Lone Worker Policy

1. Purpose

This policy outlines what constitutes safe work while working alone at Ravensdown and sets out the expectations for all staff and contractors in the employment of, or performing work for, Ravensdown.

2. Policy Statement

Ravensdown is committed to keeping all staff safe and this applies to lone workers. As the Person Conducting a Business or Undertaking (PCBU), Ravensdown has this responsibility for its own staff and also a shared responsibility for independent contractors who work for another company or are self-employed.

3. Scope

This policy applies to all Ravensdown staff, to staff at Joint Ventures (50% or more Ravensdown stake) and additional Ravensdown entities, and to contractors where referenced who undertake **remote or isolated work**.

As defined in the general risk and workplace management regulations 2016, "remote or isolated work, in relation to a worker, means <u>work that is isolated from the assistance of other persons because of location, time, or the nature of the work</u>".

4. Lone working at Ravensdown

Staff that work remotely or are isolated that are covered under this policy includes but is not limited to:

- Field Staff (Agri-managers, Agronomists, Environmental, Soil Testers) that are on farm doing work for Ravensdown by themselves
- staff that are on road and driving by themselves for work purposes (this does not include staff driving to or from their normal place of work)
- staff that are operating a store or quarry by themselves
- staff that are working alone at an office
- staff that are working by themselves at any Ravensdown premises after normal office hours.

This policy does not apply to:

- people working separately from others at the same premises
- Acid Plant Engineers and Assistants
- Plant Operators and Loader Drivers
- Quarry Digger Operator clearing overburden in the back of a quarry
- Staff working in the office separate to the store, but on the same premises
- Staff that work from home.

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5. Managing the risks to lone workers

Any work when performed alone carries an increase in impact (from the Ravensdown risk matrix) and increased risk that stems from a lack of second opinion, support, assistance with difficult tasks, or no one around to notice if a staff member is fatigued or making mistakes. There may also be limited access to emergency services and increased risk of exposure to violence.

Eliminate as first option

Explanation: Managers should first assess whether the lone work is appropriate and whether the better option is to have two or more people undertake the task.

Expectation: Where night shift tasks involve more than running the plant from the operator hut, a second person should be allowed for on the shift.

Review of tasks

Explanation: Tasks that are performed in isolation but whilst other staff are onsite and able to assist if needed, are riskier to carry out when staff are by themselves and therefore a lone worker.

Expectation: Managers should discuss with workers how to reduce the level of risk involved with the work if carried out when they are alone; ideally schedule higher risk tasks for when there is more than one person on site, such as, changing the screen in the mixing plant when the casual worker is there.

Critical risk work

Explanation: There are certain tasks in Ravensdown that have been deemed critical risk tasks and benefit from standardised controls to reduce the risk to staff. Some of these tasks require two or more people and are therefore unable to be undertaken by a lone worker.

Expectation: If critical risk work is to be carried out by a lone worker, the task must not proceed until the permit authoriser is physically available to verify that the controls are in place. The permit authoriser cannot carry out the work themselves. No one is allowed to sign their own high-risk work permit as both receiver and authoriser.

Medically fit for duty

Explanation: If a staff member is returning to work from an injury, illness, has a pre-existing medical condition, is pregnant, or is taking medication that has side effects, they may not be able to manage the full range of usual duties when working alone/remotely. For example, they may be at risk of fatigue or otherwise compromised to safely get through their day.

Expectation: Alternative arrangements should be made. Seek medical advice if necessary.

Security of staff while working alone

Explanation: Working alone may put an employee at increased risk from other people, such as customers or strangers at their place of work.

Expectation: Alternative arrangements should be made if the worker feels at risk of any type of assault, abuse or harassment.

Worker may be more vulnerable

Explanation: Consideration should be given to staff members that may be more vulnerable when they are working alone, for example if they are a young worker, trainee or have a disability.

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Expectation: Alternative arrangements should be made.

The effect of isolation on the worker

Explanation: Workers who work alone could be at risk of issues arising from social isolation. They may also be at risk of issues arising from organisational isolation.

Expectation: Managers should make sure that the worker has regular contact with them and their peers. Ensure the worker is able to access the same level of information and consultation as other staff members. Remote workers may need an increase in technology to manage the nature of the work. Remote workers must also have the same access to training and development as other staff members.

Natural disasters

Explanation: Disruption of services and communications as a result of natural disasters poses a serious risk to lone workers and the ability to contact them.

Expectation: Together with emergency preparedness equipment, a lone worker must also be instructed during induction on how to manage themselves during natural disaster events and be prepared for most eventualities, e.g. the loss of cellular connection, shelter in place civil defence emergencies.

