Vodafone Policy Detailed Requirements

Lone Working

Policy Owner:	Policy Champion:	Version:	Date:
David Fry	Eileen Roddis	Version 1.3	September 2022

Objective/Risk:	Scope
Working alone can increase the likelihood of an incident and may delay assistance in the event of an incident. The objective of this policy is to prevent potential injury or ill health to any individuals who are required to undertake lone working activities, ensuring they are not placed in a position of unnecessary risk.	**Vodafone UK:** This Policy applies to all Vodafone UK in which Vodafone UK hold an interest of 51%, or more, or management control. **Services:** unless otherwise stated the policy applies to all services including but not limited to mobile, fixed and TV across both Consumer and Enterprise markets. **People:** this Policy applies to all Vodafone UK employees and contractors. **Suppliers**: the principles of this policy applies to suppliers. Supplier policies are located here.
Compliance levels are monitored and reviewed by appropriate governance bodies. Any breach will be treated as a serious disciplinary offence and may be subject to disciplinary action.	

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1. Policy principles

The principles set out in this document are based upon HSE Guidance. This document does not, in itself, prescribe all of Vodafone UK's lone working arrangements, it forms part of a larger management system for controlling health and safety risks.

Where practicable, lone working should be avoided. When considered necessary, the justification for lone working should be demonstrable through a suitable and sufficient risk assessment

1.1. Definitions

A **lone worker** (LW) is an employee who performs an activity that is carried out in isolation from other workers without close or direct supervision.

Lone Working is any work activity that is carried out by a lone worker.

Examples: travelling to remote locations, undertaking low risk inspection and monitoring activities in an unmanned building, office working once everyone else has vacated the building.

1.2. Information

For further information and advice concerning lone working contact the HSE Team: hse.helpline@vodafone.com

2. Policy controls and deliverables required for compliance

2.1. Risk Assessment

All lone working must be risk assessed. The justification for lone working and the controls necessary must be recorded and communicated to those involved. The assessment must be reviewed regularly (at least annually) to ensure that it remains fit for purpose.

Where lone working is identified the following must be considered:

- Does the workplace present a specific risk to the lone worker, for example due to temporary access equipment, such as portable ladders or trestles that one person would have difficulty handling?
- Is there a safe way in and out for one person, e.g. for a lone person working out of hours where the workplace could be locked up?
- Is there machinery involved in the work that one person cannot operate safely?
- Are chemicals or hazardous substances being used that may pose a particular risk to the lone worker?
- Does the work involve lifting objects too large for one person?
- Is there a risk of violence and/or aggression?
- Are there any reasons why the individual might be more vulnerable than others and be particularly at risk if they work alone (for example if they are young, pregnant, disabled or a trainee)?

2.2. Supervision

The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. The level of supervision needed is a management decision, which should be based on the findings of the risk assessment, i.e. the higher the risk, the greater the level of supervision required.

Where a worker is new to a job, undergoing training, or dealing with new situations they must be accompanied by a suitable, more experienced, person.

2.3. Monitoring

Procedures must be in place to monitor lone workers, these may include:

