

Quality, Health, Safety, Environmental & Energy Manual:

Document No: SM-46

Lone Working

Toyota Material Handling UK Ltd (TMHUK) has a duty to assess risks to lone workers and take steps to avoid or control risks where necessary. This has been documented on Risk Assessment WPRA-24.

TMHUK is responsible for the health, safety and welfare at work of all team members and any contractors or self-employed people doing work on TMHUK premises.

Where possible lone working whilst on company and customer premises should be avoided, however, if this is not possible the following instructions must be followed.

General

1.0 Lone workers are those who work by themselves, in isolation from other workers, for example:

- A person working alone in a workshop
- People working alone for long periods, e.g. in factories and warehouses
- People working on their own outside normal hours on TMHUK premises, e.g. cleaners and security, maintenance or repair team members
- Mobile workers involved in maintenance and repair, plant installation
- Service workers, including technicians, and sales or service representatives visiting commercial premises

Procedure

2.0 Only team leaders or above may authorise lone working.

2.1 Where lone working, as defined above, is inevitable and the duration of the task is less than 1 hour, a documented specific risk assessment is not required, however, the lone worker must contact an appointed person prior to starting work and once complete. The appointed person must take appropriate action should the contact not be made.

2.2 Lone working in an office is permitted only when necessary and must be pre-approved by a line manager. Team members must inform an appointed person (Team leader) of their expected working hours and check in at agreed intervals.

2.3 If the task is over one hour the below arrangements must be made:

- I. A specific risk assessment is documented on form Q072, taking into account at least: -
 - The nature of the work undertaken,
 - The equipment used and its condition. Is it well maintained and safe to use?
 - The general state of health and attitude of the lone worker e.g. he/she may be subject to epileptic fits, have a known heart condition, is the worker known to act responsibly when unsupervised? etc.
- II. A "permit to work" (form Q051) completed, based on the results of the risk assessment issued by the team leader authorising such working
- III. Telephone contact established with the lone worker at least hourly, may be more frequently subject to a Risk Assessment. Where a mobile device is used, confirmation of a good quality signal should be established.
- IV. The work area and building, as a whole, must have a safe and adequate means of entry and exit, especially in the event of an emergency e.g. fire.

- V. A telephone or similar equipment must be within easy reach to enable the lone worker to summon help if required. If another system is provided e.g. whistle or klaxon type device, arrangements must be made to ensure an effective, efficient response should the alarm be sounded.
 - VI. The lone worker must have access to an appropriate and adequate first aid kit.
 - VII. If working out of normal hours the leader should impose a time by which work should cease and the building left. The lone worker will be instructed to contact the appointed person at the time agreed. The appointed person must take appropriate action should the contact not be made.
- 2.4 All permits to work will be limited to six months duration after which time the work practice will be reviewed and a new permit issued.
- 2.5 The authorising leader is responsible for monitoring the situation and determining that the permit remains relevant. If during the permits lifetime (6 months) the conditions change to the point where the original Risk Assessment is invalidated, the authorising leader must conduct a new Risk Assessment, make fresh satisfactory arrangements and if necessary issue a new permit.
- 2.6 The lone worker and appointed person must be provided with a copy of the permit to work.
- 2.7 The same arrangements should be made for lone subcontractors working during normal business hours on our premises. Lone Subcontractors must never be allowed to work after normal working hours in an otherwise empty building.

Records

- 3.0 A copy of the risk assessment (Q072) and permit to work (Q051) to be forwarded to the Quality, Health, Safety and Environmental Team (QHSE).
- 3.1 Q072 and Q051 forms to be retained by the relevant Team Leader for not less than 1 month of expiry of such permit.
- 3.2 Q072 and Q051 forms will be retained by the QHSE Team for not less than 12 months of expiry of such permit.