

NYJO Lone Working Policy & Procedure

This policy sets out the approach that NYJO undertakes to manage the risks of lone working. We have a legal duty to look after the health, safety, and welfare of our employees and freelance contractors, including a duty of care to reduce, as far as reasonably practicable, the risks associated with lone working within the workplace. These duties are set out in the Health and Safety at Work Act (2015).

Purpose

NYJO is committed to providing a safe place of work for all employees, clients, visitors, contractors, volunteers and those affected by or involved in our business activities. We will ensure that lone workers are not exposed to additional or greater risk than other workers. More specifically we will ensure that lone workers are identified, hazards and risks assessed, and appropriate action taken to reduce risks.

Definition of Lone Working

Lone workers are people who “work by themselves without close or direct supervision” (Health and Safety Executive), whether regularly or infrequently.

There is no general legal prohibition on lone working, however the employer must identify the hazards, assess the risks involved, and put measures in place to avoid or control the risks. If the risk assessment shows that it is not possible for the work to be done safely by a lone worker, then other arrangements need to be put in place.

Application of policy

This policy applies to all staff including permanent, temporary, contract or agency staff who undertake work activities from our office at Woolwich Works or on site when delivering NYJO activity. The policy does not apply to activities carried out when working from home.

Responsibilities in relation to Lone Working

The CEO has the overall day to day responsibility for health and safety matters at NYJO. The CEO delegates responsibility for undertaking aspects of these duties through line management and identified roles, including the management of issues related to lone working.

In relation to lone working, NYJO will ensure that:

- Emergency procedures are in place so that lone working employees can obtain assistance if required.
- Any employee working alone is capable of undertaking the work alone, and that their line manager is aware of a lone worker's whereabouts at all times.
- Lone workers are provided with adequate information, instruction, and training to understand the hazards and risks they face, and the procedures associated with working alone.

Lone Workers will ensure that they:

- Follow the safe working arrangements developed by the organisation.
- Take reasonable steps to ensure their own safety.
- Inform their line manager / assessor of any incidents, or safety concerns.

Further guidance on how to protect lone workers can be found via the Health and Safety Executive's website: <https://www.hse.gov.uk/lone-working/employer/index.htm>

Procedure

Office/Store Room

- Whether within or outside office hours, if you are working alone you must use the buddy system, informing one colleague (ideally your line manager) that you are in the office alone and agreeing regular check in times by phone, text or MS Teams message during the period that you are on site alone. You must inform your buddy when you leave site.
- Whenever the building is open, there are security staff on site. They can be contacted via the stage door number. The phone number is prominently displayed on the inside of both the office and store room door and all staff are required to save the number in their phones.
- Escalation Process: If you are acting as a Lone Worker's buddy and you do not hear from them as agreed, you should follow the escalation process below.
- When working alone in the office, you must work with the door closed; the office can then only be accessed by someone with a NYJO pass or by Woolwich Works security staff.
- When working alone in the store room you should avoid working at height whilst working alone. If doing so is unavoidable, you should make Woolwich Works security staff aware that you are doing so and let them know when you have finished working at height.
- When using the toilet, if Woolwich Works is closed to the public, Lone Workers should use the toilets nearest the office (disabled facilities on the first floor); if the building is open, you should use the toilets adjacent to the café, which are less isolated.
- When leaving the building, please always do so by stage door so that you are signed in/out. If leaving the building late at night by taxi, taxis should be asked to come to stage door on Warren Lane and you should ask a member of Woolwich Works' security staff to wait with you.
- In an emergency:
 - Call stage door for help
 - Go to the café or front of house desk and ask them to use their radios to contact security.

Out of the office - staff

- Staff should avoid being on site at a venue alone. Where it is unavoidable they should follow the buddy system as used for Lone Working in the office, ensuring that someone is aware of their whereabouts at all times.
- On arrival at a venue, if there is any possibility of staff working alone they should first ensure that they have contact details for security in case of emergency. This should be passed to their Buddy, with whom the Lone Worker should maintain contact as per guidance for Lone Working at Woolwich Works.
- If you are uncomfortable with a situation, please remove yourself, find somewhere public and safe and call a member of NYJO staff or, in an emergency, the police.
- Escalation Process: If you are acting as a Lone Worker's buddy and you do not hear from them as agreed, you should follow the escalation process below.

NYJO musicians at gigs

- NYJO musicians are not always accompanied by NYJO staff at gigs, particularly at smaller events where tech support is not required. In such cases, the protocol is as follows:
 - The schedule will provide emergency contact details for venues, promoters and NYJO staff;
 - Musicians are asked to stay in pairs, as a minimum, whenever possible;
 - If it is unavoidable for a musician to be at a performance or rehearsal venue alone, they should adopt the buddying system outlined above, and the escalation process below, identifying one of their fellow musicians as a buddy.
- Where a member of NYJO staff is on site at a gig, they will act as the buddy for any musician who has to work alone for an unavoidable reason.
- NYJO musicians are not permitted to meet members of the public (e.g. donors, concert promoters) alone whilst working for NYJO.

Escalation process

- Lone Worker to identify a Buddy and let them know you have arrived at the site.
- Lone Worker to initiate contact with Buddy at least once every hour.
- If Lone Worker leaves the office, or is going into a meeting, they should let their Buddy know.
- If Buddy does not hear from the Lone Worker when they are due to check in, they should call the lone worker on the office phone and / or their mobile.
- If no response, Buddy should call Lone Worker 10 minutes later, and 10 minutes after that.
- If no response, when on site at Woolwich Works:
 - Buddy should call WW Stage Door on 020 8035 8835 and ask for a member of the security team to go to the office to check on the Lone Worker. Buddy to inform the CEO.
 - Woolwich Works to escalate to 999 in the case of an emergency. Buddy and CEO to be kept informed, Lone Worker's emergency contact (stored in Breathe) to be contacted by CEO.
- **If no response, when at a third-party site:**
 - Buddy should call the site's emergency contact number (as requested on arrival) and ask for a member of security to locate and check on Lone Worker. Buddy to inform the CEO.
 - Buddy to escalate to 999 if the Lone Worker cannot be located / in the case of an emergency. CEO to be kept informed, Lone Worker's emergency contact (stored in Breathe) to be contacted by CEO.

General

- Lone working outside office hours is strongly discouraged as part of workplace culture. Any prevalence to be monitored and addressed by Line Manager.
- A first aid box is located in the communal kitchen at WW.

Policy & Procedure Review

Policy last reviewed: May 2023
Next review due: July 2025