



ACE WINDOWS NE

LONE WORKER POLICY

The Health and Safety Executive (HSE) defines lone workers as ‘those who work by themselves without close or direct supervision.’ In our business we have identified the following lone working situations:

Window Surveying, Estimating, Window fitting, General Office errands

We have undertaken risk assessments of these lone working activities and put in place risk control measures including:

- Ace Windows NE Employees are instructed that they must immediately leave any situation in which they feel uncomfortable or at risk and that such action has the support of management.
- All staff have mobile phones
- All staff have the office number programmed into their phone
- The Director has job rotas and is aware of the staff locations and these are continually monitored
- Staff are to inform office staff of their whereabouts on regular basis
- The Window Surveyor contacts the office on starting and completing an estimate and regular contact maintained with office staff

As a result of the risk assessments we have informed staff that the following tasks may not be undertaken as a lone worker: **Working at Height and specifically working off a ladder.**

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