One day conference on
Ensuring the safety of
Lone Workers

19th February 2015, Millennium Gloucester Hotel, London

Chaired by Patrick Dealtry,
Chairman of the BSIA Lone Worker Steering Group

Exhibitors and supporters
Ensuring the safety of Lone Workers
19th February 2015, London

Who should attend?
Anyone responsible for ensuring a safe work environment for solitary workers including:

- Health & safety professionals
- Security professionals
- Human resources
- Occupational health
- Risk management & insurance
- Lone workers and those who manage them
- Legal
- Unions, safety representatives & stewards

Why attend this conference?
In recent years the traditional workplace has changed beyond recognition, influenced largely by technology and the automisation of services which have extended workplaces far beyond the boundary walls of the office. Increasing property prices coupled with the economic downturn of recent years have caused many organisations to downsize on office space. Globalisation has also had its part to play as workforces become more mobile, setting up satellite operations around the world to capitalise on new growth opportunities.

All of these factors have created solitary working conditions which had previously not existed yet many employers are yet to recognise the additional safety and security issues which have consequently arisen and which are now leaving their lone workers vulnerable to an enhanced level of risk. But assessing the risk is not always straightforward. Many organisations struggle with the challenges posed by overseas worksites, making risk assessment logistically difficult and costly.

However legislation now dictates that an employer has a duty of responsibility to support and manage a safe work environment for its solitary workers. This extends to assessing the risks posed to solitary workers in such environments and taking steps to avoid and control such risks where necessary. Supporting and protecting your solitary workers will in turn minimise the risk to your business from litigation and reputational risk.

By attending this conference, delegates will be able to hear the latest advice and best practice on assessing the risks posed to lone workers and supporting their needs to create a safe work environment.

Delegates can evaluate whether their existing policies and procedures accurately reflect the work that their organisation carries out in practice and whether they would be sufficiently robust to protect them in court. Delegates can also learn about the latest developments in technology for lone worker protection which will empower them to make informed decisions regarding how they fulfil their practical, ethical and legal obligations towards ensuring the safety of their lone workers.

Learn, network and gain free CPD points
This conference is CPD accredited by The Security Institute. Attendance will reward visitors with 11 Continuing Professional Development Points.

For more information Contact Caroline Fuller on +44 (0)797 4406 673
Email info@quaynote.com
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Programme (subject to change)
Thursday 19th February 2015

08.15 Refreshments, registration and exhibition
08.55 Conference organiser’s opening remarks
09.00 Welcome from the Chair
Patrick Dealtry, Chairman, BSIA Lone Worker Steering Group

Session One: The Lone Worker Demographic

09.10 What lessons for lone worker safety can we learn from organisations with world class safety cultures
  ● Culture;
  ● ABC analysis
  ● Mindful safety
  ● Risk literacy
  ● Learned helplessness
Dr Tim Marsh, Managing Director, Ryder Marsh

09.35 Working in remote areas
  ● Risk assessing the environmental conditions in a remote location
  ● Overcoming the challenges of on the ground risk assessments
  ● Understanding the limitations of local emergency services
  ● First aid training for remote locations - what should a responsible employer be providing?
  ● What security issues arise from transportation to and from site and how can these be recognised in a risk assessment?
  ● Challenges arising from timescale issues when work overruns
  ● Communicating without a robust mobile network
Andy Davis, Managing Director, Trident Manor

10.00 The health impacts of lone and remote working
  ● The health and psychological impacts of lone working
  ● Does lone working suit everyone?
  ● How regularly should lone working employees complete a medical questionnaire and should this differ with age?
  ● Reviewing sickness absence
Dr Joanne Crawford, Head of Ergonomics and Human Factors, Institute of Occupational Medicine

10.25 Northumbria Water - case study of a company wide lone worker policy
Diane Somerville, Health, Safety & Environment Consultant, Northumbrian Water

10.50 Questions
11.00 Refreshment Break
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Session Two: Legislation governing lone workers

11.25 **What elements do trade unions consider when risk assessing lone workers?**
- Leadership
- Competence
- Worker Engagement

*John McClean*, National Health and Safety Officer, *GMB Union*

11.45 **Are your policies sufficiently robust to protect against litigation?**

What is the scope of an employer’s legal obligations for lone workers?

