

LONE WORKING PROCEDURE

CSO/Porter/Contract Security Guard Personal Safety Communication System

1. Purpose

- 1.1. Facilities are responsible for ensuring so far as is reasonably practicable the health, safety and welfare of its employees and other people who may be affected by its activities. Whilst working alone is not the subject of any general prohibition in health & safety legislation, the University's responsibility remains the same and in the absence of any specific legislation or predefined statements every situation should be assessed through risk assessment. The risk assessment will identify the hazards of the work, the level of risks involved and the control measures required to avoid or control the risks.
- 1.2. This procedure has been prepared in accordance with the requirements of the Facilities Health and Safety Policy and to reflect the control measures detailed in the risk assessment for 'lone work activities' of CSOs/Porters/contract Security Guards.
- 1.3. For the purpose of this Lone Working Procedure a lone worker is defined as a CSO/Porter/contract Security Guard who is the only CSO/Porter/contract Security Guard working at any given time on a campus e.g. One CSO working at St Matthias at any given time.
- 1.4. For the purpose of this Lone Working Procedure lone working does not include carrying out a duty alone on a site whilst another CSO/Porter/contract Security Guard is working on that site e.g. it does not include a CSO carrying out a building lock down alone whilst in regular radio and physical contact with colleagues on the same site.

2. Scope

- 2.1 The procedure describes the implementation of a communication system for CSOs/Porters/contract Security Guards for lone working.

3. Procedure to be followed by the Lone Worker

- 3.1 Any CSO/Porter/contract Security Guard who is lone working for a shift or part of a shift must radio the control room at the start of the period of lone working to inform the control room that they are lone working. It must be made clear in this communication that the purpose of the radio call is to inform the Control Room of lone working and to confirm where this lone working is taking place.
- 3.2 CSOs/Porters/contract Security Guards must ensure that they carry their two-way radio and mobile phone at all times. The radio and mobile phone must be charged and switched on at all times.
- 3.3 The lone working CSO/Porter/contract Security Guard must remain in radio contact with the Control Room to indicate status and location at regular intervals of 30 minutes.

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- 3.4 At the end of the period of lone working or at the end of shift the lone worker must radio the Control Room to inform them that the lone working have come to an end.
- 3.5 **Under no circumstances should the CSO/Porter put themselves at risk.**

4. Procedure to be followed by the Control Room Operators

- 4.1 On receipt of a radio call from any CSO/Porter/contract Security Guard informing the Control Room that they are lone working the Control Room Operator must note this immediately on the Lone Worker Record **(see appendix 1 for this record)**. An individual Lone Worker Record is to be completed for each lone worker.
- 4.2 From the time the Control Room are notified of a lone worker they must **monitor** and record the check calls received from the lone worker on the Lone Worker Record.
- 4.3 If the Control Room Operator has not had communications from a lone working CSO/Porter/contract Security Guard 5 minutes over the expected check call time they are to contact the lone worker via radio or mobile phone. If communications cannot be established then the Control Room Operator must contact the Team Leader immediately informing them of the situation.
- 4.4 The Control Room Operator will continue to attempt to make contact with the lone worker and will maintain contact with the Team Leader until the facts of the situation are known.
- 4.5 The Control Room Operator must record all lone worker check calls received on the relevant Lone Worker Record.
- 4.6 The Control Room Operator must record all attempted communication with the lone worker in the event of a missed check call on the relevant Lone Worker Record. The Control Room Operator must record any escalations made to the Team Leader in the event that a check call has been missed and communication with the lone worker has not been established. The Control Room Operator must record all actions taken by themselves, the Team Leader and any others to check that the lone worker is safe.
- 4.7 Non communication from a lone worker must be treated as a top priority.
- 4.8 In the unlikely event that a mobile security patrol cannot be dispatched immediately the Team Leader or the Control Room Operator must contact the Police to attend the site.
- 4.9 In the event the Team Leader is unavailable the Control Room Operator must take responsibility for dispatching a CSO/Porter/contract Security Guard to the site to locate and check on the lone worker with immediate effect. If this is not possible for any reason the Control Room Operator must contact the Police to attend site to locate and check on the lone worker.