Effective controls for lone working staff

When working alone, it is even more essential that hazards, close calls/near misses, and incidents (however minor) are reported so that data and current controls can be assessed and strengthened if necessary. The lone worker should notify their immediate manager and log any type of event in ravSafe.

6. **Controls for managing risks to lone workers**

- *Tait Radio Telephone (RT) monitored by YourCallNZ* for Works, Stores, and Quarries

- The RTs used in Stores and Quarries have a 'person down' function – the handset alarm is triggered if the radio is tipped past 60 degrees for 30 seconds or 5 minutes (depending on the sites radio settings). If this alarm is triggered the monitoring call centre will ring the site to check in. This function is not activated on the Works RTs.

- For Works, Stores and Quarries, the Tait RT has an emergency alarm function, when the alarm button is held for 2 seconds it transmits on an open channel at the site, allowing anyone under duress to be able to talk. This button is monitored: if Ravensdown does not contact the call centre to say all is well, then they will ring the site to check.

- *Personal Locator Beacons (PLBs)* have been assigned to the Field team (being Agri Managers, Agronomists, Soil testers, Environmental and some Aerowork staff) and some other staff whose role involves a lot of driving. PLB's have their own section further on in this policy.

- *Cell phones* – Most staff exposed to the risks of lone working in Ravensdown have a cell phone (whether it is a company phone or personal) that can be used for assistance when in signal range.

- *Navman* – Company vehicles that have the Navman Fleet Monitoring system fitted can be tracked in real time and the position (with GPS coordinates) of the vehicle can be located.

7. **Requirements**

For Managers of staff that work alone (as per section 4), a communications protocol or check-in regime should be in place with a flowchart that escalates any response. This should be designed, instigated, and

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maintained by the staff member and their manager and include agreed outcomes if a check-in is missed. See appendix 1 for an example.

The check-in frequency will be in proportion to the level of risk that the lone worker is being exposed to. The frequency will be in line with the following.

- For staff who are driving and visiting customers by themselves, soil testing, or undertaking other on-farm-related work:
    - Check-in with their manager (text or call) when they are back at their office, home or whenever they cease to be lone workers for Ravensdown (e.g. if a worker goes to the supermarket after being on farm, they cease to be a lone worker for Ravensdown).

- For staff who work at their site by themselves, such as, single worker stores or lime works:
    - Check-in with their manager at an appropriate time span commensurate to the risks involved, but at least when the staff member is leaving the site for the day.

- For staff who are driving to sites as part of their duties as workers for Ravensdown:
    - Check-in with their manager (text or call) at the end of the day or when they are back at their office, home or accommodation or wherever they cease to be a lone worker for Ravensdown (i.e. the worker gets into town to go to the gym).

- If they are visiting multiple sites, provide their manager with an itinerary and inform their manager of any changes to it, these should be communicated as soon as possible.

- All staff who are driving company leased vehicles, whether alone or not should have a first aid kit, a blanket, a jacket (in winter), water and non-perishable food in the vehicle in case of a breakdown or accident. Staff who are driving hire cars are excluded from the above requirement, however, they should understand the conditions they are going to be driving in and be as prepared as possible.

- All staff who have an RT for the purposes of managing lone worker risks must be trained in how it works, preferably during the induction stages of their early employment or prior to undertaking lone worker tasks for the first time.

Points to note:

- A manager can nominate another Ravensdown staff member to be the check-in person.

- Where the check-in system becomes onerous and unworkable, an automated system may be looked at and will be specified by Ravensdown.

- When it is unrealistic to expect people to drive distances to get cell phone reception to check-in, an alternative system may be looked at by Ravensdown.

8. Personal Locator Beacons

PLB's have been allocated widely across the business to lone working staff to give the ability to summon emergency services when they are in grave and imminent danger (a life-threatening situation). The 406MHz frequency beacons that Ravensdown maintain allow a distress signal to be picked up by satellites overhead and alert authorities in more than 200 countries and territories. In New Zealand

(and across the South Pacific basin) these distress signals are monitored by the Rescue Coordination Centre New Zealand (RCCNZ), which is part of Maritime NZ.

When a beacon is activated, RCCNZ will first call the phone number of the person allocated to the beacon. If there is no response, they will then contact the allocated contact person. For Ravensdown, this is the person's direct manager.

It is therefore crucial the PLB that is allocated to the individual is correctly documented with RCCNZ. Ravensdown will update RCCNZ periodically with the details of allocated PLBs. PLBs must not be given to new staff without first being sent to the IT Department, Christchurch office for proper reassignment.

