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PEACEHAVEN TOWN COUNCIL

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Members on this Committee:

Cllr. Claude Cheta (Chair of Council) Cllr. Job Harris (Deputy Chair of Council)
Cllr. David Seabrook (Chair of Committee) Cllr. Chris Collier, Cllr. Wendy Veck,
Cllr. Catherine Gallagher, Cllr. Isobel Sharkey, Cllr. Alan Milliner, Cllr Lucy Symonds

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11th September 2019

Members of Peacehaven Town Council's Personnel Committee are summoned to a meeting of the Committee to be held in the Anzac Room, Community House, Meridian Centre, Peacehaven on Tuesday 17th September 2019 at 6.00 p.m.

Tony Allen
Town Clerk

A G E N D A

1 E038 PUBLIC QUESTION TIME

There will be a 15 minute period when members of the public may ask questions relating to personnel matters.

2 E039 CHAIRMAN'S ANNOUNCEMENTS

3 E040 TO CONSIDER APOLOGIES FOR ABSENCE

4 E041 TO RECEIVE DECLARATIONS OF INTEREST FROM MEMBERS

5 E042 TO ADOPT THE MINUTES OF 4th JULY 2019 & 6th SEPTEMBER 2019 MEETINGS

6 E043 TO ADOPT A LONE WORKING RISK ASSESSMENT & POLICY

NOTE: *In accordance with Standing Order No. 3(d) and the Public Bodies (Admission to Meetings) Act 1960, Section 1, in view of the confidential nature of the following business to be transacted, the public and press are excluded from the discussion of the following items.*

7 E044 TO APPROVE PROPOSED CHANGES FOLLOWING THE CONSULTATION ON CARETAKERS ROTAS & STAFFING STRUCTURE

8 E045 TO ADOPT A REVISED STAFFING STRUCTURE

9 E046 TO REVIEW THE TERMS OF ENGAGEMENT FOR THE COUNCIL'S HR ADVISERS

10 E047 TO CONFIRM THE APPOINTMENT OF MS V ONIS

11 E048 UPDATE ON CURRENT STAFFING/EMPLOYMENT ISSUES & WORK IN PROGRESS

12 E049 COMMITTEE'S BUDGETARY REQUIREMENTS FOR 2020/21.

13 E050 DISCIPLINARY PROCEDURE – REPORT AND ACTIONS REQUIRED IN RELATION TO AN INCIDENT THAT OCCURRED ON FRIDAY 30th AUGUST 2019 INVOLVING TWO MEMBERS OF STAFF AND A MEMBER OF THE PUBLIC

14 E051 DATE OF THE NEXT MEETING – TO BE AGREED



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Minutes of the meeting of the Personnel Committee held in the Charles Neville Room, Community House, Meridian Centre at 4.00pm on Friday 6th July 2019

Present – Cllr David Seabrook (Chairman), Cllr C Cheta, Cllr Job Harris, Cllr Isobel Sharkey, Cllr Alan Milliner, Cllr Lucy Symonds, Town Clerk, Tony Allen.

1 E032 TO CONSIDER APOLOGIES FOR ABSENCE

It was resolved to approve apologies from Cllr Collier, Cllr Veck & Cllr Gallagher.

2 E033 TO RECEIVE DECLARATIONS OF INTEREST FROM MEMBERS

There were no declarations of interests.

In accordance with Standing Order No. 3(d) and the Public Bodies (Admission to Meetings) Act 1960, Section 1, in view of the confidential nature of the following business to be transacted, the public and press were excluded from the discussion of the following items.

3 E034 TO INSTIGATE THE COUNCIL'S DISCIPLINARY PROCEDURE IN RELATION TO AN INCIDENT THAT OCCURRED ON FRIDAY 30th AUGUST 2019 INVOLVING TWO MEMBERS OF STAFF AND A MEMBER OF THE PUBLIC

Cllr Seabrook outlined the requirements of the Council's disciplinary procedure and the process that had to be followed to ensure its open and fair application for all those involved in this incident.

The Clerk related the details of the incident itself, relevant background information and action taken to-date. It was resolved that the disciplinary procedure should be instigated.

4 E035 TO APPOINT A MINIMUM OF TWO COUNCILLORS TO UNDERTAKE AN INVESTIGATION

It was resolved that Cllr Harris and Cllr Symonds should undertake the investigation of this incident to ascertain the facts of the matter.

