The Russell Inn Hotel and Conference Centre is committed to ensuring, so far as is reasonably practicable, that staff who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Through the process of risk assessment, The Russell inn Hotel and Conference Centre have identified activities that have a significant level of risk attached to them and employed controls to reduce the exposure to those risks or eliminate the risk all together. This policy will outline our findings and the procedures that you are required to follow when lone working.

Definition of lone working

A lone worker is anyone working without the direct and immediate support of supervisors or colleagues. If an employee cannot be seen or heard by a colleague, they are lone working, whether that be for all or part of their working day.

At The Russell Inn you are considered a lone worker when:

- Doing accommodation inspection
- Travelling between appointments whether by car or public transport
- Working late in the office alone

Risk assessment

As part of our lone worker risk assessment, we have identified the following risks.

Hazard	Who will be affected	Level of risk	Procedure in place
Violence & aggression from clients	Outreach team	Medium	Lone worker training
Slip hazards in client homes and properties	Outreach team	Low	Training on dynamic risk assessments
Burglary and theft	Office staff	Low	The office is fit with alarms, surveillance cameras and a fixed panic button behind reception

Procedures

Training

All lone working employees are required to undertake training on dealing with confrontation, aggression and violence. If you are new to the company and have not yet undertaken a training session or feel you would benefit from a refresher session, please contact your line manager.

Your training will include;

- conflict resolution
- disengagement techniques
- how to carry out dynamic risk assessments
- recognizing warning signs

Dynamic risk assessments

As the risks of lone working can be unpredictable due to working across unregular work sites, it is important to continually carry out dynamic risk assessments.

Dynamic risk assessments allow you to anticipate and recognize risk and potential warning signs in unpredictable situations and environments.

How to successfully carry out dynamic risk assessments will be covered in your training session.

Responsibilities

Management

In line with the Health and Safety at Work etc. Act 1974, all employers hold a responsibility to provide a safe work environment for their employees.

The act states;

"It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees."

In regards to working alone, line managers are responsible for;

- Identifying staff within their team who are lone workers based on the above definition
- Ensuring that all lone workers are provided with sufficient information, training, instruction and supervision to work alone safely
- Ensuring that the physical measures outlined within this policy are in place and that any technology is provided to all existing and new employees
- Ensuring that reporting and concerns are positively encouraged and that a risk form is filled out as soon as a hazard is identified
- Ensuring that in the event of an incident, an incident report form is completed and submitted as soon as possible and that a risk assessment is carried out and control measures put in place before similar work is carried out

Lone working employees

In line with the Health and Safety at Work etc. Act 1974, all employees have a responsibility to ensure their own safety and that of their colleagues.

The Act states: It shall be the duty of every employee while at work—

(*a) to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and*

(b) as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with.

In regard to lone working, employees are required to:

- Read all relevant policies provided by the organisation and raise any queries if there are any areas that they do not understand
- Follow procedures outlined in the policy
- Utilise any technology provided by the company when required
- Report on all identified hazards, concerns or incidents including near misses to enable follow up action to be taken

Reporting hazards and incidents

In order to protect our staff, it is important to us that any hazards or incidents are reported no matter how small they may seem. You can report a hazard or incident to your manager or if you wish to remain anonymous, you can leave your report in the HR Bunk located at the front office.