

**MEMO**

to: STS staff  
from: Professor Joe Cain  
STS Head of Department  
re: STS lone working policy

12-Apr-18

UCL Safety Services has overarching expertise in health and safety issues ([link](#)). It offers training and guidance. They create policies and procedures for general issues, such as fire safety and security.

STS safety officer is the STS Department Manager, Ms Lori Coletti Campbell. The first point of contact on immediate safety issues is the STS Operations Administrator, Mr Malcolm Chalmers.

One of the key risks for staff in 22 Gordon Square relates to “lone working”. STS management of this risk makes use of UCL’s lone working policy ([link](#)). This requires the STS HoD to specify certain information.

1. “Normal working hours” for STS offices in 22 Gordon Square are:

- Term time: 9:00-17:00 Monday through Friday,  
Non-term time: 10:00-17:00 Monday through Friday,  
Extended working hours, term time and non-term time: 17:00-20:00 Monday through Friday
- Weekends: the building is not open
- UCL closures: the building is not open

2. Risks associated with working alone in 22 Gordon Square:

- unable to summon help as a result of injury, ill health, or emergency
- unable to carry out a task safely while alone

3. Lone worker emergency procedures are posted throughout 22 Gordon Square. These are listed in Table 1.

3. A list of department activities that ***must not*** be conducted while working alone is provided in Table 2.

4. During normal working hours, staff and students are likely to find themselves in lone working situations. Office doors must be locked when rooms are vacant. Tailgating through locked doors must be discouraged. Meetings with visitors and students must be undertaken in unlocked rooms with clear lines of exit. A means to raise an alarm must be available in meeting rooms and offices.

4. During extended working hours, STS cannot ensure the presence of other staff in the building, and lone working is likely. This is a time staff sometimes use for meetings with students and visitors. During extended working hours, unvetted visitors must be discouraged or risk mitigation measures used, such as asking other staff to remain in the building or having a contact process arranged with a third party. Unvetted and vetted visitors must be escorted into and out from the building. Taught students are not permitted to work in the department outside normal working hours. Routine scheduling of meetings during late working hours must be registered with the STS Operations Administrator. Staff working in the building during extended working hours must be aware of emergency procedures (Table 1) and risk mitigation (Tables 2 and 3).

5. Outside normal and extended working hours, the building is closed, and access is restricted to STS staff and STS PGR students. Visitors are prohibited without specific permission from HOD, DM, or OA. Persons identified in law as “vulnerable” are prohibited. Those working in the building must be aware of emergency procedures (Table 1) and use risk mitigation (Tables 2 and 3).

6. During periods of UCL closure, the building is closed to all students, including PGR students. Card access will be blocked in these periods. Visitors are prohibited without specific permission from HOD, DM, or OA. Persons identified in law as “vulnerable” are prohibited. During closures, staff using the building must be aware of emergency procedures (Table 1) and use risk mitigation (Tables 2 and 3).

7. Staff and students working off-site also often find themselves working alone. Risk mitigation is important. UCL offers guidance for off-site working ([link](#)). UCL defines working off-site as “any teaching, research or work activity carried out by UCL staff, students or visiting research workers on behalf of UCL in places or premises which are not rented or owned by UCL and over which UCL does not exert direct management control.”

All students and staff working offsite are expected to assess the risk of lone working while offsite. For students, itineraries, risk assessments, and mitigation plans must be approved by the staff member most closely involved in the activity. This normally will be the supervisor or module tutor in the first instance and relevant programme tutor in the second instance. For staff, approval must come from a research cluster lead, working in conjunction with the STS RFA, in the first instance, and STS HOD otherwise.

The STS RFA functions as the off-site work coordinator for PGR students and staff. The STS TA functions as off-site coordinator for taught students.

8. Staff sometimes bring family members into the building as vetted visitors. Family children must be supervised at all times.

## **policy review**

In STS, the HOD, DM, off-site work coordinators, and STS safety officer will review this policy:

- annually, each April
- if something goes wrong
- if something changes that creates a material change in the working environment

**Table 1: Lone Worker Emergency Procedures**

<b>Action</b>	<b>Normal working hours</b>	<b>Additional measures for and late working hours and out-of-hours working</b>
<b>How to contact security</b>	<p>On site:            UCL Security emergency 24/7            222 (internal phones)            0207 679 2222 (external phones and mobiles)</p> <p>UCL Security non-emergency 24/7            32108 (internal phones)            0207 679 2108 (external phones and mobiles)</p> <p>Off site:            Emergency Services 24/7            999 external lines and mobile phones</p> <p>Police non-emergency 24/7            101 external lines and mobile phones</p> <p>STS maintains an inventory of personal alarm whistles. These are available free from STS Reception. They also are located in staff offices.</p>	<p>Access to the building is controlled according to STS lone working policy and by swipe card.</p> <p>Consider personal security, awareness raising, and transport arrangements when leaving the workplace late at night.</p>
<b>How to raise the alarm on discovering a fire</b>	<p>Follow procedures displayed on fire action notices.</p>	
<b>Evacuation procedures</b>	<p>Follow procedures displayed on fire action notices.</p>	<p>Ensure normal evacuation routes are available out-of-hours.</p> <p>Lone workers in the building during periods of College closure must report arrival and departure to security staff.</p>