5 E036 TO APPOINT THREE COUNCILLORS TO FORM A DISCIPLINARY SUB-COMMITTEE/PANEL SHOULD THIS BE REQUIRED

It was resolved to defer this item to the Committee's next meeting on the 17th September 2019.

6 E037 DATE OF THE NEXT MEETING – Tuesday 17th September at 6pm.

There being no further business, the meeting closed at 16:38.

IN STRICTEST CONFIDENCE

Agenda Item: 6-E043
Committee: Personnel
Date: 17-09-2019
Title: Lone Working Risk Assessment & Policy
Report Author: Town Clerk
Purpose of Report: To invite the Committee to adopt the attached Lone Working Risk Assessment & Policy

Summary of recommended actions

1. To note the contents of this Report and attachment.
2. To adopt the Lone Working Risk Assessment & Policy.

Introduction

One of the major issues the Council's caretakers have is lone working.

Under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999, the Council has a legal responsibility to its lone workers and it must therefore carry out a risk assessment to ascertain the levels of risk that staff are under when working alone.

Background

The Town Clerk must make sure that a risk assessment is undertaken and this should be done in consultation with the staff who are working alone and their managers.

The attached Lone Working Risk Assessment & Policy was produced with reference to the HSE and the caretakers.co.uk web site and subsequently reviewed by Cllr Seabrook & Cllr Collier.

Analysis

It is essential that this Policy is adopted and implemented as soon as possible for the Council's Caretakers, with follow-up assessments scheduled annually (or sooner if required).

These assessments can then be rolled-out to the Grounds staff.

Implications

The Town Council has a duty to consider the following implications:

<u>Financial</u>	Potential measures yet to be specified may incur some costs, e.g. implementation of a contact or personal alarm system.
<u>Legal</u>	Under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999, the Council has a legal responsibility to its lone workers and it must therefore carry out a risk assessment.
<u>Environmental and sustainability</u>	No implications.

<u>Crime and disorder</u>	To reduce the threat from abusive members of public and/or those causing a nuisance.
<u>Climate</u>	No implications.

Appendices/Background papers

Lone Working Risk Assessment & Policy

Lone Working Policy contained in the Council's Employee Handbook (Appendix A)

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LONE WORKING RISK ASSESSMENT FOR CARETAKERS

This document should be read in conjunction with the Lone Working Policy contained in the Council's Employee Handbook (Appendix A)

What is Lone Working? One of the major issues the Council's caretakers have is lone working. The HSE defines lone workers as people in fixed establishments where:

- only one person works on the premises,
- people work separately from others,
- people work outside normal hours, e.g. cleaners, security, special production maintenance or repair staff etc.

Risk Assessment

The basis of this risk assessment is that the Council feels that lone workers should not be at more risk than any other employees.

Under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999, the Council has a legal responsibility to its lone workers and it must therefore carry out a risk assessment to ascertain the levels of risk that staff are under when working alone. The Town Clerk must make sure that a risk assessment is undertaken and this should be done in consultation with the staff who are working alone and their managers.

What things should be considered when completing this risk assessment?

The Council must take into account the following items and procedures may need to be introduced:

- Does the workplace present a specific risk to the lone worker, for example due to temporary access equipment, such as portable ladders or trestles that one person would have difficulty handling?
- Are there any reasons why the individual might be more vulnerable than others and be particularly at risk if they work alone (for example if they are young, pregnant, disabled or a trainee)?
- Does the work involve lifting objects too large for one person?
- Is there a risk of violence and/or aggression?
- Is there a system in place if staff become ill?
- Is there a system in place if staff are injured?
- Are staff required to lift items that more than one person should lift?
- Is adequate provision made on call-outs if police do not attend?
- Is training offered to deal with unwanted visitors?
- Is the person medically fit and suitable to work alone?
- Is there regular contact between the lone worker and another member of staff?
- Think about lettings and fire alarm routes, procedures. How will they differ?
- Does the lone worker have any perceived risks or fears?
- Is there a safe way in and a way out for one person?
- Does the job require staff to mix chemicals alone?
- Does the job require the use of machinery?
- Does the lone worker have any medical conditions which make them at greater risk?
- Is training offered so that the lone worker understands the risk and how to deal with emergencies?