- Impact of the Health and Safety at Work Act and Corporate Manslaughter and Homicide Acts
- Civil law obligations
- Lone working outside the UK
- Mitigation

*Ann Metherall*, Partner, *Burges Salmon LLP*

12.10 **A round up of current and emerging technology which can assist employers in meeting their legal obligation to protect lone workers**

*Patrick Dealtry*, Chairman, *BSIA Lone Worker Steering Group*

12.30 Lunch
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Session Three: Assessing and controlling risks

13.30 Assessing the risks and drafting your policies
- How should an employer determine foreseeable emergencies pertinent to a lone working environment?
- What is a dynamic risk assessment?
- Contacting an overdue employee - when should emergency procedures take effect?
- What risks might exist in a home working environment and when might an employer be culpable?
- Adapting policies for a pregnant lone worker

Rachel Griffin, Director, Suzy Lamplugh Trust

13.55 Introducing a new or revised safety culture to staff
- Having your workers really bought into your safety culture?
- Learning from near-misses - introducing experience sharing
- Using internal champions
- Technology feedback - what is happening in practice?

Nicole Vazquez, Director, Worthwhile Training

14.20 CASE STUDY Grand Union Housing Group
Mandy Hopkins, Head of Organisational Development,
Grand Union Housing Group

14.45 Questions
14.55 Refreshments
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Session Four: Lone worker protection & training

15.20 How the Royal National Lifeboat Institution protects its lone workers
Jim Cullumbine, Consultant, Royal National Lifeboat Institution (RNLI)
Richard Prodger, Technical Director, Two10degrees

15.40 What are the latest recommendations in conflict management training?
- Trusting our intuition, instinct and perception in identifying threats and in the face of aggression.
- The role of gut feelings in the management and termination of meetings
- The power of words - choosing the words we use carefully to diffuse, not promote aggression

David Brookbank, Training Consultant in Personal Safety and Policing Studies, Lecturer in Police Procedure in the United Arab Emirates

16.20 Questions
16.30 Chair’s closing remarks
16.35 End of conference
Situated next to Gloucester Road underground station, with access to three major tube lines, the Millennium Gloucester Hotel London Kensington is located in central London in the fashionable district of South Kensington. It is easily accessible from both Heathrow and Gatwick Airports and London’s business districts. The hotel is close to Hyde Park, Royal Albert Hall, Kensington Palace and Gardens.

Millennium Gloucester hotel has 3 restaurants, the Bugis Street Brasserie offering Singaporean Chinese and Asian dishes, the South West 7, a private function room, and the Bombay Brasserie known for its Indian cuisine. Drinks are served in two cocktail lounges and a club bar. Olive’s Restaurant is chic and fashionable restaurant that serves international cuisine; Olives Bar is a favorite place to meet. Humphrey’s Bar is a great place for a relaxing drink.

The Conservatory is a truly stunning glass room, enhanced by its splendidly up-lit palm trees and will provide the perfect venue for the conference networking drinks reception.

We have room rates agreed with the conference hotel of £133 + VAT per night including full English breakfast. To book in at this rate please email groups.gloucester@millenniumhotels.co.uk giving your name, date number of nights and quoting the code QUAY160215. Alternatively call the hotel on 44 (0)207 373 0409 quoting the code.
Complete all relevant sections of this form and either:
Fax: 44 (0) 208 181 7251
Email: info@quaynote.com
Or register online at www.regonline.com/loneworker

Title
Name
Position
Organisation
Address

Email
Tel
Fax

Additional requirements - please describe them here

Delegate fees (Early bird rates apply for bookings received on or before 17th October 2014)

- **Standard rate**: (Lone Workers conference only): £350 + VAT = £420
- **Public sector/charity rate**: (Lone Workers conference only): £250 + VAT = £300
- **Standard rate**: (Duty of care + Lone Workers conference): £795 + VAT = £954

Fees include access to the conference(s), buffet lunch, refreshments and evening drinks reception.

How to pay

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Terms and conditions
This booking form constitutes a legally binding agreement. Payment must be paid in full prior to the event. Cancellations must be confirmed in writing one month before the day of the conference and will be refunded minus an administration fee of 100 GBP. We regret that no refund can be made after that date for whatever reason. Substitutions will be accepted if notified in writing prior to the event.

Database protection
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