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1.0 Why do we have this guide?

Across Contact we have a number of people who work alone and / or remotely, these people can be isolated from help due to location, time, or the nature of their work. We also know that because of being lone or remote, some of our people may face an increased level of risk to their health and safety related to the work situation.

This guide sets out how we plan to help keep our people safe and healthy when working in alone and / or remote situations.

2.0 Scope

The Lone or Remote Worker Guide applies to all Contact employees and all contractors undertaking work directly for Contact.

Monitored Contractors **MUST** have systems in place to assess the additional risk of lone and remote work and have implemented controls that are known by and acceptable to Contact.

What does this mean for you?

Those people who are working in either lone and or remote situations need to understand the risks related with the work that they are doing and the environment that they are working in. Lone and /or remote workers **MUST** have a process in place which allows them to gain support and assistance when needed.

As a people leader where work is being undertaken in lone and or remote situation, you **MUST** ensure that the risks associated with the that work are managed. A part of that risk management process is to consider how working in an alone or remote capacity will impact on the individual or group. People leaders **MUST** ensure that the process includes regular communication and allows for an agreed response when an unplanned event occurs, or communication has failed.

Where you have people working from home you may also want to refer to the [Flexible Mahi guide](#).

As lone and remote working situations are individually unique, people leaders and employees need to work together to develop a plan that manages the risks associated with their specific situation. A regular check in can be used to ensure that the agreed system or process is being followed and used.

3.0 Definitions

Lone Work

Working alone or separated from colleagues where other persons would not be expected to be present or visit.

Types of lone working may include:

- travel alone as part of their job.
- travel long distances.
- carry out field work in remote or isolated locations.
- work unsupervised for any period of time.
- work late at night or do shift work.
- work with the general public, but away from their home base and co-workers.
- work on days with a reduced roster (e.g., public holidays)

Remote Work

Remote workers may be working away from the office, they may work away from their team, they may be geographically separated; and / or, in a location where communication is difficult.

Types of remote working may include:

- People or groups of people undertaking work in a geographically isolated place.
- People who are not based near a Contact site/location and are employed as a remote worker.
- Those who work on site in a lone and / or remote capacity and have a Flexible Mahi arrangement.

4.0 Risk Assessment

A risk assessment may help define the actual risk/s related to the work being undertaken and the situation that the work is being conducted in. Where a risk assessment is used, it can help to identify what type of controls may need to be in place and how we might monitor those controls. Risk assessments can be used when we are uncertain about an activity, and we feel that we do not clearly understand the potential impact to those undertaking it. All work activities including business-as-usual work, which involve working alone and/or remotely might benefit from the risk assessment process.

The risk assessment factors that you could consider:

- Safe access and egress.
- Environmental conditions.
- Ergonomic factors.
- Time of day impacts.
- Familiarity of task.
- Security.
- Pre-existing Medical Conditions

For the best results, a risk assessment should be developed by those involved, in the case of lone and remote work, it should be the people leader and the front-line worker who discuss the work and the situation. The resulting risk management plan will help control the risks identified as a result of the lone or remote work.

5.0 Helpful Applications.

Driving

All Contact vehicles carry an in-vehicle monitoring system (IVMS) that can alert a control centre in event a serious accident.

Where a person is planning to undertake a journey and continuous monitoring is unavailable a journey management plan may be required.

Please refer to the Land transport (DMS 10000023422).

GetHomeSafe (GHS)

Contact has identified the GetHomeSafe system as a way of maintaining communication and providing increased safety features for those working in lone or remote situations. GHS assists us in managing the risks of working alone or remotely:

- The system allows those undertaking the work to log the work activity and set a regular check-in time with an appointed person.
- If a user does not check-in, the system will automatically send alerts to the user, and then their appointed person when no response has been made.
- This allows the appointed person to initiate a response and where required an emergency plan.

GHS works in most environments, but where the system is unavailable, a loss of data or operational capability may occur, an alternative process or system **MUST** be used to ensure that communication is maintained, and if required emergency arrangements can be implemented.

On some sites, a proven system may already be in operation, but if you feel that GHS would be useful to you then please contact your people leader.

6.0 Related Documents

- Land Transport (DMS 10000023422)
- Fatigue management (DMS 10000015819)
- WorkSafe
- Health and Safety at Work (General Risk and Workplace Management) Regulations 2016. Part 2 section 21
- Flexible Mahi guide
- Information Security and Social Media Guide