

DPN LONE WORKER AT CENTRE EMERGENCY PROCESS

1. PURPOSE

This document outlines the emergency process for lone workers at the Digital Peninsula Network Ltd Training Center. It aims to ensure the safety and well-being of employees who work alone by providing clear procedures to follow in case of an emergency.

2. SCOPE

This process applies to all lone workers at Digital Peninsula Network Ltd Training Center, including full-time, part-time, and temporary staff.

3. DEFINITIONS

Lone Worker: An employee who performs their duties in isolation from other workers without close or direct supervision.

Emergency: Any situation that poses an immediate risk to health, life, property, or the environment, such as fire, medical emergencies, gas leaks, or violence.

4. RESPONSIBILITIES

Lone Workers: Must follow the emergency procedures outlined in this document, keep their mobile phones charged and accessible, and report any incidents or near-misses.

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Line Managers: Ensure that lone workers are aware of and understand the emergency procedures, conduct regular check-ins, and provide necessary training.

5. EMERGENCY CONTACT INFORMATION

Emergency Services: 999

Centre Reception: 01736 333700

Centre Supervisor: Gerson Velasquez - 01736 333700

Health and Safety Officer: Sioban Osborne - 01736 333700

6. EMERGENCY PROCEDURES

6.1 Fire

Raise the Alarm: Activate the nearest fire alarm if it hasn't already been triggered.

Evacuate: Leave the building immediately using the nearest safe exit. Do not use elevators.

Assembly Point: Proceed to the designated assembly point and await further instructions.

Report: Call emergency services (999) and provide details of the fire. Inform the center supervisor.

6.2 Medical Emergency

Assess the Situation: Determine the severity of the medical emergency.

Call for Help: Contact emergency services (999) and provide details of the emergency.

First Aid: Administer first aid if trained and it is safe to do so.

Report: Inform the center supervisor and health and safety officer.

6.3 Gas Leak

Evacuate: Leave the area immediately if you smell gas or suspect a leak.

Avoid Sparks: Do not use electrical switches or devices that could create sparks.

Call for Help: Contact emergency services (999) and provide details of the leak.

Report: Inform the center supervisor.

6.4 Violent or Threatening Behavior

Remove Yourself: If possible, leave the area immediately and find a safe location.

Call for Help: Contact emergency services (999) and provide details of the situation.

Secure the Area: If safe to do so, lock doors and secure the area to prevent the perpetrator from entering.

Report: Inform the center supervisor.

7. REPORTING AND FOLLOW-UP

Incident Report: Complete an incident report form and submit it to the center supervisor and health and safety officer as soon as possible after the emergency.

Debriefing: Attend a debriefing session with the center supervisor to discuss the incident and any required follow-up actions.

Review: Participate in a review of the emergency procedures to identify any improvements or changes needed.

8. TRAINING

All lone workers must receive training on the emergency procedures outlined in this document. Refresher training should be conducted annually or whenever there are significant changes to the procedures.

9. REVIEW

This document shall be reviewed annually or after any major incident to ensure its effectiveness and accuracy.

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