

# MCAA

Mechanical Contractors Association of America

## Lone Worker Safety Model Program



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Mechanical Service Contractors of America

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# Lone Worker Safety Model Program

## Overview

A worker is considered to be lone worker if they work by themselves at a work site where assistance is not readily available when needed, or they do not benefit from interactions with other workers and staff.

The purpose of this lone worker safety program is to:

- Ensure that there are adequate systems are in place to protect the health, safety and welfare of lone workers.
- Ensure the safety of lone workers by reducing related risks and implementing appropriate measures.
- Provide a guide to help identify potential lone working hazards and risks, and to determine and implement necessary safety measures.
- Protect the welfare of both the employer and employees.
- Increase staff awareness of safety issues related to lone working.
- Ensure that appropriate training is provided to staff, preparing them to recognize safety risks when working alone and to manage these risks.
- Minimize the number of incidents and injuries among staff working alone.

***Note: This model program is not intended to provide exhaustive treatment on the subject of lone worker safety programs. It should not be used as a substitute for reading and interpreting federal or state OSHA regulations or any other pertinent state or local laws, rules, regulations, or standards. Further, it is not intended to provide legal advice. Employers must make independent determinations regarding the need for legal assistance.***

# Lone Worker Safety Model Program

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# Lone Worker Safety Model Program

## Instructions

This model program can be easily tailored to meet each company's specific lone worker safety program and planning needs. Keep in mind that the lone worker safety program selected for one project may not be viable for another. Similarly, the methods selected for one lone worker safety program may not be suitable for another, even within the same project. Your company will need to evaluate each application and tailor the site-specific lone worker safety program(s) accordingly.

The model program portion of the document should be customized to describe your company's general policies regarding lone worker safety. It should be regularly reevaluated and revised as needed. The model plan section should be tailored to address each specific project lone worker safety program. All lone worker safety programs should be evaluated throughout the course of the project and revised as needed.

To tailor the program/plan, carefully follow these instructions. If you have any questions that are not answered in this publication, please contact MCAA.

1. Read the model program and accompanying model plan. Obvious areas that require your attention are highlighted in yellow. Before you start to tailor the model plan, be sure that you:
  - | Fully understand which lone worker provisions should be covered in your plan;
  - | Delete any content that does not apply to your company's specific lone worker applications; and
  - | Add any provisions necessary to complete the program and ensure compliance with local, state, or federal requirements.
2. Ensure that all blanks are filled in and all highlighted prompts are removed.
3. Personalize the program by including your company logo on the cover page.
4. Implement your company's Lone Worker Safety Program and accompanying Plan(s).

# **Lone Worker Safety Model Program**

**Company Name**

## **Lone Worker Safety Program**

(Last Evaluated and Revised Date)

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# Lone Worker Safety Model Program

## Applicability

This lone worker safety program, including all accompanying plans, is applicable to all **Company Name** workers who may be considered lone workers. A worker is considered to be lone worker if they work by themselves at a work site where assistance is not readily available when needed or they do not have the benefits of interactions with other workers and staff.

## Purpose

The purpose of this program is to:

- Establish appropriate lone worker safety policies and procedures for each application where a **Company Name** worker could be considered a lone worker.
- Ensure that there are adequate systems are in place to protect the health, safety and welfare of lone workers.
- Enhance the safety of lone workers by reducing the related risks and implementing appropriate measures.
- Provide a guide to help identify potential lone working hazards and risks and determine and implement necessary safety measures.
- Protect the welfare of both the employer and employees.
- Increase staff awareness of safety issues related to lone working.
- Ensure that appropriate training is provided to staff, preparing them to recognize safety risks when working alone and to manage these risks safely.
- Minimize the number of incidents and injuries among staff working alone.

## Program Audience

- **Company Name** staff who work alone and/or remotely.
- **Company Name** managers and supervisors who oversee lone and/or remote working staff.

