEMENT FOR LONE WORKERS

- 2.1 TERRA Consultancy has a duty to assess risks to lone workers and to minimise them. This includes:
 - 2.1.1 Involving workers when considering potential risks and measures to control them
 - 2.1.2 Taking steps to ensure that risks are removed where possible, or putting in place control measures

- 2.1.3 Instruction, training and supervision
- 2.1.4 Reviewing risk assessments periodically or when there has been a significant change in working practices.
- 2.1.1 TERRA Consultancy risk assessment policy and procedures provide a robust framework for risk management within the company if all stakeholders take responsibility for ensuring that they manage their individual responsibilities and communicate effectively, both within the organisation and with external parties.

3. WE WILL SEEK TO KEEP ALL OUR WORKERS SAFE BY:

- 3.1 Valuing them, listening to and respecting them.
- 3.1 Ensuring that all workers have a 'friendly contact' who that they can contact any concerns whilst lone working.
- 3.2 Providing effective management for staff and volunteers through supervision, support and training.
- 3.3 Completing the 'Assessment Checklist for working in Educational Establishments' when working in other workplaces and amending any generic risk assessment as required.
- 3.4 Liaising with external organisations to ensure that all health and safety hazards are controlled and sharing any health and safety concerns raised by our staff.
- 3.5 When a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, addressing that risk by making arrangements to provide support.
- 3.6 Completing the 'Assessment Checklist for Working in a Client's Home' and acting on the resulting risk assessment.
- 3.7 Requiring that a colleague makes contact with their 'friendly contact' or with info@consult-terra.com when the colleague has returned to their base or home having completed their task.
- 3.8 Providing personal alarms if a worker or TERRA Consultancy has concerns about risk.
- 4. Using the 'friendly contact'
- 4.1 The purpose of the 'friendly contact' is twofold. To provide a point of contact to monitor each other's safety, and to provide a point of contact through which mental wellbeing can be managed and any concerns about work can be discussed.
- 4.2 The 'friendly contact' may be a manager or co-worker.
- 4.3 The 'friendly contact' should be aware of a worker's schedule for a day, knowing where they should be and at what times they may be finishing or changing location.

- 4.4 Whilst a pragmatic view of the frequency of communication is encouraged, it is suggested that the worker contacts their 'friendly contact' when arriving home or at another location at the end of the working day. If a risk assessment shows an increase in hazard, it is advised that the worker informs their 'friendly contact' when they leave that location, or at any point should concerns about health and safety need to be raised.
- 4.5 Workers and their 'friendly contacts' should communicate at regular times on, ideally, a weekly basis.
- 4.6 We are committed to reviewing our policy and practice annually.

Signed
On behalf of Terra
Dr Sheila Sirco

Date of Review
01 September 2017

Date of Next Reviewed
01 September 2018