



## METROPOLE GUARD SECURITY

Regus Office 127, 268 Bath Road, Slough, England SL1 4DX

Info@metropoleguards.co.uk: <https://www.metropoleguards.co.uk/>

Contact: 02033555340

### Lone Worker Policy

#### 1. INTRODUCTION:

Metropole Guard Security is committed to ensuring the health, safety, and welfare of all employees, including those who work alone. This policy outlines the measures in place to protect lone workers and defines their responsibilities and the procedures to follow to minimize risks.

#### 2. SCOPE

This policy applies to all employees, contractors, and subcontractors working alone in the course of their duties for Metropole Guard Security

#### 3. DEFINITIONS

A lone worker is an individual who performs work activities in isolation from other workers or without close supervision.

#### 4. RESPONSIBILITIES

##### Management Responsibilities:

- a. Conduct regular risk assessments to identify and mitigate risks associated with lone working.
- b. Provide appropriate training to lone workers on safety procedures and emergency protocols.
- c. Ensure systems are in place for monitoring and communicating with lone workers.

##### Employee Responsibilities:

- a) Follow all training and procedures related to lone working.
- b) Report any incidents, risks, or hazards encountered during lone working.
- c) Use equipment and communication tools provided by the company.

#### 5. RISK ASSESSMENT

- a. Assess the nature of the work, location, and duration of lone working tasks.
- b. Identify specific hazards, such as the potential for violence, accidents, or health emergencies.
- c. Implement measures to reduce risks, including communication tools, alarms, and training.

#### 6. PROVISION OF WELFARE FACILITIES

Metropole Guard Security ensures that all lone workers have access to necessary welfare facilities, including:

- a) **Rest Areas:** Clean and safe locations for breaks.
- b) **Sanitation:** Access to toilets and washing facilities.
- c) **Hydration and Meals:** Provision of drinking water and, where applicable, meal arrangements during shifts.



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#### **7. LONE WORKER ARRANGEMENTS AND CHECK CALLS**

- a) Assign each lone worker a designated contact person for the duration of their shift.
  - b) The designated contact person must log all check calls to ensure compliance.
8. The interval for check-ins will be determined based on the risk assessment but should not normally exceed two hours and may be more frequent based on risk.

#### **9. ESCALATION OF MISSED CALLS**

##### **A. Initial Steps:**

- a) If a check call is missed, the designated contact person must attempt to contact the lone worker immediately.
- b) If the lone worker cannot be reached within 15 minutes, escalate the matter to the line manager.

##### **B. Escalation Protocol:**

- a) Deploy local support or emergency responders to the lone worker's last known location.
- b) Notify senior management of the incident and document all actions taken.

##### **C. Post-Incident Review:**

- a) Conduct a thorough investigation to identify the cause of the missed call.
- b) Update procedures and provide additional training if necessary.

#### **10. TRAINING AND AWARENESS**

All lone workers will receive training on:

- a) Risk assessment and hazard identification.
- b) Communication protocols and the importance of check calls.
- c) Emergency response and escalation procedures.



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#### 11. POLICY REVIEW:

This Lone Worker Policy will be regularly reviewed by the HR Manager and updated as necessary.

The Managing Director shall approve this policy annually

Mohammad Raza

Metropole Guard Security

This policy is reviewed on 11 – 08 – 2025