The PLB's are also monitored by Ravensdown to keep up to date with the six- monthly beacon test and the 12-monthly GPS signal test. It is imperative that the PLB is allocated correctly so the email reminder goes to the appropriate Ravensdown staff member and their manager.

9. Related Information, training information and Links

This policy should be read with consideration to the following:

- Ravensdown Safety and Wellbeing Manual

- Protecting workers who work alone – Employment NZ

- NZ Government Good Practice Guide to Remote Working

- Remote and isolated work - Managing risks | Safe Work Australia

- Lone working – the basics for employers (UK)

- Lone workers (Ireland)

- NZ SAR PLB information

10. Policy Endorsement

This policy has been approved and endorsed by the CEO through an auditable process and does not require a physical signature on this copy, to be endorsed.

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Appendix 1

Communication Protocol

Worker communicates to Manager — "I'm off to xyz farm/store/task. I'll text you when I get back at approximately 4.30pm."

Preset check-in time due

Check-in Completed ✓

Worker does not check-in. Manager follows up after 20 mins. — "Are you OK?"

Worker answers and all is OK ✓

Worker does not reply. Manager follows up after 40 mins. — "Please reply to me ASAP"

No Reply after 1 hour. Manager to contact last known point of contact i.e. farm manager, Store Manager or Quarry Manager

No confirmation of worker's status.

- Manager to contact next of kin to see if contact has been made to them.
- Manager to check Navman (if installed) to get the whereabouts of their vehicle.
- Manager to ring another Manager or worker who is in the area to assist in finding the worker.

If still no confirmation, then emergency services 111, is called and the expected escalations to management to occur immediately. The incident should be logged into RavSafe as soon as it is possible.

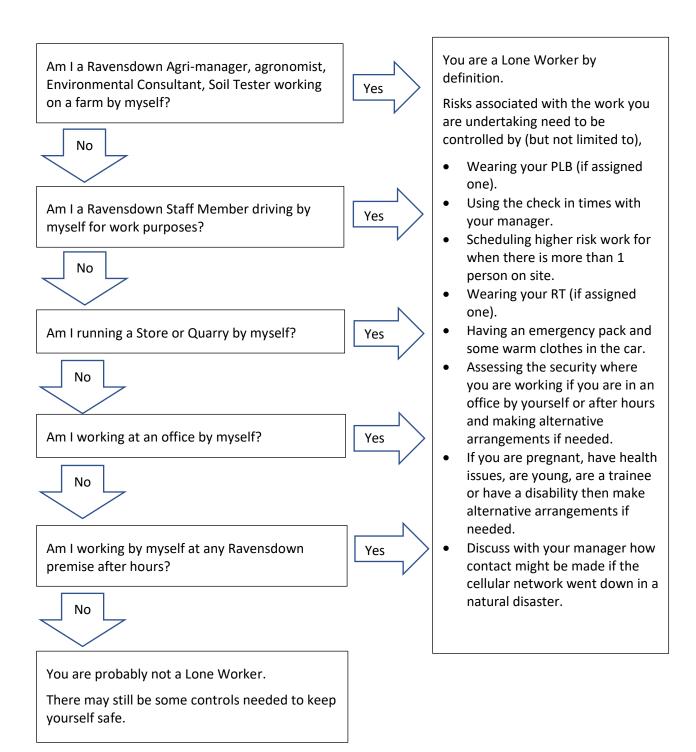|			
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Appendix 2

Summary Flow Chart: Am I a Lone Worker?

Flow Chart	
Am I a Ravensdown Agri-manager, agronomist, Environmental Consultant, Soil Tester working on a farm by myself? → Yes	**You are a Lone Worker by definition.**
↓ No	Risks associated with the work you are undertaking need to be controlled by (but not limited to),
Am I a Ravensdown Staff Member driving by myself for work purposes? → Yes	• Wearing your PLB (if assigned one).
↓ No	• Using the check in times with your manager.
	• Scheduling higher risk work for when there is more than 1 person on site.
Am I running a Store or Quarry by myself? → Yes	• Wearing your RT (if assigned one).
↓ No	• Having an emergency pack and some warm clothes in the car.
Am I working at an office by myself? → Yes	• Assessing the security where you are working if you are in an office by yourself or after hours and making alternative arrangements if needed.
↓ No	• If you are pregnant, have health issues, are young, are a trainee or have a disability then make alternative arrangements if needed.
Am I working by myself at any Ravensdown premise after hours? → Yes	• Discuss with your manager how contact might be made if the cellular network went down in a natural disaster.
↓ No	
You are probably not a Lone Worker. There may still be some controls needed to keep yourself safe.	

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