



Tao Complex Care

52 East Parade, Harrogate, North Yorkshire, HG1 5LT



4. Policy

4.1 Tao Complex Care recognises that there may be an increased risk to the health and safety of its employees whilst working alone. Carla Blackburn has overall responsibility for ensuring that suitable measures are put in place to protect lone workers, whilst undertaking company work activities. Carla Blackburn has responsibility for ensuring the following policy provisions are in place:

4.2 All lone working activities are subject to a suitable and sufficient risk assessment. Consideration is given to the task requirements, work environment, individual capability and any other known risk factors to ensure that risks to lone workers are suitably identified and adequately controlled.

4.3 Robust lone working procedures are in place and suitable resources/equipment is provided to ensure lone worker safety and ensure suitable management of lone worker risks.

4.4 Suitable emergency procedures are in place and are clearly communicated to and understood by the lone worker to ensure an appropriate response in the event of an emergency situation. A reliable means of raising the alarm is provided in the event of emergency.

4.5 There are appropriate mechanisms and procedures in place to ensure that any incidents are recorded and reported at the earliest opportunity. Carla Blackburn is responsible for ensuring all incidents are suitably investigated and will also engage with lone workers to find out what their concerns are and look for possible solutions.

4.6 If the risks associated with the lone working activity are assessed as being too great, and the health, safety and welfare of the employee cannot be assured then a service will not be provided by a lone worker.

4.7 All risks and safe working procedures will be regularly reviewed on at least an annual basis to ensure that they remain suitable and are sufficient in minimising risks to lone workers.

4.8 Tao Complex Care will ensure that all lone workers are thoroughly trained at the commencement of their employment and at suitable intervals thereafter, to ensure they are aware of the risks and know how to keep themselves safe. Training will ensure lone workers understand the risks of their work, the precautions that are needed, who to report back to and what should be done in an emergency.

4.9 All lone workers must take reasonable care of their own health and safety and avoid placing themselves at risk. They must also take suitable measures to ensure the security of the site at all times.

4.10 Inexperienced workers, young people and others identified at an increased risk will not be permitted to work alone.