

# Procedure

## Remote and Isolated Work

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# 1 Purpose

Seqwater is committed to the health and safety of all people at its workplaces. The purpose of this procedure is to define systems and processes to be utilised to identify, assess and control the risks associated with remote or isolated work.

# 2 Scope

This procedure applies to all Seqwater Workers, business groups and work activities.

# 3 Critical Controls

Critical Controls for Remote Work		
#	Critical Controls	Objective
1	Emergency Response	To minimise human harm cause by delayed emergency response due to remote or isolated location
2	Minimum of 2 workers when working with the public at identified high risk sites e.g. compliance activities, visiting private property, community events	To prevent uncontrolled interactions with known aggressive members of the public or land holders

# 4 Procedure

## 4.1 What is remote or isolated work?

Remote or isolated work is work that is isolated from the assistance of other people because of the location, time or nature of the work being done. In this procedure, assistance from other people includes rescue, medical assistance and emergency services.

A worker may be isolated even if other people are close by. In some situations, a worker may be alone for a short period of time, while in other situations they may be on their own for a number of hours at a remote location.

Examples of isolated or remote work situations that may be encountered by Seqwater workers include:

- Physically working alone, for example, a worker working by themselves at a water treatment plant (WTP) or an office on a weekend
- Working in isolation, for example, working in a pump room at a WTP with other workers on site
- Working in geographical isolation, for example, performing weed spraying in a remote catchment area
- Working in isolation with members of the public, for example, performing compliance patrols at a recreation area
- Working outside of normal business hours, for example, responding to an alarm outside of normal business hours

- Work in areas where communication systems do not work or are impaired, for example, working on a vessel in a known communication black spot
- Travel as part of work, for example, travelling to a remote location through known communications black spots.

Each activity or situation must be assessed according to its circumstances, considering all specific factors that may present a risk to the worker, in order to determine if the activity should be managed as remote or isolated work.

## 4.2 Who is considered a lone worker?

Lone workers are people who work by themselves and/or work in the community with only limited support arrangements, which therefore expose them to risk of being isolated from normal support.

## 4.3 What are the risks of remote or isolated work?

The potential risks associated with performing work activities increase significantly when the activity is performed in remote or isolated situations.

Each work activity or situation that a worker encounters should be considered in terms of the inherent risks of the activity to determine the degree of exposure to remote or isolated work.

### 4.3.1 Activities that must not be performed alone

The risks associated with some activities are such, that the activity must not be undertaken alone. These activities include, but are not limited to:

- Confined space entry
- Work at height requiring the use of fall arrest or fall restraint equipment
- Work on water from a vessel or equivalent (refer to the Safe Vessel Use Procedure ([PRO-00865](#)) for further information)
- Swift Water activities
- Working with public at identified high risk sites e.g. compliance activities, visiting private property, community events
- Live electrical work
- High voltage electrical work
- Occupational diving
- Some aspects of firefighting activities, such as internal fire block/remote ignition.
- Use or disposal of hazardous substances where there is a significant risk of injury or exposure to the hazardous substance following controls being implemented in accordance with the SWMS developed for the work activity.
- Other tasks where more than one person is required to undertake the activity as determined by the requirements of the SWMS associated with the remote or isolated work activity.

## 4.4 Assessing remote or isolated risks

Any tasks or activities undertaken at Seqwater workplaces must be assessed to determine if the activity involves remote or isolated work.

When identifying remote or isolated work, the following must be considered:

- The length of time the person/s may be working alone

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- The time of day when a person may be working alone
- The method and effectiveness of communication (i.e. alternate communication methods must be implemented in known mobile black spot areas)
- The location of the work
- The nature of the work
- The physical fitness, skills and capability of the worker.

Remote or isolated work risk assessments must be undertaken in accordance with the Hazard Identification and Risk Management Procedure ([PRO-00657](#)).

