**Lone Worker Policy for Contracted Cleaners**

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| **Version:** | **Review date:** | **Edited by:** | **Approved by:** | **Comments:** |
| v1 | 06/11/2024 | Nine Taylor | Elisabeth Hawkey | Wendy’s comments? |
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**Purpose**This policy outlines the procedures and protocols to safeguard the health and safety of contracted cleaners working alone in Sheerwater Health Centre.  
  
**Scope**  
This policy is applicable to all contracted cleaning staff who may be required to perform cleaning duties unsupervised within the premises of Sheerwater Health Centre.  
  
**Definitions**  
Lone Worker: A contracted cleaner operating without direct supervision, isolated from other staff during work hours.

**Policy Statement**  
Sheerwater Health Centre is committed to ensuring a safe working environment for all contracted cleaners, minimizing risks associated with lone working through effective communication and safety measures.  
  
**Responsibilities**  
  
**Management Responsibilities:**  
Conduct thorough risk assessments for all cleaning tasks assigned to contracted cleaners working alone.

Provide necessary training on safety procedures, emergency protocols, and the safe use of cleaning materials.

Ensure effective communication systems are in place for monitoring lone workers.

**Cleaner Responsibilities:**  
Adhere to all safety protocols and report concerns or incidents to management immediately.  
Utilise communication devices for check-ins during working hours.  
Attend all required safety training sessions.  
  
**Risk Assessment**  
Conduct individual risk assessments for different cleaning areas and tasks within the surgery.  
Regularly update assessments to reflect changes in the work environment or processes.  
  
**Communication Procedures**Establish a mandatory check-in system where cleaners report their arrival and departure times.

Use mobile phones to maintain open lines of communication with a designated contact person.  
  
**Emergency Procedures**Clearly communicate emergency procedures, including contact numbers for on-call medical staff or security.  
Ensure all cleaners are aware of the location of the first aid kit and emergency exit routes.  
  
**Training** Provide comprehensive training on:  
  Safe handling of cleaning supplies and equipment.  
  Proper procedures for addressing workplace hazards.  
  Strategies for personal safety when working alone.  
  
**Support Systems**Foster a culture of communication among cleaners and management to promote reporting of safety concerns.

Create a buddy system where possible for joint tasks, addressing isolation concerns.  
  
**Monitoring and Review**Regularly review this policy and the associated risk assessments, making updates as necessary based on feedback and incident reporting.  
Monitor adherence to safety protocols and assess any incidents related to lone working.  
  
**Documentation**Maintain records of risk assessments, training sessions, and all incidents involving lone workers.  
Utilise documentation to evaluate the effectiveness of safety measures and make improvements.  
  
**Policy Compliance**  
Contracted cleaners are required to comply with this policy. Non-compliance may result in review or termination of contracts.

**Conclusion**The safety of contracted cleaners at Sheerwater Health Centre is paramount. This policy aims to foster a safe and supportive working environment for all team members engaged in lone working.