



**SECTION 2**    **CHAPTER 5**  
**LONE WORKER PROGRAM**

**Purpose**                      To ensure all employees working alone, during a shift or at the end of a shift are accounted for and their safety and well-being is assured. All reasonable and practical measures will be taken to eliminate or minimize injury or incident risks associated with the nature of the work performed when employees work alone.

---

**Scope**                      All affected employees of the Lone Worker Program.

---

**In this chapter**

<b>Topic</b>	<b>See Page</b>
Objectives	2
Definition	2
Lone Worker Responsibilities	3
Yard Manager/Supervisor Responsibilities	4
Safety Manager Responsibilities	4
Limitations of Lone Workers	5
Minimum Training or Experience	5
PPE	5
Safe Work Practices	5 - 6
Procedures to follow in the event a Lone Worker does not respond to communication measures	6

---



## Lone Worker Program

### Objectives

To minimize risk to employees who may work alone, and assistance is not readily available:

- Conduct written hazard assessments to identify existing or potential working alone hazards
- Take measures to eliminate or control the hazards of working alone at worksites
- Ensure that affected employees are informed of the hazards and methods used to control or eliminate them
- Provide an effective system for communication between any employee who works alone and persons capable of assisting the employee
- Ensure all incidents (working related or otherwise) are reported, investigated, and documented
- Review the Working Alone Plan at least annually or more frequently if there is a change in work arrangements which could adversely affect an employee's well-being or a report that the system is not working effectively

---

### Definition

A lone worker could be defined as:

Any person that is working alone:

- during the day or at night
  - in a remote location
  - while operating any vehicle in course and scope; and/or during a weekend or on a holiday
-



**Lone worker responsibilities**

The lone worker must:

- notify their supervisor of their intention to come to work early or stay and work late when working in a remote location
- notify their supervisor of their intended time of departure to worksite and check in when worksite is reached
- conduct a job hazard assessment to identify existing or potential hazards related to the nature of the work or the work environment given the circumstances of the work when working alone and discusses the JSA with the Coordinator, Safety Officer or Designee prior to beginning work (check-in). Modify JSA as needed.
- job hazard assessment will be used to determine necessary PPE
- notify their supervisor when job task is complete and when leaving the worksite
- communicate with supervisor or management team periodically throughout shift
- establish lines of communication in respect to normal and emergency communication
- comply with the provisions of the company's Journey Management Program when traveling
- initiate S.W.A in the event emergency situations arise that could be detrimental to health, safety, and/or environment (e.g., inclement weather, behaviors, hazardous contaminants, etc.)
- Report all worksite incidents immediately to their immediate supervisor

The lone worker needs to be mindful and alert to the hazards of working alone.

---



**Yard Manager / Supervisors' responsibilities**

The Yard Manager/Supervisor must:

- ensure necessary PPE is provided for lone worker to safely perform the job task
- ensure that the job to be completed can safely be performed by one person
- ensure any lone worker under their direction is in compliance with “Lone Worker Responsibilities”
- ensure they are available to communicate with the lone worker
- develop an emergency response plan that can be activated in the event an emergency situation arises
- Report all work site incidents immediately to their immediate supervisor and Safety Manager

In the event the supervisor will not be available for communication with the lone worker, the supervisor must:

- designate a replacement to communicate with the lone worker
- notify the lone worker of the identity of the replacement and provide contact information

**Safety Manager responsibilities**

The Safety Manager must:

- Responsible for the implementation and maintenance of the Working Alone Plan and ensuring all assets are made available for compliance with the procedure
- Communicate this policy and its procedures to all affected employees who could potentially work alone
- Annually review the effectiveness of the hazard controls and procedures and make improvements as required
- Respond to employee concerns related to working alone and communicate these to the Senior Safety Manager and Safety Team
- Report all reported work site incidents immediately to the Safety Director



---

**Limitations of Lone Workers**

- No heavy equipment will be operated if a worker is alone.
- No hot work will occur if a worker is alone.
- No working at heights will occur if a worker is alone and requiring a personal fall arrest system.
- Other limitations will be placed based on the site-specific hazard assessment.
- No Short Service Employee (SSE) will be allowed to work alone at any time.

---

**Minimum Training or Experience**

All employees will be trained (if working alone is a hazard at that location) in:

- Any revision to the written local Lone Worker Plan and safe work practices
- Being informed of working alone hazards at the worksite and the methods used to control or eliminate them
- The methods for identification, hazard reduction and prevention when working alone and dealing with situations or individuals that presents a potential risk
- A worker required to work alone, and any person assigned to check on the worker must be trained in the written procedure for checking the worker's well-being
- All training shall be documented

---

**PPE**

- Hazard assessments or JSA will be completed to determine the selection of the necessary PPE for the job task

---

**Safe Work Practices**

Controls implemented at worksites shall, as a minimum:

- Restricted building access – key fobs or regular keys after regular working hours
- Office doors are to be locked when working alone after hours
- Have employees check road reports and weather forecast before traveling and DO NOT allow travel if road conditions are dangerous
- Ensure all vehicles attendants are equipped with cell phones/chargers or radios and first aid kits
- Advise employees to travel with another employee when possible



**Safe Work Practices cont'd.**

- Advise employees to park close to the building in the evening
- Post signage, emergency contact information, and develop a communication system
- Report suspicious activity to security or a supervisor

**Procedures to follow in the event a Lone Worker does not respond to communication measures**

Considerations such as length of time missing, weather conditions, physical fitness, etc. must be factored into the site-specific working alone program. The program must specify procedures for emergency response including provisions for contacting appropriate local officials. The program shall identify specific criteria to determine when an employee search is necessary. The minimum requirements include:

- If the working alone employee fails to respond at the scheduled contact time repeated contact efforts will be made for 30 minutes.
- If the employee working alone is not contacted within 30 minutes of the scheduled contact a designated individual will be dispatched for a search to the working location if within close proximity. If the working alone employee is not found, then the closest police (city) or governmental search and rescue authority shall be notified to conduct a search.