The outcome of a remote or isolated work risk assessment must be used to inform:

- If the work should proceed
- The size and composition of the work group (i.e. can the work be done alone/are more workers/competent people required to undertake the work)
- Monitoring/communication tools and protocols to be implemented
- Equipment required to undertake the work safely
- First aid requirements
- Emergency response requirements

Examples of these risk categories, together with minimum risk controls, are included in Appendix A.

## 4.5 Controlling remote or isolated work risks

The following sections provide a selection of risk control measures available to Seqwater workers to manage the risks associated with undertaking remote or isolated work.

Additional risk control measures may be implemented to address specific risks e.g. wet weather, high fire danger.

Risk controls that will be used for a remote or isolated work activity must be identified and where applicable documented in accordance with Hazard ID and Risk Management Procedure ([PRO-00657](#)).

### 4.5.1 Eliminate the need for remote or isolated work

#### Work management

Where practicable, rosters and work coordination should be used to minimise or eliminate the need for remote or isolated work. Scheduling work in remote or isolated locations so that concurrent activities are being performed to ensure that more than one worker is at the location greatly decreases remote or isolated work risks.

#### Callout and operational alarm response

A significant portion of remote or isolated work at Seqwater is the result of after-hours callouts and responses to operational alarms outside of normal business hours.

**Note: Seqwater workers are prohibited from providing first response to a security alarm.**

To minimise the exposure of workers to remote or isolated work outside of normal business hours, all work teams must implement a process to regularly monitor and review callout and operational alarm response activities.

When reviewing callout and alarm response activities, consideration should be given to the:

- frequency of the callout

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- time of callout
- operational criticality of the callout
- duration of the callout
- location of the callout.

Where callout reviews identify alarm trends or ongoing issues with plant or equipment, corrective actions must be implemented to eliminate or reduce the frequency of callouts or alarms.

## 4.5.2 Work group size and composition

Increasing the size or composition of the work group undertaking remote or isolated work is one of the most effective methods of managing risk. While this option may not be practical in all situations it should be implemented where the remote or isolated work risk assessment indicates that the risk to worker safety is unacceptable if the work is undertaken alone.

Workers undertaking remote or isolated work must be fit for work and have the appropriate level of physical fitness, skills and training for the work being undertaken.

NOTE: Workers may use Seqwater contracted security patrols to accompany them to operational alarm responses or callouts where other Seqwater workers are unavailable. Workers must confirm contractual implications of using contracted security patrols before engaging them to provide this service.

## 4.5.3 Remote or isolated worker monitoring

Monitoring worker movements whilst they are working remotely or in isolation is a critical risk control measure. Formal monitoring arrangements must be defined and implemented to ensure communication with remote or isolated workers is maintained.

The extent of the monitoring arrangements will be dependent on the type of work to be undertaken and the outcomes of the remote or isolated work risk assessment.

For all remote or isolated work situations, a minimum call back time of two hours is required. Please refer to Appendix B for additional detail on determining the most appropriate call back time for the activity being performed.

Please refer to the Worker Welfare Monitoring Work Instruction ([PRO-02076](#)) for direction on how to instigate a remote or isolated work monitoring activity.

## 4.5.4 Journey management

Journey monitoring must be undertaken for the following types of journeys:

- Daytime vehicle journeys greater than two hours in duration
- Any vehicle journey undertaken in a Seqwater vehicle outside of normal business hours (does not include travel to and from work for normal business hours)
- All vessel-based journeys.

Where a journey is being undertaken where a number of tasks are being performed on a round trip basis over the course of a day, the journey can be registered as a single trip with call in durations appropriate to the trip and activity risks (maximum 2 hours).

Please refer to the Worker Welfare Monitoring Work Instruction ([PRO-02076](#)) for direction on how to instigate a journey monitoring activity.

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## 4.6 Communications

Workers that are required to work remotely or in isolation must be provided with appropriate means of communication which enables:

- the worker to initiate and maintain a check-in process
- the worker to initiate a call for help in the event of an emergency.