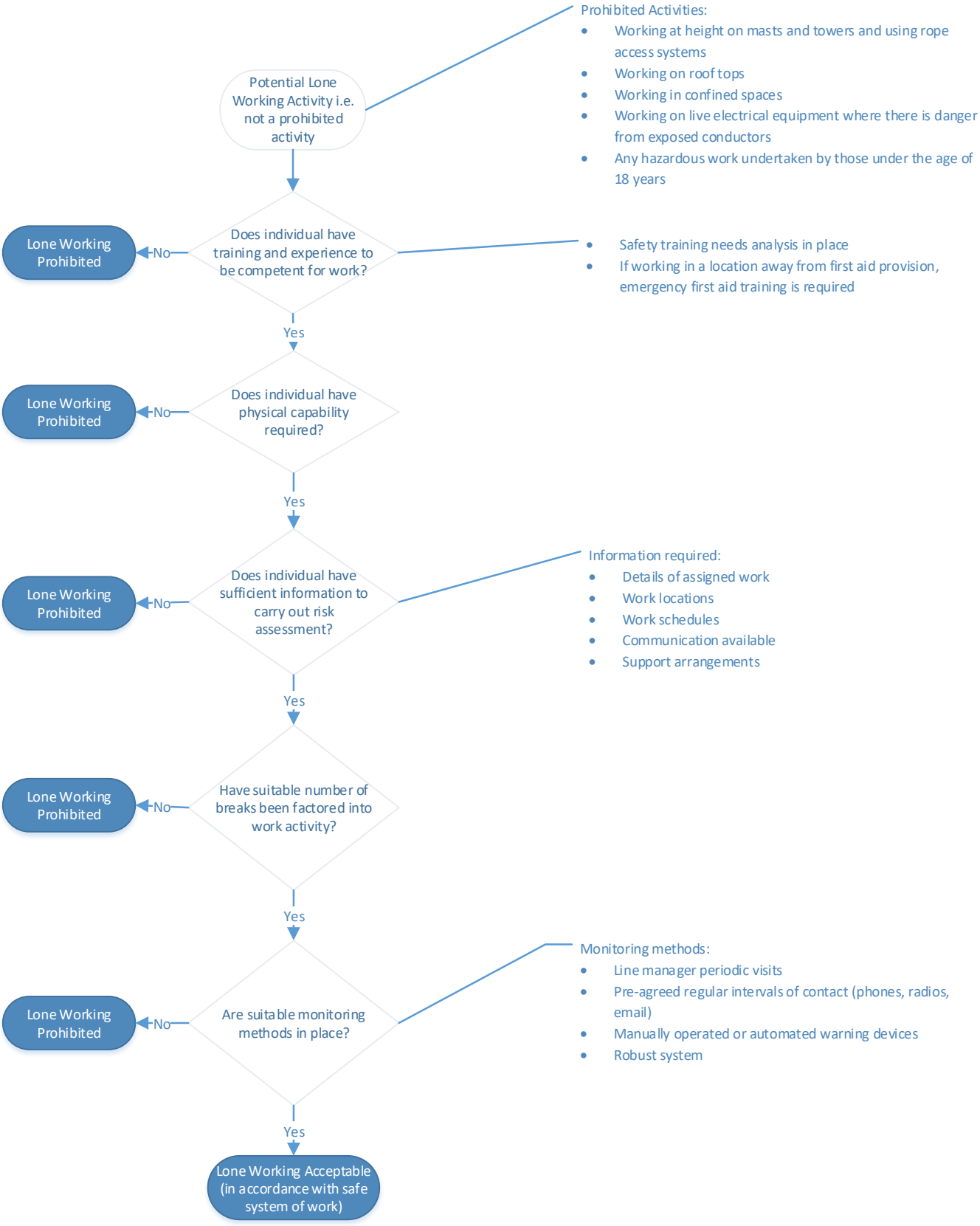
- Managers or supervisors periodically visiting and observing people working alone
- pre-agreed intervals of regular contact between the lone worker and supervisor, using phones, radios or email
- manually operated or automatic warning devices which trigger if specific signals are not received periodically from the lone worker, e.g. staff security systems
- implementing a robust system to ensure a lone worker has returned to their base or home once their task is completed.

2.4. Emergency Situations

Lone working risk assessments must identify all foreseeable events. Emergency procedures must be established and employees trained in them. When undertaking a risk assessment, managers and those supervising works must take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents.

Information regarding emergency procedures must be provided to lone workers. Risk assessments may indicate that mobile workers should carry first-aid kits and/or that lone workers need first-aid training.

2.5. Lone Working Assessment Process



3. Roles and responsibilities

3.1. Employees

All employees have a duty to:

- Identify potential lone working situations and discuss with their line manager
- Follow lone working procedures put in place for the safety of themselves and others
- Notify their line manager of any personal or operational issues, which may impair their ability to follow the controls and/or process put in place for their safety.

3.2. Line Managers and Suppliers

Line Managers and Suppliers working on behalf of Vodafone have a duty to:

- Identify potential lone working situations
- Ensure that all lone working is assessed in accordance with the process flow as given in section 2
- Put in place suitable controls to reduce any risks to people including contact mechanisms, instruction, training and supervision.
- Regularly review the assessment and effectiveness of any controls (at least annually).

3.3. Health and Safety Team

The health and safety team will:

- Provide advice and guidance on lone working issues
- Make appropriate training materials available to employees

4. Supporting documents

These detailed policy requirements are made under the Vodafone UK Health, Safety and Wellbeing Policy.

Useful relevant documents include;

- Risk Assessment Policy
- HSE Guidance

5. Document history

Version	Date	Changes	Other standards affected	Approved by
1.0	Nov 2019	Original document		Eileen Roddis
1.1	July 2020	Updated links	None	Sharon Stanford
1.2	Sept 2021	Technical review & Links	None	Alex Clark
1.3	Sept 2022	Policy changed to Detailed Requirements Document (DRD)		Alex Clark