



## **WORKING ALONE PROCEDURES**

**Version 2007**

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## **SECTION ONE**

### **1.0 Definitions**

***Working Alone*** - means to work alone at a work site in circumstances where assistance is **not** “Readily Available” in the event of an injury, illness or emergency. This applies if a worker is working alone at a work site where assistance is not readily available if there’s an emergency or the worker is injured or ill. It requires employers to assess their workplace and take preventive measures that eliminate or minimize hazards associated with working alone.

### **1.1 Purpose**

The purpose of this is to ensure that workers working by themselves can do so safely. As a result, employers have responsibilities to minimize and eliminate risks associated with their workers who work alone.

### **1.2 Requirements**

The *Working Alone* requirements of this apply when **both** of the following conditions are met:

1. A worker is working by himself or herself, and
2. Assistance is **not** “Readily Available” to the worker if there is an emergency or the worker is injured or ill.

This document applies to workers in the following category: Workers who do hazardous work but have no routine interaction with customers or the public. This includes workers in the forestry, oil and gas industries.

A worker is considered to be *Working Alone* if the worker works by himself or herself at a work site in circumstances where assistance is not “Readily Available” when needed. Employers can eliminate the risk of workers *Working Alone*, as well as the need to comply with the *Working Alone* requirements if they choose to organize work schedules and procedures to eliminate the need for workers to work by themselves. If two or more workers of the same employer are working together, the *Working Alone* requirements of this document do not apply. If two or more workers of different employers are working together, the *Working Alone* requirements of this document do not apply as it is reasonable to expect that the workers can provide assistance to one another.

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Three factors must be assessed when determining if assistance is “Readily Available” in the event of an injury, illness or emergency:

1. **Awareness** – will other persons capable of providing assistance be aware of the worker’s needs?
2. **Willingness** – is it reasonable to expect that those other persons will provide helpful assistance?
3. **Timeliness** – will assistance be provided within a reasonable period of time?

\*\* See **Exhibit 3** for the complete *WH&S Working Alone Examples*.

### **1.3     Hazards**

Possible Hazards include, but are not limited to:

- Toxic or Explosive Gas Exposure
- Physical Hazards
- Adverse Weather
- High Pressure and Temperatures
- Fire / Explosion
- Electrical Shock
- Vehicle Incidents (e.g. stranded vehicle or motor vehicle accidents)
- Facility Intrusion or Security Breach

### **1.4     Hazards Assessment**

This assessment must consider the probability of injury associated with the circumstances of the work (e.g. type of work, location, hazards, etc.). If the worker faces hazards that pose a high probability of injury, “Readily Available” may become “Immediately Available”. Worker expectations of the availability of assistance increase as the probability of injury associated with the work increases. Employers are reminded that this probability may change over time and with changing workplace conditions. A new Hazard Assessment needs to be performed when the circumstances of the Working Alone situation change. For example, exchanging one worker for another may not substantially change a Working Alone situation but extending the worker’s hours of work from 6:00 p.m. to 12:00 a.m. (midnight) may have a substantial effect on their personal safety and the results of the existing Hazard Assessment. The change in working hours alters the Working Alone situation and triggers the need for a new Hazard Assessment.

## **SECTION TWO**

### **2.0 Communications**

The purpose behind effective radio, telephone or other electric communication is to provide workers with a method of signaling their need for assistance. Common devices that meet the intent of this subsection include portable two-way radios, telephones, cellular telephones, satellite telephones, personal alarms and computer-based systems that achieve the same results. The key point is that the communication system must permit a worker requiring assistance to send a message or signal to someone capable of providing assistance to them.

### **2.1 Visits or Contact**

As alternatives to an effective means of communication, an employer can establish a system that includes visiting the worker, scheduling check-ins with other workers or designated persons, reporting to an office or particular person upon completion of a task, and visual or audible contact with other persons who can offer assistance when needed. The frequency of contact must be based on a Hazard Assessment. At a work site involving minimal hazards, the requirement may involve a conversation between workers at the time of shift change. A more hazardous work situation may require regular check-ins or visits by a Supervisor.