The preferred method of communication should allow for voice communications. If voice communication is not possible, workers must carry a PLB / EPIRB for the duration of the work activity / trip.

The table below provides examples of communication devices that may be used.

Type of device	Suitability
Landline telephone	Reliable and allows voice communication, however it is only available at fixed assets. Should be used in conjunction with other risk control measures.
Mobile telephone	Allows voice communication, however black spots exist and it cannot always be relied on in all areas. Network coverage maps should be consulted prior to implementing this as a risk control measure. Should be used in conjunction with other risk control measures.  Coverage maps can be found at: Telstra: <a href="http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/">http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/</a> Optus: <a href="https://www.optus.com.au/network/mobile/coverage">https://www.optus.com.au/network/mobile/coverage</a> <b>Please note</b> that coverage maps should be used as a guide only. Information gathered by work groups regarding known mobile black spots must be used to guide the suitability of communication devices.
Satellite telephone	Allows voice communication, is most suitable for areas identified as being a black spot area for mobile phone reception. Operation can be affected by clear line of sight to satellites, damage to aerials, failure of vehicle power supplies, vehicle damage, as well as dense overhead foliage and heavy cloud cover. Should be used in conjunction with other risk control measures.
Emergency Positioning Indication Radio Beacons (EPIRB) and Personal Locating Beacon (PLB)	For use where life-threatening emergencies may occur, to pinpoint location and to indicate by activation of the beacon that an emergency exists. It is important for the users of this equipment to understand that it should only be used in an emergency or as a last resort. For a worker travelling in remote locations, there should be a system for voice communication as well as an emergency location beacon. Generally used for non-land based activities. Does not allow voice communications, the device must be registered with Australian Maritime Safety Authority (AMSA) and the Seqwater Incident and Security Management Team.
'Man down' alarm, duress alarm	Does not allow voice communication but does allow alarm to be raised. Has a built-in tilt device, which can detect if the person holding it is in a horizontal position, such as lying on the floor. The sensor will automatically send an alarm when its position corresponds to being horizontal for a certain period of time. Pressing its duress button will activate a help call at any time.
UHF / VHF / GWN Radio	Allows voice communications, however only able to communicate to other UHF radio users and/or Seqwater VHF Channels and base stations. Should be used in conjunction with other risk control measures.

### 4.6.1 Supplies, tools and equipment

Managers must ensure that workers required to work remotely or in isolation have adequate supplies, tools and equipment to safely undertake the work.

When planning remote or isolated work the following supplies, tools and equipment should be considered:

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- communication equipment (e.g. mobile phone, satellite phone, UHF radio)
- personal alarms (EPIRB, PLB, man down alarm, duress alarm) as required
- first aid kits
- access to potable water and food
- appropriate rescue and recovery equipment
- emergency contact numbers
- hazard signage
- torches
- batteries
- fuel.

Additional equipment may be required dependent on the outcome of the remote or isolated work risk assessment.

#### 4.6.2 First aid

It is mandatory for workers who undertake remote work to have completed the Apply Advanced First Aid training in accordance with the First Aid Procedure ([PRO-00903](#)).

## 5 Definitions

Term	Definitions
Agreed point of contact	National Response Centre which is accessed via the Seqwater Security and Incident Hotline – Phone (07) 3270 4040.
Assistance	Assistance includes rescue, medical assistance and the attendance of emergency services workers.
Engaging Officer	The Seqwater employee who engages another employee or contractor to perform a service or work activity at any Seqwater workplace.
Hazard	A situation that has the potential to harm a person and/or the environment and/or damage property.
Journey	Travelling from one point to another. For the purpose of this procedure, the journey may be taken either by vehicle or vessel.
Safe Work Method Statement (SWMS)	A step-by-step method of identifying hazards, evaluating the risk, implementing control measures and providing a safe system of work.
Journey Management	Journey Management is a process that workers follow for planning and undertaking journeys in compliance with legislative requirements, with the goal of completing the journey safely.
Line Supervisor	A Line Supervisor is a person with day-to-day supervisory responsibilities for workers within a functional area of the business. A Line Supervisor includes, but is not limited to, Principals, Team Leaders, Coordinators and Level 4 or 5 Supervisors. A Line Supervisor is also considered a worker, but has additional responsibilities for the implementation of the WHS Management System as identified in the WHS Management System and/or position description.



