

TRANSPORTATION YOU CAN RELY ON

P15 – Lone Working and Violence Policy

01.08.2024



P-15 Lone Working and Violence Policy

This document sets out the policy of the Company in assessing and reducing the risk of lone working and violence and aggression at work. It is important that every employee is aware of their obligations under this policy, and any queries should be addressed to Management.

Avoiding and reducing the risk of Lone Working

It is the policy of the company to monitor and manage risks and this includes, wherever possible, avoiding any situations where workers are working alone. The following guidance in relation to lone working should be followed:

- Avoid working alone except in exceptional circumstances - there should always be at least two people on site. If working alone is required ensure adequate plans are made and manager informed;
- If working alone externally adequate communication facilities such as a Mobile phone are carried at all times and tested to ensure functional and ensure your planned movements, timings and any scheduled check-in plans are communicated with manager / another worker;
- All workers who are required to work alone should be familiar with emergency procedures and be aware of the location of any emergency equipment;
- Do not work alone if you have a significant medical condition or if you have any mobility issues;
- Avoid manual handling tasks or any other higher risk activities if working alone;
- If working externally ensure phone contact with other worker is arranged at periodic intervals.

Avoiding and reducing the risk of Aggression and Violence at work

It is the policy of the company to ensure all measures are taken to ensure our staff are not exposed to aggression or violence at work. Where any workers are aware of a situation where there is potential for aggressive behaviour this should be reported to management.

Dealing with aggressive and threatening behaviour

It is important for all workers to be aware of their surroundings and to ensure their own safety and to identify aggressive and potentially violent behaviour. Aggression can be defined by the use of hostile or threatening gestures, language, verbal abuse or threats of or actual use of violence against a person or property. Hostile behaviour towards workers whether in or out with the workplace, during or out with work hours will not be tolerated and should be reported in all instances.

When such behaviour has been identified it is important that the following guidance is followed:

- Where possible attempt to diffuse the situation to reduce aggression and avoid confrontation;
- Avoid any further action that may result in any escalation of the situation;
- Identify opportunities to exit the situation to ensure personal safety;
- Remain calm and in control of the situation and avoid engaging in any behaviour that may lead to further antagonism or conflict;
- Be aware of actions that could lead to aggressive behaviour and ensure consideration is given to approaches that will minimise potential for stress, anger and conflict;
- Contact manager and / or Direct aggressor to manager if any concerns.

Any workers who are likely to be exposed to aggressive behaviour will be provided with additional training and support.

Approved by:



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