# Lone Worker Safety Model Program

## Employer Commitments

**Company Name** is committed to the following in order to protect its lone and remote workers:

- Maintain a safety program that protects lone workers from identified hazards and risks.
- Provide adequate safety training and education to managers, supervisors, lone workers, and any other employees who may benefit from such preparation.
- Explore all available safety risk-mitigating options, including an automated lone worker monitoring system.
- Regularly review Lone Worker Safety Program, updating and modifying it as necessary.
- Provide the tools and technology (e.g. cell phones, tablets, etc.) needed to facilitate dependable communication between lone workers and their manager.
- Implement a check-in system for lone workers.

## Risk Assessment

As part of this policy, you must comprehensively list all potential safety risks and hazards that lone workers face within your organization. This assessment must consider all factors, including the environment, potential for violence, equipment, heights, as well as long-term risks such as chemical exposure or musculoskeletal issues. Once the list is created, rank these risks in order of importance.

## Risk Mitigation Steps

Examine each risk in the risk assessment, exploring steps that can be taken to reduce them. Clearly outline the necessary actions and assign a responsible staff member for each action.

Additionally, to maintain a healthy and current work safety culture, it is important to provide a confidential channel for staff and lone workers to report safety issues and provide honest feedback.

# Lone Worker Safety Model Program

## Manager Responsibilities

(example: “Conduct risk assessment of lone work every two weeks.”)

- Review lone worker safety measures monthly, updating them as needed, and communicating these changes to staff.
- Promptly update the appropriate staff after each review.
- Regularly communicate with lone worker staff and be available during agreed-upon hours.
- Assign a contact person in case a lone worker experiences an emergency or sends a safety alert.
- Ensure all necessary staff are educated about the Lone Worker Safety Program and appropriately trained.
- Provide lone workers with technology and equipment required for safety and communication.

## Worker Responsibilities

- Consistently check in with the organization when starting and finishing a shift.
- Stay updated with any developments or changes to the Lone Worker Safety Program and how they may affect the job.
- Keep managers informed of any changes that could impact communication.
- Follow any risk-mitigating steps mandated by the Lone Worker Safety Program and managers.
- Regularly and appropriately use any personal protective equipment mandated by the Lone Worker Safety Program and managers.
- Provide regular updates on location throughout the shift.

## Lone Worker Monitoring System:

A well-planned system must be in place to monitor lone workers and deploy help quickly when needed. This can include a manual check-in system with location tracking or an automated check-in system that may include features such as fall detection and a panic button. Regardless, some form of monitoring system must be implemented to protect lone workers.

# Lone Worker Safety Model Program

## **Performance Measures:**

- A reduction in the number of days lost due to work-related injuries..
- Increased scores in staff/lone worker satisfaction and wellness surveys.
- Increased number of lone worker check-ins each year.
- Improved results from annual financial analysis.

## **Policy Assessment:**

At the beginning and end of each month, conduct a review of the Lone Worker Safety Policy, including any existing or new risks facing lone workers. Additionally, at the end of each fiscal and calendar year, perform a complete audit of the Lone Worker Safety Program, evaluating the measures mentioned above.

# Lone Worker Safety Model Program

## Appendix A Model Lone Worker Safety Assessment

### WORKING ALONE ASSESSMENT & GUIDELINES FOR COMPANY WORKSITES

Location:		
Evaluated By:		
Original Date:		Signature:
Revision Date:		Date:

#### Hazardous Activities

Hazard:	Actions to minimize Risk:
<i>Indicate working alone hazards</i>	<i>Indicate actions taken to minimize risks</i>

#### Emergency Phone Numbers

Number	Contact:	For:
<i>Indicate #</i>	<i>Indicate source information; i.e., security</i>	<b>ANY emergency:</b> medical, fire, etc.
		Suspicious Person
		General Inquiries
		Need for employee escort
		Maintenance Emergencies
		Information

#### Location of Resources

<i>Indicate location</i>	<i>(examples shown)</i>
	fire extinguisher
	first aid kit
	telephone
	telephone backup (radios or emergency buttons for worksite security)

#### Restricted activities when Working Alone

<i>Indicate restricted activities (no driving, locked doors, etc.)</i>

A copy of this form shall be supplied to the **Company Name** Safety Manager and the Guidelines be reviewed no less than annually.

