

DOCUMENT TITLE: Lone Working	DOCUMENT REFERENCE NO MSSLH&S 011	VERSION: 03
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1. Introduction

This document sets out the Department of Space and Climate Physics policy for working alone. Working alone is not in itself against the law and it will often be safe to do so. However, the law requires MSSL to consider carefully, and then deal with, any health and safety risks for people working alone. MSSL also has responsibility for the health and safety of any contractors or self-employed people doing work for them. These responsibilities cannot be transferred to any other person, including those people who work alone.

The "Working Out of Hours & Emergency procedure MSSLH&S015 must be read in conjunction with this procedure which is located on the MSSL intranet page.

2. Definitions

1.1 Lone working definition:

- Working without close or direct supervision or remote from colleagues i.e. colleagues may be in the next room or on other floors in the same building.
- Lone working can occur at any time ie. either during normal working hours or out of hours
- MSSL working hours are defined as 09:00 - 17:30.

3. Process

3.1 Whether or not lone working (either during working hours or out of normal working hours) is permitted is determined by risk assessment and reference to the UCL lone working guidance which can be found at

<https://www.ucl.ac.uk/safety-services/governance/standards>

The risk assessment and control measures must be recorded and employees concerned made aware of the control measures in place. A person's medical health should be taken account of in the risk assessment as to whether it is safe for them to work alone.

MSSL has installed a lone working system which is connected to the UCL 24/7 Control Room. When the lone working system is activated the Control Room, during working hours, (9:00-17:30) will contact the General Office and advise that someone is in trouble and the person receiving the call will either, investigate it themselves, or get someone else to do it. The person investigating will pick up the red folder. (See appendix for location) to locate who is in trouble and where they are and request a first aider to attend.

Out of hours the UCL Control Room will notify one of the MSSL key holders that the alarm has been raised and the key holder will attend site to investigate / assist.

The lone working system will be tested once a week by the MSSL caretaker at the same time as the fire alarm test to ensure the system is working and connected to UCL Control Room.

Appendix 1 sets out how the system works and this must be operated exactly as written.

3 Responsibilities

3.1 Head of Department must ensure that there are arrangements in place to identify and control the risks arising from work that is carried out while alone. The arrangements will include:

- a definition of normal working hours
- a list of Departmental activities which must not be conducted while alone. See Table 1.
- authorisation of routine specified lone working activities (see UCL lone working standard Table 2 <https://www.ucl.ac.uk/safety-services/governance/standards>)

3.2 Line Managers must ensure that:

- Non-routine lone working is avoided where possible (see UCL lone working guidance)

<https://www.ucl.ac.uk/safety-services/governance/standards> table 2)

- time spent lone working is planned;
- risk assessments for the work under their control indicate the additional control measures required if the work is carried out while alone;
- measures to control risks while working alone are implemented;
- risk assessments are reviewed.

4 Monitoring & Review

- The effectiveness of the Lone Working policy will be monitored at the Departments Health & Safety Committee.
- Risk assessments will be reviewed annually

TABLE 1

Lone working is NOT permitted for the following activities.

- Operating dangerous workshop machinery e.g. lathes, milling machines, shapers and power presses
- Work with equipment powered off 3 phase electricity supply or other high energy source
- At or near exposed live electricity conductors
- Work with:
 - large volumes of hazardous liquids e.g. corrosives, flammables
 - asphyxiants e.g. liquid nitrogen, helium and oxygen
 - substances that react violently e.g. explosive, toxic gas evolved
 - decanting cryogenic substances
- Use of blowlamps, gas/plasma cutting or welding equipment
- Young persons (under 18)

- Lifting or moving heavy loads

Document control

Issue	Date of amendment	Pages Changed	Reason of amendment
1	06/01/2020		First issue
2	07/03/2022	Document updated to include lone working system.	
3	30/03/22	New appendix added for IT lone worker.	

LONE WORKING PROCEDURE

The lone working system is based on a 2-way radio system. Once the radio is turned on, if the radio goes into the horizontal position for more than one minute, an alarm will sound and the radio must be returned to the vertical position for 10 seconds to cancel the alarm. If the radio is not returned to the vertical position within 1 minute a message will be sent to UCL Control Room in London that a person is in trouble and they will talk to you via the radio to ask if you are alright. If there is no response they will:

- During the hours of 9:00 – 17:30 contact the General Office at MSSL and inform them that someone is in trouble.
- Outside of these hours the UCL Control Room will contact one of the site key holders who will attend site and locate the person and assist as necessary.

The radio also has a panic button which when pressed will connect to the UCL Control Room and you will be able to talk to them and explain the issue.

Below sets out how the procedure will operate

THE RADIO MUST BE WORN ON YOUR PERSON AT ALL TIMES SO THAT YOU CAN HEAR THE ALERT ALARM. FAILURE TO CANCEL THE ALARM WILL RESULT IN SOMEONE ATTENDING THE SITE UNNECESSARILY. DO NOT LEAVE RADIO IN HORIZONTAL POSITION.



1. The lone working radios and sign out log book are located to the right as you enter the lobby of the General Office.
2. Complete the red log book stating your name, where you will be working and time





EQUIPMENT FEATURES: HYTERA PD785G



Refer to picture when reading instruction

Sign in before picking up the radio

Before picking up the radio you must complete the lone working log located in the red folder next to the radios stating who you are, where you are working, what time you started work and enter time when you finish work. Failure to complete the log will delay finding you in an emergency.