An effective means of communication or contact must always be provided by the employer in Working Alone conditions. An employer **cannot**, upon performing the Hazard Assessment, decide that a means of communication or contact is unnecessary. If a worker works alone at a work site in circumstances where assistance is not “Readily Available” when needed, a means of communication or contact must be provided.

## **SECTION THREE**

### **3.0 Responsibilities**

#### **3.1 Supervisors**

Caltex Energy Inc (Caltex) Supervisors will ensure that annual Hazard / Risk Assessments are conducted and records are maintained in each Operating Area.

**Note:** A work site Hazard Assessment is a common sense look at the workplace to identify existing hazards for workers *Working Alone*.

To perform such an assessment, employers need to:

1. Review records and past incidents, and
2. Identify measures or actions needed to correct any hazards.

Completing those two initial steps is important to the success of any Health and Safety Program. *Section 8* of the Occupational Health & Safety (OH&S) Code requires employers, if reasonably practicable, to involve affected workers in the Hazard Assessment and in the control or elimination of the hazards identified. Workers affected by the hazards identified in the Hazard Assessment must be informed of the hazards and the methods used to control or eliminate the hazards. *Section 8* of the OH&S Regulation requires that the Hazard Assessment report be in writing and available to workers affected by it. A new Hazard Assessment needs to be performed when the circumstances of the *Working Alone* situation changes. Designated personnel shall be delegated by the Supervisor or equivalent to take part in the annual Hazard Assessment and review of procedures. The Manager or his/her equivalent approves recommendation(s) for change. Supervisors will also ensure that workers who are assigned to work alone have the competency to perform their jobs without supervision.

#### **3.2 Working Alone Designates (WAD)**

By rotation, designated on-call operators strategically chosen by geographic location or operating areas will be responsible for maintaining a call-in log of fellow employees starting and finishing work. This list may be created using work and maintenance schedules. The daily call-in log will be maintained in a file. A diary entry is also acceptable. The Working Alone Designates (WAD) is ultimately responsible for insuring that all employees using them as a designate are following proper procedures for calling in, checking in and ensuring employees arrive at a safe destination, home or are not considered Working Alone.

### **3.3     Workers and Contract Staff**

Workers and contract staff shall actively participate in the execution of procedures designed to protect them while working alone. Workers will be responsible for keeping in contact at predetermined times, either with a WAD or Answering Service. This system and procedure will be audited periodically and procedures will be reviewed.

### **3.4     Contractors**

Upon request, contract companies representing the Prime Contractor must provide proof that they have *Working Alone* practices in place which are acceptable to the Prime Contractor Company and Provincial legislation. Contract companies must ensure that their *Working Alone* policies & procedures meet or exceed the requirements in this document. They must also have a written policy outlining Call-In, Communication, Emergency Response and all of the applicable requirements of *Working Alone*. Hazard Assessments need to be completed for working alone situations and all workers must be made aware of the hazards, regulations and policies.

### **3.5     Answering Services**

The Answering Service may be audited annually and provided with a current *Working Alone* procedure.

***The Prime Contractor or person responsible for each Operating Area must ensure regular updates of vital information including: personnel changes (hired or released), cellular & home phone numbers and work schedules are update with the answering service to ensure appropriate contact of employees.***

In the event of an overdue employee or failed communications after hours, Answering Services play an integral part in callbacks to workers and home and the notification of the Supervisor in charge.

\*\* See ***Exhibit 1*** for Call-Down Operating Areas, ***Exhibit 2*** for Call-Down Corporate contacts

## **SECTION FOUR**

### **4.0 Working Alone Procedures**

#### **4.1 Daytime**

All workers must report to the WAD in their area. (This could be before the start of their shift, communicating with fellow workers during the day and when leaving work.) Workers and WAD will make pre-determined contact during the day to ensure all is well. The time frame of these periodic contacts will be determined by the site-specific practice and hazards. Workers will notify the WAD and other co-workers when hazards or other non-routine tasks are encountered.