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LONE WORKING RISK ASSESSMENT FOR CARETAKERS

Things to think about

Additional considerations regarding lone working include:

- A means of telephone or radio contact system or a system using an automatic warning devices which operate if specific signals are not received periodically from the lone worker.
- First aid; does the lone worker have access to a first aid kit? Can the lone worker administer first aid to himself? Is the lone worker trained as a first aider?
- If police response has been withdrawn, think about setting up a call back system or is another member of staff able to come out if called by the emergency services or police?
- Remember, even if there are other staff working at night, they too are considered lone workers. Has provision been made for them? There are lettings after office hours and staff are at risk and this is a lone worker situation.
- Does the caretaker have the means to call the police in an emergency?
- Think about access for lettings. Keep the number of access routes to a minimum.
- Keep security measures in good repair. Have doors and locks working correctly, make sure windows close properly and check they are secure. Repair any holes in fences.

Audits

The Council should carry out audits to make sure that risks to staff have not changed. The Town Clerk and other managers should visit periodically to ensure that staff are carrying out any extra safety measures introduced and to review risk assessments.

Tips on dealing with youths who are drunk, on drugs, who are abusive and causing a nuisance

The Council strongly advises that caretakers do not tackle youths on its sites who are drunk, on drugs and who are abusive and causing a nuisance.

- Firstly, if it is considered that the caretaker or the building is at risk from the youths, ring the police and your designated call person.
- Do not approach them or make any contact with them until the police or call out person has arrived.
- If they start to damage property, let them. Caretakers are not trained in dealing with youths/pupils and should not get involved. Caretakers may find that they have broken the law if they get involved.
- Think! - youths may be carrying a knife or gun; keep away from them. If there is CCTV, observe them from a monitor in the safety of an office. Caretakers must never put themselves at risk.
- Don't try to reason with youths. If they are on drugs or drunk it will only make the situation worse.
- It may be the caretakers job to help arrange to repair or make safe any damage they has been caused after the event.
- Never carry anything that could be classed as a weapon.

NOTE: This is by no-means a comprehensive list. This page will be updated from time to time and the Council invites feedback from caretakers who have found problems due to working alone.

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LONE WORKING RISK ASSESSMENT FOR CARETAKERS

Training

Training is particularly important where there is limited supervision to control, guide and help in uncertain situations.

Training may also be crucial in enabling staff to cope in unexpected circumstances and with potential exposure to violence and aggression.

Lone workers are unable to ask more experienced colleagues for help, so extra training may be appropriate. They need to be sufficiently experienced and fully understand the risks and precautions involved in their work and the location that they work in. Employers should set the limits to what can and cannot be done while working alone. They should ensure workers are competent to deal with the requirements of the job and are able to recognise when to seek advice from elsewhere.

In Conclusion

Any concerns regarding lone working must be referred to the Town Clerk immediately. The Council has a responsibility to ensure that its staff work in a safe environment.

Sources:

HSE

thecaretakers.co.uk

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Risk Assessment for Lone Working

Lone Working Risk Assessment Form

This form should be completed quarterly by the Town Clerk and the Senior Caretaker

Lone Workers Name:	Role of Lone Worker:	Number of people exposed:
Building:	Department:	
Risk assessment carried out by:	Date completed:	Review date:
Description of work activity :	Assessor's signature:	

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Use the table below to score the risks in the Risk Assessment Table.

Likelihood (a)	Severity (b)	Magnitude = a x b
Certain	5	5
Probable	4	4
Even Chance	3	3
Possible	2	2
Unlikely	1	1

Risk Assessment Table

Hazard	Risk	Controls	Measures	Score	Risk
Individual					
Medical fitness	Is the Lone Worker subject to any medical condition that may place them at increased risk when working alone.	The Lone Worker must ensure that any medical conditions which might be relevant to their working alone are fully discussed with their line manager and, if necessary, their own GP. Individuals must not work alone if any such condition is assessed as placing them at increased risk. Any person who requires assistance to get out of the building in an emergency must not work alone.	Health Declaration by employees. Copies of medical evidence if required.	8	L
Supervision/Support	What arrangements are in place to maintain contact with the Lone Worker?	The Lone Worker must comply with the out of hours arrangements in operation within the building. Set up contact arrangements, examples	Log of visits and calls during shifts.	6	L

