



Norwich Hackspace Lone Working Policy & Procedure

Do Not Be on Fire!

Norwich Hackspace has a duty to assess risks to lone workers and to take steps to avoid or control risk where possible.

Members who work alone also have responsibility to take reasonable care of themselves and other people affected by their work.

When members join Norwich Hackspace, they tick a box to say that they have read the Health and Safety Guidelines Do Not Be On Fire.

Members are encouraged not to work alone if it can be avoided

Scope of the policy

This policy applies to all situations involving members working or being alone in Norwich Hackspace (Lion House, Muspole Street) and Metalspace (St Mary's Works)

- Only (fully inducted) keyholders may be alone in Norwich Hackspace building.

Lone working includes:

- An individual member working or being alone in the Norwich Hackspace building – Lion House Muspole Street or Metalspace in St Mary's Works .

Lines of responsibility

- A lone worker is ultimately responsible for his or her health, safety and welfare
- The Coreteam will assist in providing loneworkers with a safe working place
- The Coreteam will assist in for putting the policy into practice, and check it is still working
- The Coreteam will ensure that members are aware of this policy
- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working and there are arrangements for monitoring incidents linked to lone working

The Coreteam will:

- Ensure that all members are aware of this policy when they join
- Issue periodic reminders to all members via Slack
- Help members that want to enter the space alone to identify risks and how to work safely
- Offer appropriate support to members involved in any incident once informed
- Provide or identify personal safety equipment where it is felt to be desirable or is requested

Members are responsible for:

- Avoiding working or being alone in the space if at all possible
- Taking reasonable care of themselves and others affected by their actions
- Following guidance and procedures designed for safe working
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance where appropriate
- Reporting any dangers or potential dangers that they identify or any concerns they might have in respect of working alone
- Being aware of the risk and vulnerability if they choose to work/be alone in Norwich Hackspace

Guidance for risk assessments of lone working

General arrangements

- Provide adequate channels of communication in an emergency – Check that a mobile is available and charged
- Identify tasks or settings which present a special risk to the lone worker
- Set up reporting and recording procedures

Monitoring safety issues

- If something goes wrong or something is broken, members should report it as soon as possible on Slack where the Coreteam will investigate
 - Lone workers must report incidents (including near misses, accidents) to the Coreteam and entries should be made in the Accident and Incident Book in the office
 - Concerns about personal safety in any situation must be referred to the coreteam as a matter of urgency.
 - The Coreteam and all members must exercise vigilance and ensure that incidents are not overlooked or ignored.
 - Members are encouraged to report any incidents of lone working that they feel concerned about
 - Communication is key
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Lone Working Procedures

If members want to work/ be alone in Norwich Hackspace they should inform a trusted person (spouse/partner/friend) and give them an approximate expected time of duration in the space. Let them know when entering and leaving the space!!

- DO NOT rely on a message on Slack as it may not be picked up
- Take a mobile phone and keep it within reach or with Siri or Google Assistant enabled
- Consider setting up and testing the Alexa Smart Speaker to call someone in case you cannot reach your phone, it may help
- Know where the address and First Aid Kits are
- Do not experiment with new or unfamiliar equipment – this is not the time
- Do not use any equipment that you have not been inducted on
- Play safe – be aware of the risk of being alone

When working alone in Norwich Hackspace premises

- Lock the door to the street when in the space
- Do not open the door to someone you don't know
- Avoid doing any tasks involving physical risks such as using the table saw, or if unavoidable, let someone else know what you are doing and tell them when you have completed the task. This can be another member or a family member/friend
- Be aware that a trivial action maybe high risk; ie, standing on chair to reach something
- Be extra aware that you are alone and therefore vulnerable

Other considerations

The address of the Hackspace is written on the whiteboard in the main room

Lion House, 20-28 Muspole Street, Norwich, NR3 1DJ

What3Words location is ///moral.basket.certified

The first aid kit is in the office. There is also a first aid kit in the woodworkshop

Check equipment is shut down safely and lock all the doors when you when you leave

CCTV

Be aware that there is CCTV in all areas of Norwich Hackspace and the Metalspace. They are not continuously monitored but they will be reviewed in the case of an incident. It does not mean that they will inform of any incident before it is reported.

POLICY DATED : 28th November 2024 approved by the Coreteam

REVIEW DATE : 2 years after date of current policy