#### **4.2 After Hours / Extended Work Hours**

The worker is responsible for notifying the WAD or Answering Service that they are still out working at the location and providing an estimated time until completion of the task, and any other relevant information. The worker shall notify the WAD or Answering Service at predetermined times based on hazard, and again once they are home or not considered *Working Alone*. Worker must ensure that restricted activities are not being performed alone.

#### **4.3 Call-Outs**

If the worker is called out, they must inform the WAD or the Answering Services that they are out and communicate all detailed information of situation (Location, ETA and types of activities). When worker reaches destination, they must check for hazards, then notify the WAD or Answering Service of situation and expected Call-In times. They must also notify the WAD or answering service when they complete activities and then when they reach a safe destination, home or are not considered Working Alone. Worker must ensure that restricted activities are not being performed alone.

#### **4.4 Communications Failure**

##### ***Overdue Employee or Communications Failure***

If the worker fails to Call-In at the agreed Call-Back time, the WAD and or Answering Service will attempt to call them three times within a 10 minute period. If the WAD fails to make contact, they shall notify the Supervisor for that area and report the Worker as missing. The Supervisor will attempt to contact the Worker for an additional 20 minutes. If contact cannot be made the Supervisor will activate additional Caltex personnel and implement Caltex Emergency Procedures for search and rescue as required.

**Note:** The specific Answering Service provider may have unique Call-Out procedures based on the company policy and hazards. The Call-Back times and rescue times may vary.

## **SECTION FIVE**

### **5.0 High Hazard Activities**

In general, activities of personnel *Working Alone* are limited to routine and low-hazard tasks. Potentially high-hazard activities will be undertaken ***only after taking additional precautions to reduce/remove risk***. In many cases this would include notifying a second person for backup.

Non-routine or hazardous tasks include but are not limited to:

- Traveling in inclement weather,
- Responding to a fire/gas or intrusion alarm,
- Opening, removal, failure or breach of any electrical process, transmission or storage system,
- Any task requiring a breathing apparatus or fall arrest equipment,
- Any task where there will be a release of flammable or toxic product,
- Product testing,
- Pigging operations,
- Chemical handling,
- Tank gauging,
- Changing packing on wells,
- Pump jack maintenance,
- Confined Space entry,
- Pipeline pressure tests,
- Any task requiring a Safe Work procedure to control hazards,

Other factors to consider:

- Location (inside/outside)
- Access/Egress
- Wind direction
- Ambient temperature
- Volume and type of released product

## **SECTION SIX**

### **6.0 Travel Procedures**

#### **Procedure for Employees considered *Working Alone* when Traveling to the Worksite from Offices or Home**

Prior to traveling to the worksite:

1. Employees should communicate a travel plan to the WAD and or Answering Service, and they may also communicate the same information to the person they are meeting in the field. The travel plan must include:
  - Cell Number,
  - Phone list(s)
  - Location
  - Estimated Time of Arrival (ETA)
  - PPE needed
  - Survival kit
  - Basic travel and accommodation itinerary.
2. Employees must call the WAD or Answering Service to report any changes in the ETA or itinerary.
3. Employees should take a source of communication with them, company phone list, PPE, survival kit (supplied by company) and suitable clothing for the weather/season.
4. Repeat steps 1-3 on return.

## **SECTION SEVEN**

### **7.0 Site-Specific and Contractor Procedures**

A contractor may already have a Company Specific *Working Alone* procedure that is used for Operating Sites. The contractor may use their own Site-Specific or Company Specific procedure as long as it meets or exceeds this document and *Part 28* of the Occupational Health & Safety Code. The Site-Specific or Contractor *Working Alone* policy must include procedures on conducting Hazard Assessments, tracking workers, Working Alone Designate (WAD) responsibilities and any other applicable requirements.