Term	Definitions
Lone Worker	A worker who performs an activity that is carried out in isolation from other workers without close or direct supervision. Such staff may be exposed to risk because there is no-one to assist them and so a risk assessment may be required.
Manager	A person with the responsibilities for managing a functional area of the business including the workers within the relevant functional area. This includes, but is not limited to, Level 3 Managers, General Managers and Project Managers. A manager is also considered a worker, however, managers may have additional responsibilities for implementation of the WHS Management System as well as any additional responsibilities as an officer of the business.
Normal business hours	Between 6am-6pm, excluding weekends, public holidays or any other time when the facility is normally vacated
Remote or isolated work	Work that is isolated from the assistance of other persons because of location, time or the nature of the work. Refer to Appendix A for specific examples of activities or tasks.
Risk control	Means taking action to eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.
Working alone	A worker undertaking work or travelling for work on their own without routine interaction with other persons because of the location, time or nature of their work.
Work group	A grouping of workers in an effective and convenient way to ensure representation by a Health and Safety Representative who is readily accessible to all members of that group.
Worker	Worker means a person who carries out work in any capacity for Seqwater, including work as: an employee a contractor or subcontractor an employee of a contractor or subcontractor an employee of a labour hire company who has been assigned to work at Seqwater an outworker an apprentice or trainee a student gaining work experience a volunteer a worker of a prescribed class.
Workplace	A place where work is carried out by Seqwater and includes any place where a worker goes, or is likely to be, while at work. This includes a vehicle, vessel or other mobile structure.

## 6 Roles and Responsibilities

Role	Responsibility
Managers	<ul style="list-style-type: none"> <li>• Provide adequate resources to comply with this procedure.</li> <li>• Develop a systematic process to identify remote or isolated workplaces.</li> <li>• Provide effective communication tools or devices for workers performing remote or isolated work.</li> <li>• Report and investigate WHS incidents related to remote or isolated work activities.</li> </ul>
Line Supervisors	<ul style="list-style-type: none"> <li>• Implement a systematic process, to identify remote or isolated workplaces.</li> <li>• Implement a systematic process to identify hazards and risk controls to undertake remote or isolated work safely.</li> <li>• Communicate, consult and instruct workers on the risks of, and controls required, to perform remote or isolated work activities.</li> <li>• Regularly monitor and review the effectiveness of risk controls and implement corrective actions and treatment plans where required.</li> </ul>
Engaging Officers (including Project Managers)	<ul style="list-style-type: none"> <li>• Communicate Seqwater’s remote or isolated work requirements with contractors and relevant third parties. This is achieved by providing the contractor or third party with a copy of Seqwater’s Life Saving Controls booklet and a copy of this procedure.</li> <li>• Review contractor’s or third party’s safety documentation to validate that Seqwater’s requirements for remote or isolated work are addressed. Where required, obtain advice and support from the WHS team to support this review.</li> <li>• Validate, or arrange for a representative to validate, that contractors and third parties they engage are complying with their safety documentation.</li> </ul>
WHS Team	<ul style="list-style-type: none"> <li>• Provide advice, procedures, tools and templates to support systematic identification and management of remote or isolated work.</li> <li>• Report trends and analysis of hazard identification and effectiveness of risk controls to relevant stakeholders.</li> <li>• Complete workplace monitoring activities to verify the WHS hazard identification and risk management process.</li> </ul>
Workers	<ul style="list-style-type: none"> <li>• Comply with the requirements of the remote or isolated work procedure.</li> <li>• Utilise supplies, tools and equipment provided to safely undertake work remotely and/or in isolation.</li> <li>• Comply with the requirements of the / Safe Work Method Statement (SWMS) associated with any remote or isolated work activity.</li> </ul>

## 7 Training

Workers will be made aware of the requirements of Remote and Isolated work via team briefings on the content of the Critical Control Handbook ([MAN-00313](#)) and the Critical Control Generic SWMS ([RSK-00481](#)).

