

# Lone Working

## Standard



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## 1 Introduction

This standard defines minimum requirements on the Occupational Health and Safety (OHS) aspects of lone working to ensure the health and safety of individuals who may carry out such work are not jeopardized.

Where local legislation exceeds requirements in this standard, local legislative requirement shall apply.

## 2 Definitions

Lone workers are those who work by themselves without close or direct supervision and when assistance is not readily available when needed.

Lone working means for example working; isolated at a distant work site, in a remote part of a building and alone in a workplace that is normally busy. Lone working excludes home working.

## 3 Requirements

The following shall apply:

- no individual shall work alone without an established "lone worker procedure" which in all material aspects comply with what is described below,
- an escalation procedure shall be established to initiate an emergency response to attend the lone worker,
- lone workers shall be given training on this standard to fully understand the risks and needed precautions, and
- lone working is strictly forbidden when working on live power installations, at heights (i.e. above two meters), in confined spaces and when working in areas with no mobile phone coverage.

## 4 Lone worker procedure

For all lone working, a process shall be in place whereby an appointed contact person or an automated system for lone worker tracking is informed of the following:

- locations of lone workers,



- reporting-in times or estimated time of arrival and departure at a remote site (the frequency of reporting-in should be determined based on risk and changes of location),
- contact details, and
- travel/vehicle details (particularly important in the event of requiring emergency assistance).

An emergency instruction shall be in place to mitigate relevant risks related to lone working.

## 5 **Personal Protective Equipment**

The following PPE shall be issued to all Lone Workers when working at off-site locations with no fixed line phone:

- mobile phone, and
- mobile phone charger (car, solar, etc.).

## 6 **Medical fitness and response**

Where local legislation allows, employees shall be required to disclose any medical conditions that could affect their ability to work as a lone worker.

## 7 **Risk assessment and planning**

Prior to allowing lone working, the responsible manager shall ensure that a local risk assessment is carried out to determine if it is appropriate.

## 8 **Monitoring and review**

Adherence to this standard shall be monitored by reviewing and keeping relevant records of:

- incident statistics,
- medical records,
- PPE-inspections, and
- training records.

## 9 **Change information**

Summary of changes since last revision:

- 1 Introduction and Definitions updated