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**EXHIBITS**

**Exhibit 1  
Corporate Emergency Call-Down List**

<b>Name</b>	<b>Office</b>	<b>Cell</b>
Aaron Bauer	Engineer	403-710-5988
Tom Bieschke	President & CEO	403-585-7250
Shaun James	VP Operations	403-869-3013

**Caltex Energy Inc.**  
200, 717 - 7th Avenue S.W.  
Calgary, Alberta T2P 0Z3

Corporate Phone: 403.539.9610  
Corporate Fax: 403.261.3066

**24 Hour Emergency Number:  
1-866-618-0772**

**Exhibit 2**  
**Part 28: Occupational Health and Safety Code “Working Alone”**

**Highlights**

The contents of this Part remain identical to the working alone requirements that were added in 2000 to the *General Safety Regulation (AR 448/83)* as *Section 14.1, Working Alone*. The wording has been simplified and the content reorganized.

- This Part applies if a worker is working alone at a work site where assistance is not readily available if there’s an emergency or the worker is injured or ill.
- This Part requires employers to assess their workplace and take preventive measures that eliminate or minimize hazards associated with working alone.

**Requirements**

*Section 393, Application*

**Subsection 393(1) Two Conditions.**

The purpose of This Part is to ensure that workers working by themselves can do so safely. As a result, employers have responsibilities to minimize and eliminate risks associated with their workers who work alone. Four other jurisdictions in Canada (Manitoba, Saskatchewan, British Columbia, and New Brunswick) regulate working alone. All use a regulatory approach very similar to the one adopted in Alberta. Each of those jurisdictions requires employers to conduct a hazard assessment and to then develop controls to reduce the risks associated with the identified hazards. No jurisdiction in Canada prohibits working alone.

The working alone requirements of This Part apply when *both* of the following conditions are met:

- (1) A worker is working by himself or herself, and
- (2) Assistance is not readily available to the worker if there is an emergency or the worker is injured or ill.

Workers who work alone can be grouped into five broad categories:

- (1) Workers who handle cash. This includes convenience store clerks, retail and food outlet workers, and taxi drivers.
- (2) Workers who travel away from their base office to meet clients. This includes home care workers, social services workers and bylaw enforcement officers.

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- (3) Workers who do hazardous work but have no routine interaction with customers or the public. This includes workers in the forestry and oil and gas industries.
- (4) Workers who travel alone but have no routine interaction with customers or the public. This includes truck drivers and business people in transit.
- (5) Workers who are at risk of a violent attack because their work site is isolated from public view. This includes security guards and custodians. Employers can eliminate the risk of workers working alone, as well as, the need to comply with the working alone requirements if they choose to organize work schedules and procedures to eliminate the need for workers to work by themselves.

If two or more workers of the same employer are working together, the working alone requirements of this Part do not apply. If two or more workers of different employers are working together, the working alone requirements of this Part do not apply as it is reasonable to expect that the workers can provide assistance to one another.

Readily available - three assessment factors:

Three factors must be assessed when determining if assistance is “readily available” in the event of an injury, illness or emergency:

- (1) *Awareness* – will other persons capable of providing assistance be aware of the worker’s needs?
- (2) *Willingness* – is it reasonable to expect that those other persons will provide helpful assistance?
- (3) *Timeliness* – will assistance be provided within a reasonable period of time?

This assessment must consider the probability of injury associated with the circumstances of the work e.g. type of work, location, hazards, etc. If the worker faces hazards that pose a high probability of injury, “readily available” may become “immediately available”. Worker expectations of the availability of assistance increase as the probability of injury associated with the work increases. Employers are reminded that this probability may change over time and with changing workplace conditions.

**Example Situations**

The following examples describe typical workplace situations in very general terms. Circumstances at individual workplaces may vary, influencing whether or not a working alone situation is present.

