



Severn Group

Lone Worker Policy

MAY 2024

We value the sense of belonging and family spirit across our operations. Everyone at Severn Group contributes to our success – we are incentivised and empowered to positively impact business achievements, environmental sustainability and high performance in safety.

Introduction

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Ensuring the health, safety, and welfare of Severn Group employees whilst at work is our key priority. Due to the nature of our work, we realise that at any given time employees may be lone working.

Who does this Policy apply to?

This Policy applies to all persons working for us or any Severn Group Company or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners, or any other person associated with us, wherever located. Employee in this Policy means any of the above categories.

Our Policy's purpose

This Policy has been designed to alert employees to the risks presented by lone working, to identify the responsibilities each person has in these situations and to give employees a framework to manage potentially risky situations.

Wherever reasonably practicable, work should be contained within the recognised working hours. Unless unavoidable, Severn Group discourages lone working in Company offices for any lengthy period.

Lone working should be avoided unless absolutely necessary. Lone working shall not take place in the factory or workshop under any circumstances.

Who are lone workers?

For the purpose of this Policy, lone workers are defined as anyone who works alone, whether on Severn Group sites or visiting customers and suppliers. This may include where only one employee is, at a given time, working on the premises, where employees work separately from each other e.g. in different locations/buildings, where employees are working outside normal hours of business or where employees are not visible.

Severn Group cannot respond and support employees in the same manner and speed outside normal working hours. Whilst agreed flexible working hours are a valuable and necessary component of the working week, working outside of normal business hours should not be a regular occurrence or routine, when doing so makes the Employee a lone worker.

Line managers are responsible for ensuring that:

- They conduct a risk assessment and consider all potential risks and hazards.
- The Lone Worker Policy is brought to the attention of new employees in their induction.
- Employees are made aware of and understand their responsibilities in ensuring that the Lone Worker Policy is successfully implemented.
- The emergency response procedure and risk assessment are understood, with records maintained.
- All incidents are recorded in line with reporting procedures.
- All incidents are investigated, factors contributing to the incident are identified and recommendations are implemented to minimise any risks.

All lone workers have a responsibility to:

- Read and comply with the Lone Worker Policy and follow the relevant safe working procedures.
- Make themselves aware of the operational control measures that have been identified in their risk assessment.
- Report any incidents as soon as possible in line with Severn Group's incident reporting procedures.
- Self-assess any potential risks.
- Be aware of first aid kit locations and have at least basic knowledge in self-application.
- Have their mobile device with them at all times.
- Ensure that they always have their security fob on their person.

Risk assessment

The crucial element in ensuring the safety of lone workers is the risk assessment. A risk assessment must be completed for each Employee before undertaking lone working activities. Where such activity is regular and there are no changes in the environment, the initial activity risk assessment will be valid.

The main aims of the risk assessment are to establish:

- Whether the work can be done safely by a lone worker.
- If the lone worker is at greater risk than anyone else, that the correct lone worker solution has been put in place.
- If any jobs are too difficult or dangerous for a lone worker to undertake.

The process of conducting a risk assessment for lone working is no different to that followed when assessing more conventional activities. The important point is to carry out the assessment in the following way:

- Identify the hazards associated with the work and carrying it out unaccompanied.
- Assess the risks associated with the work and decide on the safe working arrangements to control these risks.
- Record the findings of the assessment.
- Implement the safe working procedures; and
- Monitor and review the safe working procedure.

Entrance security systems should be in place in areas where staff work alone to ensure there are no unwanted callers. Within the grounds, consideration should be given to the quality of lighting and whether security cameras are also required, where not already installed.

How will the person be supervised?

The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and manage health and safety issues. The level of supervision required is a management decision which should be based on the findings of the risk assessments. The higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they require assistance.

Procedures that may need to be in place to monitor lone workers include:

- Supervisors periodically visiting and observing employees working alone.
- Supervisors maintaining contact with lone workers via the most available channel.
- Contact arrangements should be documented as part of the risk assessment.
- The use of signing in/out system; and
- Checks that a lone worker has returned to their base or home on completion of their tasks.

It is vital that local management systems are in place to protect employees alone in an area of the building or surrounding grounds.

Agreement to follow this Policy

This Lone Worker Policy is fully supported by The Executive Committee. This Policy is non-contractual and may be amended at any time.

This Policy should be read in conjunction with the Code of Conduct, the Health & Safety Policy Statement, and any local procedures on lone working. All Severn Group Policies can be accessed on the Group Policy Hub.



At Severn Group, our business success flows from expertise – from technical knowledge and experience that position us as a leader in our field. Not everything, however, can be engineered. The Values which underpin that success stem instinctively from the culture we seek to sustain. Everything we do is tested against our Values, and our people are encouraged to apply them every day: they are the stewards of our brand, our reputation, our heritage, our ambitions.



Customer



Integrity



Excellence



Accountability