

Policy: Working Alone, Evening & After Hours Policy	
Policy no.: POL45	Date of Issue: 13/12/2018
Policy Owner: CEO	Authorised by: CEO
Date reviewed: 22/01/2024	Reviewed by: Senior HSE Advisor

1. Purpose

The purpose of this policy is to ensure the safety and security of employees who work alone, in the evening, or after regular business hours. The company is committed to providing a safe working environment for all employees, regardless of their work schedule or location.

2. Scope

This policy applies to all employees, and contractors who may be required to work alone, in the evening, or after regular business hours at any company location. (between 6 pm and 8 am on weekdays, all weekends and holidays) Working in a remote location and/or working when emergency response is limited.

3. General Safety Measures

- 3.1. **Risk Assessment:** Supervisors and Client Relationship Managers must conduct a risk assessment for tasks that will be performed alone, in the evening, or after hours to identify potential hazards and implement appropriate control measures.
- 3.2. **Training:** Employees must receive training on contract/site emergency procedures, the use of safety equipment, and communication devices. This is part of the client and site induction as ARA induction.
- 3.3. **Emergency Procedures:** ARA cleaners will be adopting the respective client or site emergency procedures, therefore, clear procedures must be established and communicated to all employees, including how to contact emergency services and internal support.

4. Working Alone

- 4.1. **Communication:** workers working alone must have a means of communication, such as a mobile phone or two-way radio, to contact supervisors or the respective Client Relationship Manager, Security Number, or emergency services if needed. Further, in an emergency, workers could contact ARA Safety Hotline on 1300 889 210 → Option 1 for any assistance.
- 4.2. **Check-In System:** Workers must check in with a designated person at regular intervals (e.g., hourly) and when they begin and end their shifts. Especially the workers who are working at high risk sites.
- 4.3. **Buddy System:** Where possible, a buddy system should be implemented where another employee is aware of the lone worker's location and routine check-ins are conducted.
- 4.4. **Building Security:** Workers must ensure that doors are securely locked and access is controlled. Only authorized personnel should be allowed entry.
- 4.5. **Lighting:** Adequate lighting must be maintained in all areas where employees will be working or passing through.
- 4.6. **SafetTcard:** A unit with an integrated duress alert system that can be used to discreetly signal 24 hours monitored security unit for help in an emergency. (Available on high-risk contracts/sites built into the contract pricing as agreed by the client)

5. Incident Reporting:

Any incidents or safety concerns must be reported immediately to **ARA Safety Hotline on 1300 889 210 → Option 1**

6. Roles and Responsibilities

- 6.1. **Employees:** Follow all safety procedures, participate in required training, and report any safety concerns or incidents. (Please note: Depending on the site locations, Security can be available to escort people to their vehicles after hours)
- 6.2. **Supervisors and Client Relationship Manager:** Conduct risk assessments, ensure employees are trained, and implement safety measures.
- 6.3. **Security Personnel:** Monitor the premises, respond to incidents, and assist employees as needed.
- 6.4. **Management:** Oversee the implementation of this policy, provide necessary resources, and review the policy regularly to ensure its effectiveness. Uncommon or unusual situations that arise in relation to working alone or in isolation must be dealt with on a case-by-case basis by the appropriate manager and the employee, in conjunction with Security and or company policy. This includes those employees who work alone or in isolation on a daily basis as an inherent part of their ongoing roles.

Change Register		
Revision Number	Date	Change
1	13/12/2018	New Policy
2	18/09/2021	Version Control
3	22/01/2024	Introduction of the ARA Safety Hotline on 1300 889 210 → Option 1 Review of section 4 Version Control