**Example 1:**

***A worker is the only staff member on duty at “Bison Burgers” in a food court where other workers are present at nearby food outlets.***

Although the worker is by himself or herself, workers present at other food outlets could reasonably be expected to provide or get assistance. The working alone requirements of the *OH&S Code* would not apply in this situation since both conditions described above are not met. However, personnel working alone at a stand-alone food outlet would meet the “Working Alone” conditions because the worker, if seriously injured due to an accident or as a result of a confrontation with a customer, would have no way of getting assistance.

**Example 2:**

***A worker equipped with a portable two-way radio or cellular telephone, is working by himself or herself in an area where the worker cannot be seen or heard by persons capable of offering assistance.***

The two conditions applicable to working alone apply in this example. The worker is working by himself or herself *and* assistance is not readily available because the worker cannot be seen or heard by persons capable of offering assistance. While it may be part of the solution, the fact that the worker has a portable two-way radio or a cellular telephone is irrelevant when assessing the situation against the two conditions. Because the two working alone conditions are met, the employer is required to conduct a hazard assessment to identify existing or potential hazards arising from the conditions and circumstances of the worker’s work. The employer must also provide effective radio, telephone or other electronic communication between the worker and persons capable of responding to the worker’s needs. The assessment may show that the portable two-way radio or cellular telephone is effective, or it may suggest that alternatives are necessary.

**Example 3:**

***A worker driving on the highway between Calgary and Edmonton versus a worker driving on a remote abandoned logging road.***

It is reasonable to expect that during daytime hours, if a worker driving the highway requires assistance, other highway users will become aware of the need. It is also reasonable to expect that other highway users will willingly provide assistance and do so in a timely manner. The working alone requirements do not apply. However, if the driving occurs throughout the night, particularly on a less traveled roadway, the working alone requirements may apply.

By contrast, it is reasonable to expect that a worker driving on a remote abandoned logging road will not encounter anyone on the roadway. In the event of an injury, illness or emergency, it is unreasonable to expect someone will be aware or willing to provide assistance in a timely manner. The working alone requirements apply.

**Example 4**

***A nurse on night shift at a psychiatric unit versus a nurse on day shift at a children's unit.***

The circumstances of the work in these two situations are quite different, although the worksite – the health care centre – is the same. The availability of assistance in each situation must be assessed individually from the perspectives of awareness, willingness and timeliness. Given the increased risk to personal safety of working the night shift on a psychiatric unit, expectations on the availability of assistance are also greater. Particularly if the unit is large and few staff are on duty, it may not be reasonable to expect other persons capable of offering assistance to be aware of the nurse's needs. Given the potential hazards to which the nurse is exposed, the timeliness of a response for assistance should be faster. The situation of a nurse on night shift at a psychiatric unit may trigger the working alone requirements.

**Example 5**

**Table 28.1** describes situations that might be encountered involving two workers, one of which is a tradesperson and the other is the tradesperson’s helper.

**Table 28.1**

Situation	
Tradesperson and helper work together continually.	Not working alone
Helper passes behind loading bins and is momentarily out of sight or cannot be heard	Not working alone
Helper goes to the next room to get supplies  Helper goes to another floor to get supplies  Helper goes to outside loading area to get supplies	Workers <i>may</i> be working alone-workers should be aware where each other is and the approximate return time. Factors that may influence whether this is a working alone situation include: <ul style="list-style-type: none"> <li>• How long the workers are separated</li> <li>• Whether the work poses a high probability of injury.</li> <li>• The presence of other persons at the work site.</li> </ul>
Helper gets into vehicle to go to warehouse to get more supplies.	Working alone

**Is the worker working alone?**

A worker is *not* “working alone” if *all* of the following conditions are met:

