

Swift Office Cleaning Services

Standard Operating Procedures for Lone Workers

1. Standard Operating Procedure regarding

Slips and Trips

Place warning signs in the immediate work area and all entry and exit points before work begins and only remove them when the area is clear, safe and dry.

Be aware that staff may be working late in the building. Avoid trailing cables particularly across doorways and stairs. Clear spillages immediately. Wear sturdy closed-toe shoes. Tie up long hair. Set up Emergency SOS on your mobile phone to call Emergency Services without delay. Always keep your mobile phone with you and call your Area Manager should you have any difficulty.

2. Standard Operating Procedure regarding

Manual Handling

Correct Manual handling training. Do not overstretch. Be careful when moving or lifting equipment. Be aware of your surroundings. Do not attempt to lift, move or carry any item which should require more than one person and request additional staff for assistance from your Area Manager. Set up Emergency SOS on your mobile phone to call Emergency Services without delay.

Always keep your mobile phone with you and call your Area Manager should you have any difficulty.

3. Standard Operating Procedure regarding

Communication

Communication is important: a mobile phone, telephone or radio-controlled device. You must always text your Area Manager upon arrival and text again on your departure from the building. Keep a list of important contact numbers. Set up Emergency SOS on your mobile phone to call Emergency Services without delay. Have access to the external telephone line. Keep in regular contact with any onsite security. Keep in regular contact with Area Manager. Consider using code words for potentially violent situations when combined with mobile phone communication. Always keep your mobile phone with you and call your Area Manager should you have any difficulty.

4. Standard Operating Procedure regarding

Use of Lifts

Do not use the lift when working alone in a building in case the lift should break down.

Set up Emergency SOS on your mobile phone to call Emergency Services without delay.

5. Standard Operating Procedure regarding

Assessment of unforeseen risks

Lone workers should be trained to undertake “dynamic” risk assessments at the work location on arrival. Unforeseen hazards such as the influence of alcohol, drugs or the threat posed by animals or other hostile elements. Here workers must decide as to whether it is safe to work and inform their Area Manager immediately. Set up Emergency SOS on your mobile phone to call Emergency Services without delay. Always keep your mobile phone with you and call your Area Manager should you have any difficulty.

6. Standard Operating Procedure regarding Location and Personal Safety Awareness

- Always keep your mobile phone with you and call your Area Manager should you have any difficulty. Set up Emergency SOS on your mobile phone to call Emergency Services without delay.
- Lone working staff should ensure that they know where they are going and plan their route.
- When working in evenings/nights ensure that you park in a well-lit area, as close to the building as possible and carry a torch.
- If an area is known to be unsafe a decision will need to be made with your line manager on the safety of the visit and a plan implemented.
- Keep all your personal belongings out of sight.
- Carry your car keys in your hand when leaving the premises, to avoid looking for them outside, which could compromise your safety.
- The inside of the car and the area around the car should be checked for possible intruders before entering.
- Once inside the car, all doors should be locked, especially when travelling at slow speed, at traffic lights or in known danger areas.
- Do not unlock or wind your window down to talk to people you do not know, even if they may be in distress or requiring help. You should stop in a safe place as soon as practicable and call the emergency services as appropriate.
- Lone workers should reverse into car parking spaces so that, if attacked, the door acts as a barrier.
- At night, lone workers should park in a well-lit area, facing in the direction in which they will leave.
- If followed, or if in doubt as to whether they are being followed, lone workers should drive to the nearest police station or manned lit building such as a petrol station, to request assistance.
- Keep entrance door locked (install doorbell if needed).
Keep several lights on, not just the one in your office.
Make sure at least one telephone can make outgoing calls.
- Ensure escape route (i.e. fire exits) are accessible and can open quickly from the inside.
- If working after dark consider requesting the fitting of an automatically-activated (e.g. by movement) security light installed over the main entrance/exit.
- 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
- Late callers to premises should not be allowed into the building if you are alone or are suspicious of their motives. Be satisfied that the visit is genuine and presents no danger.

7. Standard Operating Procedure regarding The event of intruders or under the threat of violence

Run, Hide, Tell

Operative to be trained to lock outside door on arrival and set door alarm. Do not open the door for visitors. Set up Emergency SOS on your mobile phone to call Emergency Services without delay. Always keep your mobile phone with you and call your Area Manager should you have any difficulty. If the operative feels threatened Run, Hide, Tell. Leave the building if safe to do so or retreat to a safe lockable room such as a meeting room or toilet cubical keeping feet off the ground, keep quiet and dial 999. If you cannot speak or make a noise listen to the instructions given by the call taker.

