

Safe Operating Procedures for Working Alone

Purpose

This policy outlines the procedures that employees of CUSTOMER must follow anytime they are working alone or in isolation. It has been developed to ensure that any employee working alone or in isolation has ability to summon assistance if needed.

Definitions

Working in Isolation: An isolated working space in which an individual is working alone or has no contact with another individual(s) for an extended period of time; thereby limiting their ability to summon assistance in the event of injury, illness, violence or other emergency. An example of such a space is parts delivery person and shuttle bus person.

Policy

Management

It is the responsibility of all Managers of CUSTOMER to ensure that:

- All employees required to work in isolation do so in a safe and consistent manner
- All employees have a method of communication in the event of emergency
- All employees are accounted for i.e. 'check ins' are completed
- Proper enforcement of this policy is followed

Employee

It is the responsibility of every employee to:

- Follow all working in isolation procedures
- Advise managers when they are working in an isolated environment
- Ensure communication devices are in good working condition (batteries charged)

Disciplinary action will be taken with any person failing to follow any component of this policy.

Safe Operating Procedure

- Where employees are working after hours or in a remote location employees must:
 - Notifying their manager of expected work commencement and completion.
 - Undertake all personal security measures e.g lock doors, walk in well-lit areas.
 - Request security personal escort if available.
- Where employees travel in isolation they must:
 - Provide detailed information regarding their proposed location and expected time of return to their manager.
 - Should staff be delayed beyond the expected return time, staff will call their manager to indicate their expected return time.

- If the staff member has not returned at the expected time and the manager is not called, then the manager will try to locate the individual, first by telephone, then by other means.
- CUSTOMER will provide staff required to work in isolation as part of their daily job an adequate and reliable communication system (cell phones, walkie talkies).
- For staff working in isolation as a non-routine task - their manager will communicate on a regular basis with them for the duration of the task (check ins).