- (1) *Awareness* – the worker can get the attention of someone capable of providing helpful assistance when the worker requires it (i.e. by maintaining visual contact, staying within the hearing range of others, being continuously monitored by remote surveillance camera, sounding an alarm, making frequent contact with other workers or persons throughout the work period).
- (2) *Willingness* – persons expected to provide assistance to the worker must be capable and willing to do so when required. There should be a reasonable expectation that the persons being relied on to provide assistance can and actually will provide that assistance. Depending on circumstances, those persons may need access to a telephone to call Emergency Services (dialing 9-1-1), access to some other type of communication device to call for assistance, or specialized skills (e.g. confined space entry training, the ability to use a self-contained breathing apparatus, etc.). The employer must consider these factors when assessing the working alone situation.
- (3) *Timeliness* – the required assistance will be provided in a reasonable period of time. What is reasonable depends on factors such as the nature of the

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illness, injury or emergency, the physical location of the work and workers, the type of work being performed, the likelihood of injury and others. In general, assistance must be provided as quickly as reasonably practical. Employers should discuss this and the other conditions with workers to ensure that worker needs are met.

**Video Surveillance Camera**

Maintaining contact with workers may be achieved through the use of video surveillance cameras. The employer's hazard assessment should assess to what extent workers using this system can respond to other workers who require assistance. A remote video monitoring room, or a non-continuous surveillance system that regularly switches images between several monitoring cameras may or may not meet the "readily available" assistance criterion of *This Part*. The hazard assessment should help to determine if this is the case. Employers can eliminate the risk of workers working alone, as well as the need to comply with the working alone requirements if they choose to organize work schedules and procedures to eliminate the need for workers to work by themselves. Overlapping shifts, having multiple workers work together, and rearranging the physical location of the work so that workers maintain contact with one another are examples of how working alone situations can be avoided.

For more information:

[www.gov.ab.ca/hre/whs/publications/pdf/workingalone.pdf](http://www.gov.ab.ca/hre/whs/publications/pdf/workingalone.pdf)

Working Alone Safely — A Guide for Employers and Employees

**Subsection 393(2) Hazard Assessment**

A work site hazard assessment is a common sense look at the workplace to identify existing hazards for workers working alone. To perform such an assessment, employers need to (a) review records and past incidents (b) identify measures or actions needed to correct any hazards. Completing those two initial steps is important to the success of any health and safety program. Section 8 of the *OH&S Code* requires Occupational Health and Safety Code employers, if reasonably practicable, to involve affected workers in the hazard assessment and in the control or elimination of the hazards identified. Workers affected by the hazards identified in the hazard assessment must be informed of the hazards and the methods used to control or eliminate the hazards. Section 8 of the *OH&S Regulation* requires that the hazard assessment report be in writing and available to workers affected by it.

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Employers having limited experience with assessing hazards, or who are unsure of what corrective measures or actions to take, may wish to contact outside experts. These may include the industry association to which they may belong, the provincial health and safety association that best represents their industry, or a private occupational health and safety consultant. Employers in the retail sector may also wish to contact the Crime Prevention Unit of their local police service.

**One Hazard Assessment For Multiple Work Sites**

Hazard assessments are only required for each *different* set of working conditions. A taxi company for example, could complete one hazard assessment to cover all its drivers and the typical situations those drivers encounter. An assessment does not need to be completed for each driver individually. The same is true of a worker selling products door-to-door, or a worker inspecting a number of essentially identical transformer substations. A single hazard assessment can cover the hazards generically rather than assessing each taxi, house or substation individually.

**Review Of Records and Past Incidents**

When identifying workplace hazards, employers should talk to their workers and review the experience of the business over the previous two or three years. Collecting and examining the history of past events may reveal the risk of workplace incidents, injuries and violence. What happened before and during the incident should be reviewed, with relevant details of the situation and its outcome noted. If an employer does not have any personal experience with past incidents, the employer should check with similar businesses so that a variety of potential problem situations and circumstances are identified and considered.

Employers should see if there are any trends in injuries or incidents relating to their type of business, a particular work site, job title, activity, or time of day or week. Employers should identify specific tasks that may be associated with an increased probability of injury.

