Exhibitors

Meeting your Moral and Legal obligations for Safeguarding Lone Workers

Wednesday 5th October 2016 | Central London

Chaired by Patrick Dealtry,
Founder BSIA LW Section, Chairman BS8484 Review panel and LW Consultant
Ensuring the safety of employees at work so far as is reasonably practicable is a key consideration for UK employers who are bound by law to provide a safe working environment and risk assess the conditions and potential threats faced by employees.

The workplace for many employees is not in fixed premises and can involve moving around the community, working from home, overseas or even working from another company’s premises. The risk from exposure to violence, accidents at work or other emergencies is exacerbated for people working alone who may not always have access to immediate assistance. This emphasises the need for a robust risk assessment and risk management of their work environments.

This can pose a number of challenges for employers who are required to identify and control all foreseeable risks affecting their employee’s working environments.

In recent years the traditional workplace has changed beyond recognition, influenced largely by technology and the automation of services which have extended workplaces far beyond the boundary walls of the office. An increase in the provision of out of hours services has also created more solitary working conditions. Healthcare and social workers, public sector inspectors, maintenance and engineers, security and shop workers are all professions where employees may work alone all or some of the time.

In many cases, the extension of working hours and work places 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.

About the Conference

Who should attend?

Anyone responsible for ensuring a safe work environment for solitary workers including;

- Health & safety professionals
- Human resources managers
- Corporate & physical security professionals
- Occupational health
- Risk management & insurance
- Lone workers and those who manage them
- Small business owners/directors
- Unions, safety representatives & stewards
- General and corporate counsel

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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 damage.

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.

**Why attend?**

- Explore what risks might exist in a home working environment and when an employer could be culpable
- Hear about the current and emerging technology which is available for the protection of lone workers
- Learn from organisations who have introduced lone worker pilot schemes across their companies and take away tips and guidance to incorporate into your own
- Find out which laws apply when storing information on threats and potential hazards in a client’s home - and whether your own policies adhere to these
- Recognise whether employees are really buying into your safety culture and how other managers are overcoming the challenges
- Assess whether your own policies are sufficiently robust to protect your company against litigation
- See how other companies tackling staff complacency and a lack of consistency around policies and procedures

**Interested in speaking, sponsorship or exhibiting?**

Conferences can act as a valuable promotional platform in today’s economy, creating micro marketplaces where delegates can meet, make new contacts and do business. For more information about the event, speaking and sponsorship opportunities contact Caroline Fuller on caroline@contegoevents.com tel +44 (0) 797 4406 673
**Programme** *(subject to change)*

Wednesday 5th October 2016

08.15  Refreshments, registration and exhibition
09.00  Welcome from the Chair
        Patrick Dealtry, Founder BSIA LW Section, Chairman BS8484 Review panel
        and LW Consultant

**Session One:  The Lone Worker Demographic**

09.10  Understanding the scope and risks involved in Lone Working

- Identifying staff at risk from lone working
- Lone workers in fixed premises
- Lone workers at other employers premises
- Lone workers moving about the community
- Home workers

09.35  Is this work suitable for a lone worker?

- Who is not suited to lone working?
- Recognising the health impacts of lone and remote working
- Is an employee’s personal health declaration (via a medical questionnaire) sufficient for an employer to assess their suitability for a lone working environment?
- How regularly should lone working employees complete a medical questionnaire and should this differ with age?
- Annually reviewing sick leave

**Session Two:  Risk Assessment**

10.00  Identify and controlling foreseeable risks

- What is foreseeable?
- What is reasonably practicable in the circumstances?
- When risks cannot be controlled to an acceptable level
- What is a dynamic risk assessment?
- What risks might exist in a home working environment and when might an employer be culpable?
- Involving union safety representatives in risk assessments

10.25  Employer responsibility and liability for lone workers on overseas assignments

- UK based employers sending staff overseas to another employer’s premises
- Case studies

10.50  Questions
11.00  Refreshment Break
Programme (subject to change)
Wednesday 5th October 2016

Session Three: Case Studies

11.25 Driving alone
- Assessing road risk
- Personal vehicle use - what issues arise when employees use their own vehicles and what should employers be doing to ensure they are creating a safe work environment?

11.50 Lone workers in the community - challenges around ensuring their safety
- Introducing a lone worker pilot scheme across the company
- Involving staff who are less familiar with technology
- Challenges around variable levels of commitment
- Training staff in conflict management

12.15 Questions

Session Four: Information Sharing

12.25 PANEL SESSION Sharing and storing information on hazards without breaching Data Protection Acts
- Storing information on threats and potential hazards in a client’s home - are solitary workers automatically entitled to full disclosure of client risks?
- Sharing information between all agencies - what challenges might arise?
- Employee medical questionnaires - who should have access?
- Travelling outside the EU - how does this impact the storage of information?

13.00 Lunch

Session Five: Legal Liability

14.00 PANEL SESSION What is your legal liability under UK law?
As an employer or institution, do you fully understand the scope of your liability towards adequately ensuring the safety and protection of your lone workers? This panel session is an open questions and answers discussion with the audience to discuss some of the grey areas which crop up in practice, to clarify areas of confusion and to dispel common myths.
- What legal duties does an employer have towards lone workers under current UK legislation?
- How far reaching is UK legislation and how do laws differ internationally?
- Are your policies sufficiently robust to protect against litigation?
- Demonstrating adherence to policy - to what extent are employers legally obliged to monitor that staff are conforming to their safety measures?

14.35 An update on current and pending prosecutions under the Corporate Manslaughter & Corporate Homicide Act 2007 for incidents involving solitary workers and a prediction for the future
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15.00 Speaking from experience
- An employee’s perspective on the needs of the lone worker and the challenges faced by organisations in addressing them

15.20 Questions
15.30 Refreshment Break

Session Six: Drafting your Policies

15.55 Drafting your policies and introducing them to staff
- How should an employer determine foreseeable emergencies pertinent to a lone working environment?
- Writing your policies - who should be involved?
- Adapting policies for employees with special needs
- Introducing a new or revised safety culture to staff
- Are your employees really buying into your safety culture? Recognising what goes on in practice and your obligations as an employer
- Tackling staff complacency and lack of consistency
- Learning from past incidents and near-misses - introducing experience sharing
- Using internal champions

Session Seven: Technology

16.30 What current and emerging technology is available for the protection of lone workers?
- Finding a solution which is proportionate to the risk
- GPS & mobile networks
- Smartphone apps - which apps are leading the way and what are the limitations of smartphone technology?
- Satellite communications for out of reach areas
- What new features and functionality are we likely to see in the future?

Session Eight: Conflict Management Training

16.55 What are the latest recommendations in conflict management training?
- Making safe choices in the face of aggression
- Prematurely terminating a meeting
- What mannerisms or behaviour might inflame an aggressive client?
- Defusing potentially violent situations

17.20 Questions
17.30 Chair’s closing remarks
17.35 Close of conference
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Email: bookings@contegoevents.com
Or register online at www.regonline.com/loneworkers2016

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