## 8 Monitoring and audit

The requirements of this procedure shall be audited in accordance with the WHS Internal Audit Schedule and the Internal Audit Procedure ([PRO-00002](#)).

## 9 References

### 9.1 Legal and Other Requirements

Description
<i>How to Manage Work Health and Safety Risks Code of Practice (Qld)</i>
<i>Work Health and Safety Act 2011</i>
<i>Work Health and Safety Regulation 2011 (Qld)</i>

### 9.1 Seqwater supporting system documents

HSW Procedure	HSW System Documents	Other System Documents
<a href="#">PRO-00657</a> Hazard Identification and Risk Management Procedure <a href="#">PRO-00903</a> First Aid Procedure <a href="#">PRO-00865</a> Safe Vessel Use Procedure	<a href="#">PRO-02076</a> Worker Welfare Monitoring Work Instruction Critical Control Handbook <a href="#">MAN-00313</a> Critical Control Generic SWMS <a href="#">RSK-00481</a>	<a href="#">PRO-00002</a> Internal Audit Procedure <a href="#">PRO-01574</a> Training and Competency Management Procedure Optus Mobile Coverage Map Telstra Mobile Coverage Map

## Appendix A – Examples of remote or isolated work

Activity	Remote or isolated work	Justification for Classification	Recommended Risk Control Measures
<b>Remote Work Environment</b>			
A worker is required to read an irrigation meter on a customer’s farm. The meter is located 3kms from the road, requires 4wd access, and is in an isolated part of the property.	Yes	The worker will be entering an area that is remote and may not be accessed by another person for a considerable duration.	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF/GWN radio)</li> <li>• Personal Locating Beacon</li> <li>• 4wd trained driver and recovery gear</li> <li>• First aid kit</li> </ul>
<b>Isolated Work Environment</b>			
Three workers are working together, undertaking a confined space entry.	Assessment required	A confined space rescue plan must be developed and rehearsed prior to commencing work. The standby person at the location <u>must</u> be able to raise the alarm. If this situation is able to be achieved, they would not be considered to be working alone or in isolation.	<ul style="list-style-type: none"> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> <li>• Personal Locating Beacon</li> <li>• Confined space equipment as defined by the SWMS, the confined space permit and the rescue plan.</li> </ul>
A worker walks alone around the back of a depot store to check on pipe materials when other people are on site.	Assessment required	Assess the hazards. Consider, for example, that a pipe could topple off a stand and pin the worker to the ground.	As a minimum let someone else know that the worker is there and estimated time of return.
A worker is called to a customer’s property. The Operations Centre advises that the customer was very irate and aggressive over the telephone.	Yes	Attending the customer’s premises alone in these circumstances should be avoided.	<ul style="list-style-type: none"> <li>• As a minimum, the work group attending the customer’s property must consist of two workers. If required, the police may also be requested to attend.</li> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF/GWN radio)</li> </ul>

