



Lone Workers Policy Statement

01/08/21

FES 261

FES has a policy of restricting lone working environments to very low risk assignments only and in all cases educating clients to avoid this situation in all instances wherever possible.

All sites **MUST** be subjected to a Risk Assessment to determine the health and safety risks to the employees.

Where lone working occurs or is enforced due to late staff or absenteeism the following monitoring procedure applies

CHECK CALLS

Security Guards on all sites are issued with Assignment Instructions detailing times and frequencies of when to make check calls to Duty Control.

Lone Workers will make CHECK CALLS EVERY HOUR and all others will make CHECK CALLS EVERY 1 HOURS. These frequencies may be reduced following a Risk Assessment but never increased.

The Duty Control must record the precise time of every check call received
The record of received check calls is made onto a CHECK CALL LOG SHEET

MISSED CHECK CALLS

In the event that a scheduled check call is not received the following procedure must be followed:

1. From the precise time of the scheduled call allow 15 minutes in case the S/O is attending an incident or on patrol etc.
2. If the call **does** come in within the 15 minutes, ask and record why it was late (use a red pen to highlight the entry)
3. If the call **does not** come in telephone the Site and speak to the Security Guard and ascertain why the call was missed. Record the precise time with the details of the explanation on the reverse of the sheet. (use a red pen to highlight the entry)
4. Should the Security Guard respond in a unfamiliar manner or sound under any form of duress contact the Mobile Inspector and ask that he attends as a precautionary measure
5. If you **cannot** raise a response from the Security Guard contact the Mobile Inspector and request, he attends the site immediately.
6. Should he **not** be able to attend within 15 minutes contact the Duty Manager and obtain further instruction

This procedure is vitally important to both the safety and welfare of the Security Guard(s) and to the protection of the Clients premises and must be strictly followed at all times.