<p><b>Accidents / incidents / near misses</b></p>	<p>All accidents, incidents and near misses should be reported to the STS Operations Administrator, who reports to STS Safety Officer.</p> <p>In practice, any member of STS professional services can be told about accidents, incidents, and near misses as a first step in reporting.</p>	<p>Reports to STS Operations Administrator should be made as soon as is reasonable, such as on the next day.</p> <p>If a risk to others remains, UCL security must be contacted immediately.</p>
<p><b>First aid arrangements</b></p>	<p>Location of the nearest first aid box. How to contact the nearest first aider</p>	<p>Ensure the nearest first aid box is available (e.g. not locked away)</p> <p>Are there first aiders available? Identify alternative first aid provision.</p>

## **Table 2: List of Department activities which must not be conducted while alone**

Risks associated with working alone in 22 Gordon Square include:

- unable to summon help as a result of injury, ill health, or emergency
- unable to carry out a task safely while alone

To mitigate these risks, the following activities are prohibited in lone working situations.

1. No lifting heavy materials or carrying heavy loads.
2. No climbing ladders above the level of two steps.
3. No storage of materials in the stairwell or in front of doors or obstructing exit paths.

**Table 3: Known Risks STS is Working to Mitigate**

Known Risk	STS Actions	Staff and Student Actions
Lone working in 22 Gordon Square outside normal working hours	<p>No visitors outside normal working hours without written permission of HOD or DM.</p> <p>No unsupervised visitors at any time.</p> <p>STS to maintain access blocks between open areas of building and department space (between basement and ground floor).</p> <p>STS to maintain access blocks to room G3.</p> <p>STS to increase visibility in STS kitchen, such as through glass window in the kitchen door.</p>	<p>Please carry your mobile phone with you at all times around the building if working alone.</p> <p>Please ensure offices are locked when vacated, even for a small interval.</p> <p>Please do not allow others to enter the building on your entry. They should use their own access.</p> <p>Please make your plans known to a trusted third party and ensure they have an action plan in the event you are not in contact at a pre-arranged time.</p> <p>If you notice anything unusual or anyone lurking without clear reason, please contact UCL security.</p>
Lone working for staff with impaired vision, hearing or mobility	<p>Non routine lone working should be avoided where possible.</p> <p>No visitors outside normal working hours without written permission of HOD or DM.</p>	<p>Please carry your mobile phone with you at all times around the building if working alone.</p> <p>If you notice anything unusual or anyone lurking without clear reason, please contact UCL security.</p>
Young persons (under 18)	Non routine lone working not permitted.	
Accidents and near misses go unreported	STS to maintain notices on how to report accidents and near misses.	Report all accidents and near misses to STS Reception.
Ability to raise the alarm in the event of injury, ill health, or emergency	<p>STS to ensure working phones are available in public areas of the building (basement, ground floor, third floor near kitchen)</p> <p>STS to distribute whistles throughout the building and to staff and students.</p> <p>STS to maintain signage in WCs with contact information for UCL security.</p>	Please carry your mobile phone with you at all times around the building if working alone.

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Reaching to high places	STS to locate step ladders on each floor, unless impossible.	Don't do it when working alone.
Lifting heavy objects	STS staff are available to assist during normal working hours UCL training available.	Don't do it when working alone.
Lone working during periods of UCL closure	Building closed to all students. Building closed to all staff, expect by permission of HOD or DM.	Log arrival and exit with UCL security.
Lone working during interviews in 22 Gordon Square	Supervisors of students must offer guidance to students about risks to personal safety and mitigations.	Students to discuss with supervisors likely risks to personal safety and mitigations.
Lone working during interviews outside UCL	Ensure risk assessments are complete and reviewed prior to interviews. Ensure supervisors are proactive in risk management.	Interviews (unvetted interviewees) must be conducted in a public place; if routine security is not available a third party should be within a distance allowing for quick intervention if needed  Interviews (vetted interviewees) should be in a public place; if in a private space, please carry a mobile phone. You must make your plans known to a trusted third party and ensure they have an action plan in the event you are not in contact at a pre-arranged time. Avoid confined spaces. Ensure you have an unobstructed exit path.
Unsupervised social events organised by STS PGR students and reading groups.	STS safety officer to agree a person to serve as responsible party to ensure all attendees are known and invited guests, that all attendees exit the building, and an agreed endpoint is reached.	A record of the responsible person for each event kept by the STS safety officer