Activity	Remote or isolated work	Justification for Classification	Recommended Risk Control Measures
A worker is called out at 11.00pm to investigate an alarm at Byrnes Road pump station (Brisbane suburban pump station).	Yes	The worker will be alone and will be isolated when they enter the pump station.	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF/GWN radio)</li> <li>• Personal Locating Beacon</li> <li>• First aid kit</li> </ul>
<b>Remote Facility</b>			
A worker attends Ipswich Office or Region/Depot office outside of normal business hours.	Assessment required	The risk is relatively low and can be reduced further by means such as ensuring building security is available to provide access from a workers' vehicle to the building and providing for car parking in a close and secure location outside of normal business hours.	Workers should not be required to contact an agreed point of contact, but should have this option available to them if they wish to do so.
A single worker visits a large reservoir site, or bore field, closes the gate behind them, as required, and drives or walks to a location within or out of sight of the road.	Yes	The worker may easily become out of visual or audible range and if incapacitated is unable to seek help.	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF/GWN radio)</li> <li>• Personal Locating Beacon</li> <li>• First aid kit</li> </ul>
A worker such as an electrician or fitter visits a water pumping station, and is be required climb down the ladder of a dry well.	Yes	The worker is out of visual or audible range and if incapacitated is unable to seek help. All enclosed or partially enclosed spaces must be assessed to confirm if confined space controls apply.	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF/GWN radio)</li> <li>• Personal Locating Beacon</li> <li>• Gas detector</li> <li>• First aid kit</li> </ul>
A worker such as an electrician or fitter visits a water pumping station and the pumping station is at the end of a long driveway that is not able to be viewed from the street.	Yes	The worker is out of visual or audible range and if incapacitated is unable to seek help.	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF/GWN radio)</li> <li>• Personal Locating Beacon</li> <li>• First aid kit</li> </ul>

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Activity	Remote or isolated work	Justification for Classification	Recommended Risk Control Measures
Two workers are both working at a water treatment plant, in regular visual or audible contact.	Assessment required	<p>They are not working alone and in routine circumstances would not be considered working in isolation.</p> <p>If they were undertaking a task together in which they may both be impacted by an incident requiring external support initiated through an agreed point of contact, they would be considered working in isolation.</p> <p>In fire or extreme weather conditions, or during urgent and complex plant failure, circumstances may be unpredictable and change rapidly. It would be prudent to log in with the welfare monitoring provider.</p>	<ul style="list-style-type: none"> <li>• Communication device (mobile phone, satellite phone, UHF/GWN radio)</li> <li>• Personal Locating Beacon</li> <li>• First aid kit</li> </ul>
<b>Isolated Work with the Public</b>			
A worker is undertaking a compliance inspection of a recreation area.	Assessment required	<p>Assess the location of the recreation area and the type of user who frequents the area.</p> <p>Need to consider personal safety when attending these areas and entering these situations.</p>	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF/GWN radio)</li> <li>• Personal Locating Beacon</li> <li>• First aid kit</li> </ul>
<b>Impaired Communication Area</b>			
A worker will be performing weed spraying from a vessel in a known communication black spot.	Yes	The worker will be performing a work activity in an area with reduced ability to raise an alarm and be recovered if an incident occurs.	<ul style="list-style-type: none"> <li>• Team of two</li> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF/GWN radio)</li> <li>• EPIRB</li> <li>• First aid kit</li> </ul>

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Activity	Remote or isolated work	Justification for Classification	Recommended Risk Control Measures
<b>Vehicles and travel</b>			
Travel between Mt Crosby WTP and Wivenhoe Dam during daylight hours (approx. 30min drive)	No	Journey management not required as journey is being undertaken in daylight hours and is less than 1 hour in duration	<ul style="list-style-type: none"> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> </ul>
Travel between Icon (Ipswich) and Creek Street (Brisbane) during daylight hours (approx. 50min drive)	No	Journey management not required as journey is being undertaken in daylight hours and is less than 1 hour in duration	<ul style="list-style-type: none"> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> </ul>
Travel between Icon (Ipswich) and Noosa WTP during daylight hours (approx. 2 hours' drive)	No however journey management is required	Journey management required as duration of journey is greater than 1 hour in duration	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> </ul>
Travel to and from a night time community forum held in Ipswich.	No however journey management is required	Journey management required as the trip is being undertaken at night	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> <li>• Torch</li> </ul>
Performing inspections at 5 individual dams within a single day.	Assessment required for activity + Journey management required	Journey management is required as the trip is greater than 1 hour in duration. May also involve remote or isolated work depending on the locations of the dams and the activities being undertaken	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> <li>• Personal Locating Beacon</li> <li>• First aid kit</li> </ul>

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## Appendix B – Guidelines for determining call back time

In selecting a call back time, workers and supervisors should be aware that the period of time selected will determine the amount of time that will elapse before any attempt would be made to locate and potentially provide aid to an incapacitated worker.

