

Risk Assessment

RA009B - Lone Working of Staff at Customer Site



ABI Equipment Ltd	Creation Date: 15/01/14
Lone Working of Staff at Customer Site	

Main Hazards are:	
Physical assault by third party	Unfamiliar location
Slips, trips and falls	Unfamiliar risks
Injury or illness without whereabouts being known	
Persons / Property affected	
All Employees	General Public
Service Technicians	Rig operators

Assessment of Risk:	Severity	4	X	Likelihood	3	= Risk	12
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Control Measures already in Place	PPE Required
1. All site visits should be planned and coordinated with site staff.	Safety helmets <input checked="" type="checkbox"/>
2. Where considered higher risk two employees should be sent together.	Hi-Vis Jackets <input checked="" type="checkbox"/>
3. Mobile telephone to be available for contact with office/other employees.	Safety footwear <input checked="" type="checkbox"/>
4. If on arrival at site, the Staff member finds they are working alone, they must call their Line Manager (to confirm network coverage and phone battery status).	Eye protection <input checked="" type="checkbox"/>
5. Regular contact to be made with line manager, when safe to do so.	Dust masks <input checked="" type="checkbox"/>
6. Action plan to be drawn up on no call or no show of employee after agreed time delay or time of return pertinent to each site.	Ear plugs <input type="checkbox"/>
7. Use of Navman program to identify location and movement of employee's vehicle.	Earmuffs <input checked="" type="checkbox"/>
8. Use estimated time of arrival on site to check employee's safety	Gloves <input checked="" type="checkbox"/>
9. Employee normally calls into their Line Manager before they leave the site.	Protective overalls <input checked="" type="checkbox"/>
10. Specific higher risk tasks such as lifting, working at height, lifts designated as a two person lift and reaching things at height must be avoided whilst working alone.	Gauntlets <input type="checkbox"/>
11. All employees to have basic first aid training to be able to administer first aid to themselves	Harnesses <input type="checkbox"/>
12. Ensure that effective checking systems are in place and that lone workers can be accounted for at all times – refer to RA009D.	Breathing apparatus <input type="checkbox"/>
13. Site service report risk assessment should be completed before work commences.	Face masks <input checked="" type="checkbox"/>

Assessment of Risk:	Severity	4	X	Likelihood	2	= Risk	8
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Additional Controls required	PPE/Equipment
The person completing the service requisition should consider the possibility of lone working on site	
When in doubt about the risks of lone working the employee should speak to a senior manager/director before beginning work.	
The employee must be adequately trained and competent to operate in the area in which they are to work.	
Newly trained staff should be supervised until a suitable level of competency has been achieved.	

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Assessment of Risk:	Severity	3	X	Likelihood	2	= Risk	6
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Approval and Review		
Prepared by:	Cathy Sheehan	15/01/2014
Updated by:	Ash Soliman	07/08/2024
Review by:	Ash Soliman	07/08/2024

RISK RATING = L x S			Hazard Severity (S)				
			1	2	3	4	5
Likelihood (L)	1	Very Unlikely	LOW	LOW	LOW	LOW	LOW
	2	Unlikely	LOW	LOW	LOW	MEDIUM	MEDIUM
	3	Possible	LOW	LOW	MEDIUM	HIGH	HIGH
	4	Likely	LOW	MEDIUM	HIGH	HIGH	HIGH
	5	Very Likely	LOW	MEDIUM	HIGH	HIGH	HIGH

Likelihood	
1. Very Unlikely	A freak combination of factors would be required for an accident/incident to occur
2. Unlikely	A rare combination of factors would be required for an accident/incident to occur
3. Possible	Could happen when accidental factors are present but otherwise unlikely
4. Likely	Not certain to happen but an additional factor may result in an accident/incident
5. Very Likely	Almost inevitable that an accident/incident would occur
Hazard Severity	
1. Negligible	Negligible injury, no absence from work
2. Slight	Minor injury requiring first aid
3. Moderate	Injury leading to a lost time accident
4. High	Involving a single person with a serious injury / death
5. Very High	Multiple persons with serious injury / death
Outcomes	
LOW	Score (1-6) May be acceptable. Annual Review to see if risks can be reduced further
MEDIUM	Score (8-10) Identify controls must be identified or specific method statement required
HIGH	Score (12-25) Task must not proceed. Senior Management to consider if the risks can be reduced by purchase of additional training, additional equipment, additional staff, additional signage, safe system of work, permit to work or radical changes in method.

Version Number	RA009B-0824-5.0
Document location	M:\Health & Safety\Risk Assessments
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Next review date	August 2026