



**Ixion Group**

**Lone Working Policy**

## THE POLICY

Ixion Group Limited has a legal and moral responsibility to effectively manage the risks associated with individual members of staff working on their own.

The Company must ensure the safety of its staff who works alone, whilst carrying out their duties.

Ixion Group is committed to ensuring compliance with legal requirements using them as a minimum standard and seeking to exceed those standards in order to protect its staff.

### The Aim

The policy aims to define circumstances in which lone working is appropriate, and identifies circumstances where it would be inappropriate, subject to a comprehensive assessment of any potential risks involved.

### The Scope

This policy applies to all employees, especially to those staff, working from individual delivery sites, those employees working from home and those employees working on their own from other clients' premises.

Lone workers are those who work by themselves without close or direct supervision. They may be working from home, working away from their fixed base or within a different delivery site from the Head Offices.

### Implementation

The safety of staff is of paramount importance and the Company will ensure that:

- **involve** staff when undertaking the required risk assessment process;
- take steps to **check control measures** are in place (including instruction, training and supervision);
- **review** risk assessments annually or when a significant change in working practice;
- when a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, address that risk by, for example, making arrangements to **provide help or back-up**;

- where a lone worker is working at another employer's workplace, that employer should **inform the lone worker's employer** of any risks and the required control measures.
- Risk assessment should help employers decide on the right level of supervision. There are some high-risk activities where at least one other person may need to be present.

## All Ixion Group premises

No employees should remain working alone in any Ixion Group premises. There must always be a minimum of two staff present at all times.

## Delivery Sites - in addition to the above

On occasions where we only meet the minimum of requirement of two employees on site they must ensure that they are aware of each others whereabouts and actions – and check in with each other at regular intervals.

There are separate procedures in place for each of the delivery sites in terms of key holders, door codes, security guards in place – staff working at these locations should make sure they are familiar with the processes required and follow them.

All sites have either CCTV warning signs or protected / private property signs which add additional security and helps to ensure the safety of our staff.

Employees must reply to telephone and email messages within 24 hours (except when on holiday). This helps to ensure that employees are safe and responsive. Mobile telephones used for work communication must have their answer phones activated to enable messages to be left.

## Home Workers

It is the employee's responsibility to ensure that they have somewhere in the home to be able to work effectively i.e. that they have enough space, adequate lighting, suitable furniture etc.

It is the responsibility of Home Workers to ensure that the terms of their mortgage or tenancy agreement allow the premises to be used as a workplace.

Individuals should have access to a telephone by which they can be contacted. They should remain contactable at all times during normal working hours. Business telephone calls made from home should be billed directly to the Company.

## **Sickness Absence / Incidents & Accidents**

Home Workers should observe and adhere to the Company Sickness Absence Policy.

Any work related incidents and accidents should be reported to the employee's Line Manager within 24 hours, whether an injury occurs or not.

## **Health and Safety**

Under the Health and Safety at Work Act, the employer has a duty to protect the health, safety and welfare of its employees, including those working from home.

## **Work Equipment**

The Provision and Use of Work equipment Regulations 1998 covers the use of work equipment in the home. The Company has a duty to ensure that:

- The equipment used at home is correct for the job that is being done.
- Proper information and training as required is given on how to use the equipment.
- The equipment is regularly checked and does not cause harm to the Home Worker.

## **Electrical equipment**

The Company is responsible for equipment it provides as part of the Home workers work activity and this includes any maintenance it requires. Most of the faults that could cause harm can be prevented by regular visual checks to make sure the equipment is maintained in good condition.

Electrical equipment will be subject to a periodic inspection or test (PAT).

## **Display Screen Equipment**

All staff are required to carry out an annual DSE assessment.

The use of VDUs is covered by the health and safety Display Screen Regulations 1992. When working at home or at work it is important that the home worker adjusts their workstation to a comfortable position and takes breaks from work at regular intervals. This helps to prevent fatigue and tiredness as can changing position and stretching regularly. Any lasting discomfort or tingling sensations in the hands, neck or shoulders should be reported to the HR Coordinator and if appropriate checked out by your GP.

The screen should be placed in such a position to avoid glare and reflections. Eye checks are available through the Company and details of these are available from the HR Coordinator.

## **Manual Handling**

General advice on lifting and handling is given at staff induction and on an adhoc basis by the HR Team.

## **First Aid**

Employees should make sure they have basic first aid supplies at home.