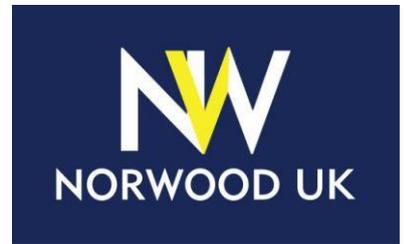




NW
NORWOOD UK

Lone Working Policy



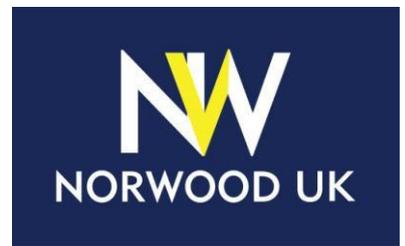
LONE WORKING POLICY

Norwood UK take seriously the health, safety and welfare of its entire staff. It recognises that some staff is required to work by themselves for significant periods of time without close or direct supervision or in isolated work areas. The purpose of this policy is to enable the company to meet its obligation to protect staff so far as is reasonably practicable from the risks of lone working.

The company defines lone workers as: 'An employee whose activities involve all or part of their working time operating in situations without the benefit of interaction with other workers or without direct supervision'

This policy aims to:

- Increase staff awareness of safety issues relating to lone working;
- Make sure that the risk of working alone is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable;
- Make sure that appropriate training is available to staff in all areas, that equips them to recognise risk and provides practical advice on safety when working alone
- Make sure that appropriate support is available to staff who have to work alone;
- Encourage full reporting and recording of all adverse incidents relating to lone working;
- Minimise the number of incidents and injuries as low as reasonably practicable to staff related to lone working.

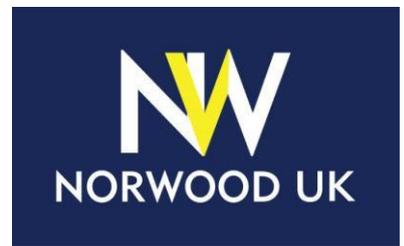


Lone working environments present a unique health and safety problem. Although there is no specific legal guidance on working alone, under the Health and Safety at Work Act 1974, and the Management of Health and Safety

Regulations 1999, the company must organise and control the health and safety of lone workers. The company is responsible for:

- Making sure that there are arrangements for identifying, evaluating and managing risk associated with lone working;
- Ensuring that reasonable resources are provided to support the implementation of this policy and procedures;
- Making sure that there are arrangements for monitoring incidents linked to lone working and that the company regularly reviews the effectiveness of the policy. Ensure the lone worker has full knowledge of the hazards and risks to which they are being exposed;
- The lone worker must know what to do if something goes wrong and be able to summon help.

There is no overall legal prohibition on working alone, but the company is under a general duty to maintain safe systems of work under Section 2 of the Health and Safety at Work Act 1974. If a risk assessment shows that it is not possible for the work to be done safely by a lone worker, other person will be in attendance. Arrangements must be put in place. Risk assessment should take account of both normal work and foreseeable emergencies such as fire, illness and accidents.



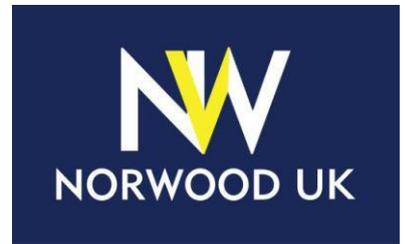
Guidance Notes – For travelling to or from other organisations

General

- Keep your vehicle maintained and topped up with fuel
- Consider having items such as a torch, blanket, water, snacks and flask of hot drink in severe conditions
- Have breakdown organisation details to hand
- Always inform a colleague of your travel plan/destination
- Allow plenty of time for your journey
- Park as close to the premises as possible
- Where possible, park in well lit area, preferably facing the direction you will leave in
- Always consider personal safety if you come across an incident/accident
- Be aware of new legislation re use of mobile phones whilst driving
- Keep your mobile phone battery charged and make sure you have an in-car phone charger

(2) Guidance notes for staff within premises

- Staff should enter building only through reception areas
- Keep several lights on not just your office
- Cars should be as close as possible to entry point
- Make sure you can make an out going call
- Ensure there is access to a first aid box
- Staff should ensure they know where the fire escape exits are
- If in remote parts of building staff should be aware of location and duration



In extreme cases an alarm system or communication system may be required to be implemented. All staff are to be made familiar with lone working procedures at the time of induction. Response procedures are to be in place in the event of overdue contact and in addition to landlines, Mobile phones are to be made available, charged and switched on. Lone workers must inform their manager or supervisor if they feel unwell. Secondary contact numbers are to be confirmed in the event of an overdue contact.

Signed for and on behalf of the company

A handwritten signature in black ink, appearing to read 'Jo Shuttlewood'. The signature is written in a cursive, slightly slanted style.

Jo Shuttlewood – HR Director