



Lone Working Policy and Practice

This policy has been formulated to cater for the occasions when staff and volunteers are working alone. As a transport operator there are two main occasions when people are working alone:

1. Depot based staff particularly early in the morning and late in the day and at weekends.
2. Drivers in a wide range of situations and in most of their daily duties.

This policy looks to address and mitigate the risks of lone working for staff and volunteers. The Health & Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1992 (amended 1999) and guidance issued by the Health and Safety Executive (Working Alone 05/13) have guided the production of this policy.

Depot based staff:

Identifying Risks

Where an employee or volunteer is working alone at a fixed base, there are a number of risks that can be foreseen.

- Accessibility by members of the public, contractors e.g. open access/unlocked doors
If you are working alone ensure that you are secure and that key pad doors are shut and keypads are in use.
- Requirement to lock up when leaving the building
- Falling or being trapped whilst working alone.
Take care in offices and try to avoid the internal bus parking area when alone. Do not undertake any work on a vehicle either in the enclosed depot or in the yard unless another member of staff is present in the depot and they are aware that you are intending to work on a vehicle.

Procedures for staff working alone at the depot:

- Try to minimise 'out of normal office hours' working wherever possible but in any event ensure that a senior member of staff knows you will be working. Normally lone working should be part of a roster of duties like opening up in the morning and closing in the evening. In the evening, try to ensure that you leave with the driver of the last vehicle to come into the depot and lock up together (this is pretty much impossible as Dial a Ride come and go at different times).
- Familiarise yourself with the layout of the building/floor. Ensure you have keys. Lock all doors that allow direct access to the interior of the building and the depot.
- Familiarise yourself with the Fire Safety Procedures and identify escape routes.
- Do not answer the door to visitors. In the case of contractors, ask for identification.

- Carry your mobile phone whilst walking around the building so that you can call the emergency services in the event of a problem occurring. Staff should also carry a **Pebble** or similar device which can be activated by pressing a button, a list of people will be automatically called and alerted of the accident.
- Familiarise yourself with the opening up and locking up procedures.
- Should you feel ill whilst working alone, seek help immediately. Contact another member of staff by telephone. Call the emergency services if necessary.

Staff working away from fixed base.

This will be the case for all drivers even those who work with a passenger assistant as they need to drive the bus to collect the passenger assistant in most cases.

- The office should be aware of the duty you are undertaking and therefore be aware of times and routes. In the case of one off journeys or deviations from normal route patterns details should be agreed with administrative staff on routes and times.
- All staff drivers are issued with mobile telephones. These must not be used when the vehicle is in motion (unless by the passenger assistant). If difficulties arise telephone the office or if necessary, the emergency services. Ensure that your mobile telephone is always charged.
- Most vehicles used on contract work are fitted with tracking devices. This enables management to ascertain where a vehicle is and monitor any unusual movements (like a long period being stationary or a massive deviation from normal route). Office staff will not contact you if you deviate from route as this may be operationally essential but only if the deviation is substantial or timetable differences are substantial we will make every effort to contact you.
- Drivers should inform a member of staff that they have returned to base after every journey.
- All drivers should implement personal safety issues and breakdown procedures as covered in the MiDAS training.

Reporting an Incident

Every incident should be recorded in the Accident Book which is kept in the office. You may wish to discuss the issue first with your line manager but you have the absolute right to enter incidents in the Accident Book or make a verbal or written report if the incident is minor.

Staff and volunteers have a duty to familiarise themselves with other relevant policies:

1. Health and Safety policy and procedure Dec 2015
2. Road traffic accident procedures June 2016

Responsible officer: Chief Executive