In practice, locating the worker could take many hours from the time of an escalation/alarm, depending upon factors such a remoteness and clarity of location provided at the time of logging. Following this may be a further lengthy period of time if a rescue has to be conducted and the worker transported to medical help if required. This sequence of events is illustrated in Figure 1 below.

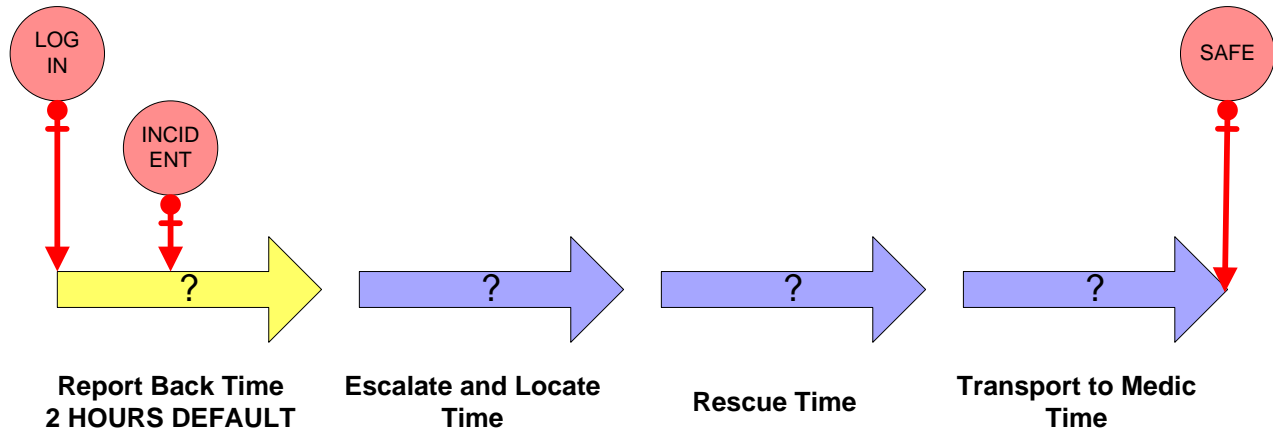


Figure 1 Lone worker monitoring report back time sequence

In routine type remote or isolated worker situations, the report-back interval should typically be two hours where practicable and so far as the remote or isolated worker’s communications capacity allows. The report-back interval may range from 15 minutes to 2 hours depending on the risk associated with the activity being undertaken and the communications capacity.

Some short-term, high-risk situations should involve a short report-back interval, which may be as little as 15 minutes. In these short-term, high risk situations, additional risk control measures such as duress alarms or gas detectors should be implemented. Examples of short-term, high risk situations may include:

- a worker changing a chlorine drum or cylinder in a single-person change-over
- two workers investigating a chlorine alarm above 5 ppm (the workers are not working alone but are working in isolation as events may unfold in which they are both affected by the chlorine leak).

**Workers are responsible for being in a location to be able to communicate to the monitoring service provider at required call in times.**

In some circumstances, this will require the workers to stop a work activity and travel to a location where communications are available. Alternately, where workers are entering a known communications black spot, they may contact the monitoring provider before their scheduled call in time and organise a follow up call once they will be out of the communications black spot (maximum 2 hours).

The following assessment tool is provided for managers and supervisors as an aid in determining appropriate report-back intervals, and should only be applied in the context of local remote or isolated worker situations and having regard for their remote or isolated workers’ communications capacity to report back to an agreed point of contact.

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