Good sources of information include injury and illness records resulting from “working alone” incidents, workers’ compensation claims, and police department robbery reports that identify specific incidents related to working alone.

### **Inspect and Analyze the Workplace**

After reviewing records or past incidents, employers need to carefully examine the workplace, day-to-day management practices and other situations that may put workers at risk. This will help to develop and put in place specific preventative measures to address these problems. The employer's review should look at:

- All factors that may make the risk of violence more likely, such as physical features of the building and environment, inadequate lighting, lack of telephones and other communication devices, telephones that do not permit out-going calls, areas of unsecured access, and areas with known security problems such as parking lots;
- Factors that make the risk of occupational injury more likely or severe, such as high hazard work e.g. tree cutting, isolation from first aid services, and inability to call for help; and
- The effectiveness of existing safety measures. Find out whether these measures are actually being used and whether workers have been adequately trained in their use.

*Appendix 1 of Working Alone Safely – A Guide for Employers and Employees*, contains sample hazard assessment checklists. The checklists present a series of questions that may help employers perform their work site inspection and analysis of hazards. In some cases, (depending on the type of business and the hazards present), completion of the appropriate checklist may be all that is required. In other cases, the checklist is a starting point for a more comprehensive assessment.

### **Hazard Assessment At Intervals**

A new hazard assessment needs to be performed when the circumstances of the working alone situation change. For example, exchanging one worker for another may not substantially change a working alone situation but extending the worker's hours of work from 6 p.m. to midnight may have a substantial effect on their personal safety and the results of the existing hazard assessment. The change in working hours alters the working alone situation and triggers the need for a new hazard assessment. Something as simple as a new business opening next door may trigger the need for a new hazard assessment. If that new business involves late night entertainment for example, then the potential impact of its operation on the existing employer's workers who work late and alone need to be considered.

### **Elimination And Control Of Hazards**

Employers must first try to eliminate the hazard(s) identified by the hazard assessment. Only then should the employer try to reduce or control the hazard(s). Elimination ensures the hazard no longer exists, regardless of which worker is working and their experience, skills and abilities.

Reduction or control of hazards may only be a temporary measure and may be dependent on specific workers being able to make the control function as intended. For example, securing an access door that depends on a worker using a significant amount of force to close it and a special way of twisting the lock to get it to latch is unacceptable. All of the employer's workers should be able to operate the door and lock, regardless of their strength or abilities. The hazard can easily be eliminated through repair or replacement of the door and lock.

### ***Section 394 Precautions Required***

#### **Subsection 394(1) Electronic Communication**

The purpose behind "effective radio, telephone or other electric communication" is to provide workers with a method of signaling their need for assistance. Common devices

that meet the intent of this subsection include portable two-way radios, telephones, cellular telephones, satellite telephones, personal alarms and computer-based systems that achieve the same results. The key point is that the communication system must permit a worker requiring assistance to send a message or signal to someone capable of providing assistance to them.

#### **Subsection 394(2) Visit or Contact**

As alternatives to an "effective means of communication", an employer can establish a system that includes visiting the worker, scheduling check-ins with other workers or designated persons, reporting to an office or particular person upon completion of a task, and visual or audible contact with other persons who can offer assistance when needed. The frequency of contact must be based on a hazard assessment. At a work site involving minimal hazards, the requirement may involve a conversation between workers at the time of shift change or reporting to work the next day. A more hazardous work situation may require regular check-ins or visits by a supervisor. An effective means of communication or contact must always be provided by the employer in working alone conditions. An employer cannot, upon performing the hazard assessment, decide that a means of communication or contact is unnecessary. If a worker works alone at a work site in circumstances where assistance is not readily available when needed, a means of communication or contact must be provided.

## **REFERENCE**

### ***References for Exhibit 2:***

- Occupation Health and Safety Code, This Part, from the *General Safety Regulation* (AR 448/83) *Section 14.1, Working Alone*. (2000)

***"WHENEVER IN DOUBT CALL AND WAIT FOR BACKUP"***