


Crystal Health Group

Lone Worker Policy

 CRYSTAL Health Group	Document name	Version
	Lone Worker Policy	v06.05.23

Contents

Page	Section	Title
2	1	Purpose
2	2	Scope
2	3	Responsible Person(s)
2	4	Health & Safety
3 - 4	5	Policy
5	6	Version control
5	7	Authorisation

1. Purpose

The Lone Worker Policy details how to establish a healthy and safe working environment for Crystal Health Group's lone workers. This policy aims to minimise the risks that employees at Crystal Health Group face by putting in place suitable measures to improve their safety whilst at work. This policy also aims to identify responsibilities each person has in the situation and describes procedures that should be followed to minimise and manage risks effectively.

2. Scope

The policy applies to employee and sub-contractors of Crystal Health Group.

3. Responsible Person(s)

The Policy Author is responsible for:

- Accuracy, version control and review dates.
- Implementation, training and operational compliance of this Policy.
- Initiating Policy change requests.


The QA representative is responsible for:

- Ensuring adherence to company Policy standards for authoring, content and structure.
- Resolution of Quality Incident reports arising from noncompliance of this Policy or external complaints.

Trained personnel are responsible for complying with all aspects of this Policy.

4. Health & Safety

All tasks and activities associated with this Policy comply with Crystal Health Group's Health & Safety Policy.

 CRYSTAL Health Group	Document name	Version
	Lone Worker Policy	v06.05.23

5.1 Policy

The objectives of this Policy are:

1. To ensure the company has appropriate security management provisions in place to protect lone workers.
2. To assess the risks lone workers may face.
3. To ensure suitable measures are put in place in order to reduce the risk of injury to Crystal Health Group's lone workers.
4. To give details of actions to be taken by lone workers if they encounter injury or harm.

5.2 Overview

This policy consists of the following sections:

- Responsibilities of the company and lone workers.
- Personal safety of lone workers and a description of the steps that they should take to ensure their own personal safety in response to a situation that may occur.
- Personal precautions lone workers can take to ensure their own safety.
- A risk assessment to identify major risks sample collectors could be exposed to.

5.3 Responsibility


The company will be responsible for:

- Ensuring that appropriate security management provisions are made to protect lone working staff.
- Assessing any risks associated with booking any given appointment. In particular, when appointments are required at home addresses.
- To protect lone workers by complying with all relevant Health and Safety Legislation.
- Raising security awareness with staff and giving appropriate training to lone working staff to deal with situations that may occur.
- Taking appropriate action if lone workers report a situation or if a lone worker has not returned at the time agreed.
- Provision of risk assessments to mitigate the risks of lone working.

Personal responsibility of lone workers:

Lone workers should take personal precautions to ensure their own safety, this should include:

- Planning ahead for sample collections e.g. journey planning.
- To ensure the vehicle being used for transportation to the sample collection is road worthy.
- Avoiding areas that may not be lit or seem to be deserted.
- Taking extra care when in an unknown areas and when entering and leaving buildings.
- Keeping valuables out of sight.

 CRYSTAL Health Group	Document name	Version
	Lone Worker Policy	v06.05.23

5.4 Personal Safety

- Staff must have a back-up plan that is a sufficient safeguard. The first priority is to plan for a reduction of risk.
- Staff should take all reasonable precautions to ensure their own Safety.
- Before working alone the worker should assess the risks involved and Crystal Health Group should be consulted if the lone worker has any health and safety concerns.
- Staff must inform Crystal Health Group when they will be working alone, giving details of their location and the time they will arrive and leave the agreed location for sample collection. This should also be the case if the lone worker is returning home and not to head office after the sample collection.
- Staff should ensure they report to Crystal Health Group head office if they are going to deviate from the original plan.
- If a member of staff does not report on time as they should, then a plan should be put in place in order to contact the worker. A Crystal Health Group Manager or Director must assess the situation and act accordingly.
- Please refer to the following Crystal Health Group risk assessments for detailed risk mitigation measures:
CRA02 - Sample Collection Activities
CRA04 - Handling of Biological Fluids
- Emergency contact details have been requested by Crystal Health Group. Where provided, these details are uploaded to a sample collection officer's Swiftcase profile.


5.5 Reporting

Lone workers must inform Crystal Health Group if any dangerous situation does occur. A relevant manager should always be informed of the current location of the employee. If a manager is not available another responsible person should be informed. During business hours, please contact the head office on 0161 707 4935.

In case of an emergency outside normal business hours, lone workers should contact:

- The out of hours contact listed on the collection documentation.
- John McChrystal: 07736 504285
- Jemma Major on: 07762 650020

THIS SPACE LEFT INTENTIONALLY BLANK

 CRYSTAL Health Group	Document name	Version
	Lone Worker Policy	v06.05.23


6. Version Control

Previous Version	Changes	Last Effective Date
v05.04.22	<ul style="list-style-type: none">Addition of request for emergency contact details	02/05/2023
v04.04.22	<ul style="list-style-type: none">Update to business hours and out of hours contact details.	29/04/2022
v03.04.20	<ul style="list-style-type: none">Addition of point 2 in Section 3 of company responsibility, with reference to risk assessment when booking appointments.	30/04/2021
v02.04.18	<ul style="list-style-type: none">Section 5.4 - addition of risk assessment references.Section 5.5 - update to out of hours contact details.	30/04/2020
v01.07.17	<ul style="list-style-type: none">Review and update to format of policy.	04/04/2018
NEW	<ul style="list-style-type: none">N/A	N/A

7. Authorisation

Name John McChrystal Position Director

Signed  Date 21/05/2024

	Document name	Version
	Lone Worker Policy	v06.05.23