

Overview

This standard is about managing the risks of violence and aggression to lone workers. It includes all aspects of managing working environment and safety of lone workers. It covers identifying, assessing and reviewing the risks of violence and aggression occurring to lone workers.

This standard is for anyone who is a lone worker or responsible for managing the risks of violence and aggression to lone workers.

Performance criteria

You must be able to:

1. identify all hazards and risks of working alone
2. align lone working with organisation's policies and procedures
3. identify extra demands on the lone workers' physical or mental stamina
4. identify any illness suffered by the lone workers which might increase the risks of the job
5. arrange and provide first aid for lone workers
6. carry out risk assessment for lone workers
7. arrange the required training to lone workers
8. minimise the risks to lone workers by providing control and relevant safety measures
9. encourage lone workers to identify hazards and suggest appropriate actions to avoid them
10. arrange the systematic monitoring by qualified supervisors and managers of the hazards of lone working
11. maintain communications and supervision to lone workers on a regular basis
12. consult lone workers about any safety concerns they may have or previously reported
13. identify the need for updated training and provide it on a regular basis or whenever risks or working conditions change
14. arrange relevant insurance cover for lone workers
15. encourage lone workers to report incidents, including accidents and near misses within organisational procedures
16. provide help and advice to lone workers to resolve their concerns or issues
17. provide support or first aid to lone workers following incidents
18. review records of incidents on a regular basis to identify trends and actions
19. review the policies and procedures to take into account the lessons learned
20. check and maintain equipment used to minimise risks on a regular basis
21. review the risk assessments, policies and procedures on a regular basis

Knowledge and understanding

You need to know and understand:

1. your legal duties for ensuring the well-being, safety and health in the workplace
2. the channels of communication within your organisation
3. your job role and duties including those relating to the management of health and safety at work
4. the employment rights, human rights, disability and data protection legislation
5. the relevant procedures for reporting injuries, diseases, dangerous occurrences
6. the job roles and responsibilities of all employees for whom you are responsible
7. the employees most at risk and those with a specific responsibility for security
8. the methods of handling sensitive situations
9. the legal implications of an incident of violence at work
10. your organisation's procedures in relation to dealing with incidents and strategies for handling violent situations
11. the relevant legislation on lone working
12. the legal responsibilities in relation to lone workers
13. your organisation's duties in relation to training, supervision and monitoring the lone workers
14. the lone workers' legal responsibilities
15. the possible hazards and grades of risk associated with of working alone
16. the extra demands on the lone workers' physical or mental stamina
17. the risk assessments in relation to lone workers
18. how to carry out risk assessments for lone workers
19. how to control risks for lone workers
20. how to review risk assessments
21. how to develop effective procedures for the management of lone working
22. the types of equipment which can be used to minimise risks to lone workers
23. the instructions and training required for lone workers
24. why it is important to maintain regular contact or supervision with lone workers
25. why it is important to review policies, procedures and working practices regularly
26. the relevant legislation for health and safety at work
27. the legal responsibilities and your organisation's policy and procedures

Glossary