

 <b>DEE CRAMER</b> <small>HEATING / COOLING / SHEET METAL</small> <small>Dedicated People. Delivering Quality.</small>	<b>Dee Cramer, Inc.</b> <b>Safety Management System</b>	Doc No:	LONEWORK
		Initial Issue Date:	1/7/2026
		Revision Date:	Initial Version
<b>SERVICE TEAM LONE WORKER SAFETY POLICY</b>		Revision No.	0
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## **1. Purpose**

The purpose of this Lone Worker Safety Policy is to ensure the safety and well-being of employees who work alone while conducting HVAC service, maintenance, or installation tasks. This policy outlines the procedures and responsibilities for managing the risks associated with lone working situations.

## **2. Scope**

This policy applies to all Service Team employees of Dee Cramer who are required to work alone in the course of their duties, including HVAC technicians, service personnel, and contractors.

## **3. Definitions**

**Lone Worker:** An employee who performs work in isolation from other employees, without close or direct supervision.

**HVAC Service:** Heating, ventilation, and air conditioning service, maintenance, and repair work, conducted in commercial or industrial environments.

## **4. Responsibilities**

### **Management:**

- Ensure that risk assessments are carried out for all lone working activities.
- Provide employees with the necessary tools, equipment, and training to carry out their work safely.
- Establish procedures for monitoring the safety of lone workers.
- Ensure compliance with applicable health and safety regulations.

### **Employees:**

- Follow all safety guidelines and report any concerns regarding lone working conditions to management.
- Ensure they have all necessary safety equipment before undertaking any lone working tasks.
- Communicate regularly with the designated contact person during lone working assignments.

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### **Supervisors:**

- Monitor the well-being of lone workers by maintaining regular communication.
- Ensure that all lone workers have undergone proper training and understand the risks associated with working alone.

## **5. Risk Assessment**

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A thorough risk assessment must be conducted prior to any lone working task to identify potential hazards and assess the risk to employees. The risk assessment should consider the following:

Nature of the work (e.g., physical exertion, exposure to hazardous materials).

Location and environment (e.g., confined spaces, remote areas).

Availability of communication tools (e.g., mobile phones, two-way radios).

Medical emergencies and first aid provisions.

## **6. Communication Procedures**

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**Pre-Work Check-In:** Lone workers must check in with their supervisor or designated contact person before starting any job. This includes providing details about the location, estimated duration, and specific tasks to be performed.

**Regular Check-Ins:** Lone workers must maintain regular communication at intervals determined by the risk assessment (e.g., every hour). Check-ins can be made via phone or other agreed-upon methods.

**Emergency Communication:** In case of an emergency, lone workers must contact emergency services and notify their supervisor as soon as possible.

## **7. Emergency Procedures**

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In case of an emergency, lone workers should follow the established emergency protocols, including the use of personal protective equipment (PPE), first aid procedures, and emergency contact numbers.

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Lone workers must be trained in identifying when an emergency situation requires immediate evacuation or assistance from emergency services.

## **8. Equipment and PPE**

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All lone workers must be equipped with the necessary tools and PPE for their tasks, including but not limited to:

- Mobile phone or two-way radio.
- First aid kit.
- High-visibility clothing.
- Protective gloves, goggles, and masks where required.
- Portable lighting for low-visibility areas.

## **9. Training**

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All employees must receive training on the risks associated with lone working, including how to assess hazards and implement control measures.

Training must also cover emergency response procedures, the use of communication devices, and first aid.

## **10. Monitoring and Review**

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This policy will be reviewed annually or whenever there are significant changes to the nature of the work, regulations, or the environment in which lone working occurs.

Supervisors must monitor lone working activities and report any incidents or near-misses to management for review.

## **11. Non-Compliance**

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Failure to adhere to this policy may result in disciplinary action, up to and including termination of employment. Employees are expected to prioritize safety at all times.

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## **12. Policy Approval and Review**

This Lone Worker Policy is approved by management and is subject to review at regular intervals to ensure its effectiveness and compliance with health and safety legislation.

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Management of Change		
Date	Description of Change	Name