RUN

- Escape if you can
- Consider the safest options
- Is there a safe route? RUN if not HIDE
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you
- Leave belongings behind

HIDE

- If you cannot RUN, HIDE
- Find cover from potential gunfire
- If you can see the attacker, they may be able to see you
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal
- Find cover from gunfire e.g. substantial brickwork / heavily reinforced walls
- Hide in a lockable room or toilet cubicle, with feet off the floor.
- Be aware of your exits
- Try not to get trapped
- Be quiet, silence your phone and turn off vibrate
- Lock / barricade yourself in
- Move away from the door

TELL

- Call 999 - What do the police need to know? If you cannot speak or make a noise listen to the instructions given to you by the call taker
- Location - Where are the suspects?
- Direction - Where did you last see the suspects?
- Descriptions – Describe the attacker, numbers, features, clothing, weapons etc.
- Stop other people from entering the building if it is safe to do so

8. Standard Operating Procedure regarding**Medical Conditions**

Area Managers will check lone workers have no medical conditions which may make them unsuitable for working alone. Ensure that young, pregnant or inexperienced staff do not work in isolation. You must tell your employer about any medical conditions that may affect your work. Set up Emergency SOS on your mobile phone to call Emergency Services without delay.

9. Standard Operating Procedure regarding**Chemical Hazards**

Lone workers should have access to adequate first aid facilities. Employers must carry out a risk assessment under the Control of Substances Hazardous to Health Regulations (COSHH) before any workers use hazardous substances. They should be trained in the correct use of any personal protective equipment (PPE) needed and there should be clear procedures for identifying and reporting any defects in PPE. Set up Emergency SOS on your mobile phone to call Emergency Services without delay. Always keep your mobile phone with you and call your Area Manager should you have any difficulty.

10. Standard Operating Procedure regarding**Fire and Emergencies**

Leave the building immediately and call emergency services. Inform your Area Manager straight away. Set up Emergency SOS on your mobile phone to call Emergency Services without delay. Always keep your mobile phone with you and call your Area Manager should you have any difficulty.

ACTION TO BE TAKEN UPON DISCOVERING A FIRE

- Do not try to tackle the fire yourself (unless trained to do so)
- Activate the nearest fire alarm to raise the alarm
- Do not use the lift

- Leave the building by the nearest fire exit and proceed to the muster point
- Dial 999 and call Fire Emergency Services
- Do not re-enter the building for any purpose until the all-clear has been given

ACTION UPON HEARING THE FIRE ALARM

- Stop working and calmly leave the building by the nearest fire exit
- Do not use the lift
- Go directly to the muster point and dial 999 and call Fire Emergency Services
- Do not leave the muster point until the all-clear is given
- Do not re-enter the building for any purpose until the all-clear is given

Confirm the client has final exit doors clearly marked with green & white signage, staff training to familiarize with the site layout. Confirm the client has appropriate green & white exit signs displayed, fire door 'Keep Shut' signage displayed

Audible alarm, smoke detection, clear escape route maintained/clearly signed, full evacuation plan, staff training, electrical equipment tested. Confirm the client has fire equipment. Confirm the client has a no smoking policy enforced. First Aid kit onsite.

11. Standard Operating Procedure regarding

Action to take when a staff member does not call in after a visit

Always keep your mobile phone with you and switched on. If an Area Manager does not hear from the staff member within 30 minutes of the expected finish time the following action should be taken:

- Telephone the staff member on their mobile phone, work and personal, If the staff member answers and sounds distressed, the police should be called immediately.

You must also notify their manager or most senior person on the premises or senior manager on call.

If no reply:

- Telephone the last contact's number. If no reply:
- Telephone the staff member's home number.
- The staff member's next of kin is informed.
- The police are contacted

To avoid any inappropriate instigation of these emergency procedures, it is vitally important that employee's alert their work base/contact, if they are running late with their visit and their safety is not in question.

If the individual is subsequently found not to be missing and implementation of this emergency procedure is due to their failure to comply with the working practices agreed by their team, disciplinary action may be taken.

It is your responsibility to work in a safe way to protect yourself and your colleagues as far as possible. Swift Office Cleaning has a responsibility for ensuring your safety as far as possible during your contracted hours if you follow the above guidelines.

All line managers and 'on call' managers or contacts must have a working knowledge of the procedure to take if there is a problem. They must make staff aware of local procedures and discuss these procedures regularly at staff meetings to highlight lone working safety.

12. Standard Operating Procedure regarding

Being locked in or out of the building

Set up Emergency SOS on your mobile phone to call Emergency Services without delay.

Always keep your mobile phone with you and call your Area Manager should you have any difficulty

Always keep a mobile phone on your person

Always keep door-key on your person

Follow the instruction on contacting keyholder for building