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- 4.10 The Control Room Operator is to ensure that the Lone Worker Record is completed on a 30 minute basis ensuring that all communication checks are recorded.
- 4.11 In the event of an incident this must be recorded on the Security Log and an Incident Report Form completed as appropriate.
- 4.12 At the end of a period of lone working or at the end of a shift the lone worker must contact the Control Room to ensure the Control Room are aware the period of lone working has ended. The Control Room Operator must record this on the relevant Lone Worker Record.
- 4.13 The Control Room Operatives must ensure they inform anyone they are handing over to who is lone working and where and must hand over the live Lone Worker Records for continued monitoring and completion.

5. Procedure to be followed by Team Leaders

- 5.1 The Team Leader is responsible for ensuring the lone worker procedure is being followed by all at all times.
- 5.2 The Team Leader must carry out a periodic check on every shift, (one shift being a 12 hour period between 7am and 7pm or between 7pm and 7am) to ensure that all lone workers have reported in to the Control Room and are being monitored by the Control Room on the Lone Worker Record.
- 5.3 In the event that a lone worker cannot be contacted the Team Leader will be responsible for dispatching with immediate effect the mobile security vehicle to the location where the lone worker has not reported in from. Non contact from a lone worker must be treated as top priority.
- 5.4 In the event that an incident has occurred the Team Leader must follow the procedure for dealing with incidents and must ensure an Incident Report Form is completed.
- 5.5.A Lone Worker Summary Sheet (**see Appendix 2 for this sheet**) must be completed on each shift by the Team Leader on that shift. This Lone Worker Summary Sheet will ensure that the lone worker procedure is being checked by the Team Leader and will ensure that any issues are being highlighted and dealt with as appropriate. The Lone Worker Summary Sheet must be available for checking by the Operations and Security Manager. A Lone Worker Summary Sheet must be completed by the Team Leader with a nil return if there were no lone workers on the shift.

6. Procedure to be followed by the Operations & Security Manager

- 6.1 The Operations & Security Manager will check to ensure the Team Leaders are completing their checks on the lone worker procedure on a daily basis (Monday to Friday).

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6.2 The Operations & Security Manager will report on the monthly KPIs the number of shifts worked in the month and the number of Lone Worker Summary Sheets completed by the Team Leaders.

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Lone Worker Summary Sheet

To be completed each shift by the Team Leader.

Date: _____
 Shift: _____ (7am - 7pm or 7pm - 7am)
 Completed by _____

Spot Check:

Time	Names of lone workers at all sites	Lone Worker Records in use for all lone workers – Yes / No	If No why are Lone Worker Records not in use? What action has been taken to rectify the situation?

Team Leader Summary Check – To be completed at the end of each shift:

Were all lone worker check calls received? Yes / No
 If No who did not make their check calls (names)?:

Have the above been spoken to regarding missing check calls?: Yes / No
 Did the Control Room take action for all missed check calls?: Yes / No
 If No who did not take action (name)?:

Have the above been spoken to regarding not taking action?: Yes / No
 Were there any incidents involving lone workers? : Yes / No

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Lone Worker Record

To be completed by the Control Room Operators in accordance with the Lone Working Procedure. One record to be completed for each lone worker.

Date: _____ Shift: _____

Name of lone worker: _____ Radio Call Sign: _____ Site lone working at: _____

Lone working started at (time)	Check call due at (time)	Check call received at (time)	If no check call has been received record action taken	Action taken by – time and name	Contact made with lone worker – Yes/No	If No inform Team Leader – time name
	0700					
	0730					
	0800					
	0830					
	0900					
	0930					
	1000					
	1030					
	1100					
	1130					
	1200					
	1230					
	1300					
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	1430					
	1500					
	1530					
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	1700					
	1730					
	1800					
	1830					
	1900					

Lone Worker finished lone working/shift at (time): _____

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Lone Worker Record

To be completed by the Control Room Operators in accordance with the Lone Working Procedure. One record to be completed for each lone worker.

Date: _____ Shift: _____

Name of lone worker: _____ Radio Call Sign: _____ Site lone working at: _____

Lone working started at (time)	Check call due at (time)	Check call received at (time)	If no check call has been received record action taken	Action taken by – time and name	Contact made with lone worker – Yes/No	If No inform Team Leader – time name
	1900					
	1930					
	2000					
	2030					
	2100					
	2130					
	2200					
	2230					
	2300					
	2330					
	2400					
	0030					
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