

1. Background

Lone Working (or Working alone) refers to situations in which a worker is performing their job duties in isolation from other workers e.g. they are the only worker present at the workplace or working in a separate room or area, where assistance is not readily available to the worker in the event of injury, ill health, or emergency.

Examples of Aviation fuelling operations where lone working may arise could include:

- Mechanic working alone in a vehicle service bay.
- Operator or contractor working alone at a depot, hydrant pit valve or ITP facility.
- Control room operator (e.g. at night).
- Driver controlled deliveries (with no other drivers in the area).
- Security guard on patrol.

The JIG HSSE Management System Standard outlines in Element 2 a requirement to adopt a “systematic approach to hazard identification and risk assessment...” and that “the approach shall identify all hazards which have the potential to cause harm or damage to people, assets, the environment or reputation, and for which controls shall be developed and implemented to reduce the risk to as low as reasonably practicable (ALARP).

2. Aim

The aim of this bulletin is to raise awareness of the hazards and increased risks associated with working alone and to provide a framework for how sites can approach the management of these risks. Consideration should also be given to whether or not lone working is required i.e. can the risk be eliminated by avoiding lone working.

3. How can risks associated with lone working be managed?

Develop a **site specific risk assessment** for lone working. The risk assessment process detailed below will help identify the hazards from specific lone working situations, assess the risks and identify steps to avoid or control those risks where necessary:

3.1 Identify tasks or jobs on site that may lead to people working alone.

Conduct an exercise with site staff to identify possible situations where they may work alone.

3.2 Identify the hazards and possible consequences from those hazards.

Identify any possible hazards by examining the nature of the jobs concerned. Take the following into consideration:

- a) Identify staff members that may be harmed and what type of injury or ill health may occur. How these incidents may occur should also be considered e.g. any health related issues; emergencies (fire etc.), equipment failure, etc.
- b) The places, locations, times and environments that are relevant, especially if trips, slips and falls may occur.

- c) The views / concerns of site staff.
- d) Incident reports, including any near misses.
- e) Does the workplace present a specific risk to the lone worker, for example due to temporary access equipment, such as portable ladders or trestles that one person would have difficulty handling?
- f) Is there a safe way in and out for one person, e.g. for a lone person working outside of normal operational hours where the workplace could be inadvertently locked up?
- g) Is there machinery involved in the work that one person cannot operate safely?
- h) Are chemicals or hazardous substances being used that may pose a particular risk to the lone worker including Jet A-1 and AvGas?
- i) Does the work involve lifting objects too large for one person?
- j) Is the workplace noisy and a worker asking for assistance may not be heard?
- k) Is there a risk of violence and/or aggression (e.g. robbery)?
- l) Are there any reasons why the individual might be more vulnerable than others and be particularly at risk if they work alone (for example if they are young, pregnant, disabled or a trainee)?
- m) If the lone worker's first language is not the local language, are suitable arrangements in place to ensure clear communications, especially in an emergency?
- n) If a person has a medical condition, are they able to work alone? Seek medical advice from a Health Advisor if necessary.
- o) Any routine work, un-planned requirements and foreseeable emergencies that may impose additional physical and mental burdens on an individual when working alone.
- p) Establish what existing precautions and equipment is available e.g. if staff have personal alarms, 2-way radios, mobile panic alarms that can raise an alarm with a responsible party or other supervisory measures.

3.3 Assess the risks

For the possible consequences identified, assess the risks using an appropriate risk assessment methodology.

3.4 Identify controls and recovery measures (barriers)

For the hazards and possible consequences identified, identify controls and recovery measures (barriers) that will manage the identified risks to as low as reasonably practicable (ALARP). Consider the following when identifying the barriers:

3.4.1 Lone Worker Training

- a) Lone workers are unable to ask more experienced colleagues for help, so extra training may be appropriate.
- b) They need to be sufficiently experienced and fully understand the risks and precautions involved in their work and the location that they work in.
- c) Limits should be set on what can and cannot be done while working alone.
- d) Ensure that workers are competent to deal with the requirements of the job and are able to recognise when to seek advice from elsewhere.

- e) Ensure lone workers are familiar with the lone worker risk assessment and the controls in place on site to manage the risks identified.

3.4.2 Lone Worker Supervision

- a) The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. The level of supervision should be based on the findings of a risk assessment, i.e. the higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they need assistance, as this approach may be unsafe.
- b) Where a worker is new to a job, undergoing training, doing a job that presents specific risks, or dealing with new situations, it may be advisable for them to be accompanied when they first take up the post.

3.4.3 Monitoring

Procedures must be put in place to monitor lone workers as effective means of communication are essential. These may include:

- a) supervisors periodically visiting and observing people working alone.
- b) pre-agreed intervals of regular contact between the lone worker and supervisor, using phones, radios or email, bearing in mind the worker's understanding of the local language.
- c) manually operated or automatic warning devices / alarms which trigger if specific signals are not received periodically from the lone worker or if they become incapacitated.

Additional information on monitoring systems

- **“Check In” and “Check Out” monitoring systems** - require the worker to check in with an assigned person at regular intervals which could be an hour or half hour. These manual systems require active participation and therefore, if an incident occurs, there will be a “lag” in response.
- **Immediate Notification Systems** - provide automatic notification of a worker in distress within as little as 120 seconds or less. A true “man-down” system is a dedicated system that automatically senses when a person has stopped moving or when the manual panic button is activated. This system does not rely on voice communication, and will notify an assigned responder. Various types of systems are available in the marketplace and are relatively inexpensive.

3.4.4 Document the risk assessment

3.5 Develop an Action Plan

Develop and implement a remedial action plan if required following the risk assessment process. Periodically review the risk assessment and update if necessary.

Actions to Implement this Bulletin (See Table 1 for Action Type Codes)

Action Description	Action Type	Target Completion Date
1. Locations operating to the JIG HSSE MS should:	RP	31 December 2017
a) Develop a Lone Working Risk Assessment if applicable to their operation. This should be regularly reviewed.	RP	31 December 2017
b) Develop a Remedial Action Plan to implement identified actions from the Lone Worker Risk Assessment to manage the risk to as low as reasonable practicable (ALARP).	RP	31 December 2017
2. Develop a plan to review and update training management systems (including staff inductions). Information from the risk assessment should be used so that lone workers are given the required training to fully understand the risks associated with their work and the location they work in, and the precautions required.	RP	31 December 2017

Table 1 Action Type Codes

Action Types	JIG Bulletin Action Type Definition
JS	Change to JIG Standard – to be adopted by JV and/or Operator to continue to meet the JIG Standard(s) (JIG 1, 2, 4, EI/JIG 1530 and the JIG HSSE Management System).
RP	JIG Recommended Practice which the JV should consider adopting as its own practice (**).
I	Issued for information purposes only.
<p>Note (**) - If the JV agreements require any of the JIG Standards and/or any of the JIG Common Processes as the governing operational standard then adoption of changes to applicable JIG Standards and/or Common Processes should not be considered optional by the JV Board.</p>	

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