LONE AND ISOLATED WORKERS

***SECTION 4*** *Operational Procedures and Guidelines*

PURPOSE

To provide guidance and information relating to the management of safety and health risks associated with work arrangements and people where:

***PROCEDURE***

 people are required to work without contact with others for periods exceeding 2 hours

 the work area is isolated from assistance by significant distance or time

GENERAL REQUIREMENTS

Hazards and risks associated with lone or isolated work shall be identified and assessed and a safe system of work shall be developed.

### HAZARD IDENTIFICATION AND RISK ASSESSMENT

All scenarios should be assessed prior to commencing working alone to ensure lone working is appropriate and that required controls are in place. Working alone is not recommended when undertaking high risk activities for example:

 Working at Heights

 Working in Confined Spaces

 Working near or above water

 Working with plant

The risk assessment shall be undertaken in conjunction with effected worker(s), or their designated representative. The outcome shall be developed and documented into a JSEA template. This should be approved prior to work commencing.

If, as a result of the assessment it has been determined that a job cannot be safely performed by one person, it shall either not be performed or more than one person shall be assigned to the work.

The assessment shall be conducted by the operational manager, health and safety manager or equivalent, and shall include evaluation of whether:

 The workplace poses special risks to a lone worker

 There is safe access and suitable equipment for a lone worker and one person can safely handle necessary access equipment

 All plant, substances and goods can be safely handled by one person

### LONE WORKER REGISTER

A ‘Working Alone Register’ will be maintained and made available via the organisations intranet, or document sharing platform. The register allows employees (or a Responsible Person) who are working alone to enter and update details of their location and expected time for checking in. Checking in may be by mobile phone, or RT/CB radio if used. A maximum length of time between check-in is two hours. A template for a working alone register is provide as attachment 1 to this procedure.

There are proprietary systems available that can be used to provide alerts and alarms. These systems are based on data from motion sensors or crash detectors that provide an alarm back to nominated control point.

APPLICATION OF THE WORKING ALONE REGISTER DURING NORMAL BUSINESS HOURS

During normal business hours it is expected that the organisation will be responsible for maintaining the register and supplying the Responsible Person(s) as the contact for employees working alone.

Employees working alone during normal business hours shall:

1. Contact and confirm availability of a Responsible Person.
2. Be registered on the Working Alone Register prior to leaving office/work site/home (registration to be completed by either the employee or Responsible Person).
3. Contact the Responsible Person prior to the elapse of the registered time period (maximum of 2 hours) and update them of any changes as necessary.
4. Responsible Person to update Working Alone Register.
5. Updates to continue as required until the employee returns to office/project or site/home.
6. Upon return to office/project or site/home employee must be removed from the Working Alone Register (registration to be removed by either the employee or Responsible Person).
7. In the event of the employee not returning or Responsible Person not been able to contact them, actions shall be implemented to search for and/or regain contact with the employee.

#### Working alone outside of normal business hours

Where workers are required to work alone outside of normal business hours the requirements of this procedure shall be implemented. Specific applications of this procedure will vary depending on organisations methods for scheduling and communicating work outside of normal business hours. For example through feild services or duty office or similar.

During business hours, if the Responsible Person is unable to contact the employee working alone, the Responsible Person shall contact the Supervisor/Manager of the employee working alone who shall initiate an appropriate response to ensure the employee is located.

### APPLICATION - CONTRACTORS

Where Contractors are working alone as defined in this procedure it shall be the responsibility of the Contractor to ensure a

working alone procedure and register is established which allows adequate management of personnel working alone. This procedure shall be reviewed and accepted by the organisation prior to implementation.

Where a Contractor does not have an acceptable working alone system in place they may adopt the organisation’s procedure.

RECORD KEEPING

The working alone register shall be maintained and made available on the organisations document management system / intranet as applicable.

TRAINING REQUIREMENTS

Operational managers and team leaders and others who may be required to manage the requirements of this procedure shall receive internal training in its requirements.

ATTACHMENTS

Attachment 1: Lone Worker Register Template

REFERENCES

### WATER NEW ZEALAND PROCEDURES & GUIDELINES:

***SECTION 4*** *Operational Procedures and Guidelines*

#### Health and Safety Procedures:

 Contractor Health and Safety Management

***PROCEDURE***

 Job Safety Analysis

 Health and Safety Training Program

 Working in and Around Water

 Working at Heights

### LEGISLATION, REGULATION AND STANDARDS

 Health and Safety at Work Act 2015

 Health and Safety in Employment Regulations 1995

 AS 4801 Occupational Health and Safety Management Systems