RADIO MUST BE WORN AT ALL TIMES

Turning the Radio On

Rotate the **Radio On-Off / Volume Control** knob clockwise until a click is heard and **"MSSL UCL"** is displayed. (this may take a few seconds) After turning the radio on, rotating the **Radio On-Off / Volume Control** knob clockwise will increase the volume when talking via the radio.

Select the Correct Channel

The front window must show **"MSSL UCL"** If it does not, rotate the **"Channel Dial"**, clockwise or anticlockwise and select **"MSSL UCL"**

Turn on Lone Worker

Important hold the radio in the vertical position and switch Lone Worker on via **"lone worker on/off button"** by pressing and releasing button quickly. Wait until **"man down on"** shows briefly in the display window, this can take a few seconds. The lone working system is now activated. **Clip the radio to you e.g. pocket or clothing. The radio must be maintained in the vertical position whilst in operation.**

Lone Worker

Once lone worker has been switched on, if the radio tilts from the vertical position for more than 1 minute, an alarm will be heard. If you are alright the alarm must be canceled within 10 seconds by holding the radio in the vertical position which will cancel the alarm. If the alarm is not deactivated the radio will then send an emergency call to the UCL Control Room in London. During an emergency call the radio will transmit open mic for 10 seconds and then receive for 10 seconds. This cycle happens 3 times. **If you did not deactivate in time, talk to the Control Room via the radio as soon as possible and advise that all is ok and it was a false alarm.** You can talk to the UCL London Control Room by turning the **"Channel Dial"** so the front panel shows **"Security Opps"**. Then depress and hold the **"Depress to talk button"** to talk and release to receive.

Emergency Orange Button

The **"emergency button"** (orange button) is at the base of the antenna, in extreme emergency this can be pressed and the alarm will go through to UCL Control Room, A long press will switch this on, and a short press will switch this off. (If done by accident press the orange button quickly to cancel)

If you are in difficulty at any time you can talk to the UCL Control Room by turning the “**Channel Dial**” so the front panel shows “**Security Opps**”. Then depress and hold the “Depress to talk button” to talk and release to receive.

When finished using

When you have finished work/lone working: -

- 1) turn the radio off by depressing the “**lone worker on/off button**”, “**Man down off**” will show briefly in the display window. **(This must be turned off otherwise when the next person uses it, it will activate the alarm)**
- 2) then turn the “**on/off/volume knob.**” Anti-clockwise until a click is heard
- 3) Place the radio back in the charging rack ensuring it is correctly located and the green or red light is on.

If green or red light is not on then the radio is not located in the rack correctly.



- 4) Then enter the time you finished lone working in the red Log book.

Lone working weekly test instructions.

The Caretaker will test the lone worker system once a week when the fire alarm is tested. Each week they will contact the UCL 24/7 Control Room via the radio to test that the link is working.

Instructions: -

1. Turn on “on/off button” and turn up volume.
2. **Turn channel dial until channel “Security Opps” is displayed.**
3. Press and hold down “push to talk button.” And say “MSSL Lone work weekly test to you read over” release button to hear response.
4. If no response is received repeat step 3 up to 6 times.
5. If no response is received let the MSSL Department Safety Officer know and they will investigate and find out if there is a fault on the system.
6. One the test is complete return control knob back to channel 1 and turn off the **“on/off/volume knob”** and place back in charger unit making sure either a red or green light is displayed.
7. Record result in Green log book provided and sign.

DO NOT PRESS LONE WOKER ON/OFF BUTTON IF IT IS TURNED ON BY ACCIDENT PRESS AGAIN TO TURN OFF.

DO NOT PRESS EMERGENCY ORANGE BUTTON IF DONE BY ACCIDENT, PRESS ORANGE BUTTON QUICKLY TO CANCEL.

BLUE TOOTH RADIO FOR IT SERVER ROOM



LONE WORKING PROCEDURE IT SERVER ROOM

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- During the hours of 9:00 – 17:30 contact the General Office at MSSL and inform them that someone is in trouble.
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The radio also has a panic button which when pressed will connect to the UCL Control Room and you will be able to talk to them and explain the issue.

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3. The lone working sign out log book is located to the right as you enter the lobby of the General Office.



4. Complete the red log book stating your name, where you will be working and time



Refer to picture when reading instruction

Sign in before picking up the radio

Before picking up the radio you must complete the lone working log located in the red folder next to the radios stating who you are, where you are working, what time you started work and enter time when you finish work. Failure to complete the log will delay finding you in an emergency.

RADIO MUST BE WORN AT ALL TIMES

The Lone worker radio for use in the IT server room NG02 is located in the server room

Turning the Radio On

Rotate the **Radio On-Off / Volume Control** knob clockwise until a click is heard and “**MSSL UCL IT**” is displayed. (this may take a few seconds) After turning the radio on, rotating the **Radio On-Off / Volume Control** knob clockwise will increase the volume when talking via the radio.

Select the Correct Channel

The front window must show “**MSSL UCL IT**” If it does not, rotate the “**Channel Dial**”, clockwise or anticlockwise and select “**MSSL UCL IT**”

Connect blue tooth to head phones

Select menu, scroll down to accessories, select **1. “on off”** and ensure **ON** is selected, select back, select **2. “Paired devices”** then **2. “Search ear phone”** and pair with ear protectors. You are now set up.

Turn on Lone Worker

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Emergency

If you are in difficulty at any time you can talk to the UCL Control Room by turning the “**Channel Dial**” so the front panel shows “**Security Opps IT**”. Then depress and hold the “**Depress to talk button**” to talk and release to receive.

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- 4) Then enter the time you finished lone working in the red Log book.