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Hazard	Risk	Controls	Measures	Score	Risk
		<p>include:</p> <ul style="list-style-type: none"> Regular contact by phone - identify who is responsible for maintaining contact with the Lone Worker and how it will be achieved. End of shift contact Periodic site visit to lone worker by manager or colleague Identification of co-worker to be within visual or audible contact of the lone worker Signing in arrangements 	Robust signing in recording.		
Training & Competency	Has necessary information instruction and training been given to the Lone Worker and is the Lone Worker competent to carry out the work alone?	Any person authorised to be in the building outside normal hours must be fully competent to carry out the work safely and be fully conversant with emergency procedures.	Training scheduled/recorded.	8	L
Location & Premises					
Building security	Is the building secure?	Access to the building is restricted to authorised personnel outside normal hours. In the event that the Lone worker has concerns about security or suspects there is an intruder in the building they must contact the Police and their nominated contact.	Locking-up policy and checklist in place.	8	L
Access:	Is there a safe means of access/egress for the lone worker (consider lighting and personal	Entrances in the vicinity of the building and car park are well lit. The Lone Worker should plan how to get to car/public transport after leaving, taking account of potential personal safety issues.	Regular inspections.	6	L

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Hazard	Risk	Controls	Measures	Score	Risk
	security issues and means of escape in emergency)				
Emergencies:	Does the Lone Worker have access to emergency warning devices to raise the alarm in event of emergency e.g. fire alarm, motion sensors /manual device (panic alarms).	Lone Workers must know local arrangements on how respond in event of fire or other emergency	Fire Marshall training. Regular testing of warning devices. First Aid training.	8	L
First aid:	Are there arrangements are in place to deal with a situation where the Lone Worker becomes ill or has an accident? (Access to First aiders and facilities)	First aiders are unlikely to be present. First aid boxes are available and contents checked regularly. In the event of a Lone Worker feeling unwell or becoming injured, they should contact their nominated contact person and/or manager for assistance.	Shift workers' nominated contacts to be able to assist urgently or arrange for assistance. External contact arrangements.	12	M
Welfare facilities:	Is there adequate heating, lighting, access to drinking water and toilets.	The Lone Worker should be aware that heating/cooling in the area may be much reduced unless the business need for after hours working has been established.	Regular reviews and inspections.	6	L
Process/Work Activity					
	Is there a risk of violence and/or aggression?	The Council strongly advises that caretakers do not tackle youths on its sites who are drunk, on drugs and who are abusive and causing a nuisance. • Firstly, if it is considered that the caretaker		8	L

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Hazard	Risk	Controls	Measures	Score	Risk
		<p>or the building is at risk from the youths, ring the police and your designated call person.</p> <ul style="list-style-type: none"> Do not approach them or make any contact with them until the police or call out person has arrived. If they start to damage property, let them. Caretakers are not trained in dealing with youths/pupils and should not get involved. Caretakers may find that they have broken the law if they get involved. Think! - youths may be carrying a knife or gun; keep away from them. If there is CCTV, observe them from a monitor in the safety of an office. Caretakers must never put themselves at risk. Don't try to reason with youths. If they are on drugs or drunk it will only make the situation worse. It may be the caretakers job to help arrange to repair or make safe any damage they has been caused after the event. Never carry anything that could be classed as a weapon. <p><i>NOTE: This is by no-means a comprehensive list. This page will be updated from time to time and the Council invites feedback from caretakers who have found problems due to working alone.</i></p>	<p>Procedures in place to ensure swift contact can be mad to building security and the Police.</p> <p>Adequate training for such situations given to staff on a regular basis.</p>		
	Slip/trips/falls	Regular inspection of areas to ensure that any trip hazards [torn carpets, uneven flooring, trailing cables etc.] receive prompt	Inspection records and actions required carried out.	4	L

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Hazard	Risk	Controls	Measures	Score	Risk
		attention. Individuals with temporarily impaired mobility must not work alone.			
	Electrical equipment	Ensure all office equipment is electrically tested. Electrical cables and plugs visually inspected for damage. Do not interfere with plugs or power supply.	PAT and other testing carried out annually by qualified electricians	4	L
	Work with hazardous substances and or machinery	Proper training and safety equipment/measures in place.	Specific training given as required. Cosh?	4	L
	Single handed lifting or handling of any load that is of such a weight as to cause injury.	Proper training and safety equipment/measures in place.	Training given.	4	L

LONE WORKING POLICY**29. Introduction and definition**

- 29.1 The Health and Safety Executive defines lone workers as *'those who work by themselves without close or direct supervision.'*
- 29.2 Peacehaven Town Council recognises that on occasions its employees may be required to work by themselves for significant periods of time without close or direct supervision in the community, in isolated work areas and out of office hours.
- 29.3 Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, the council has a duty of care to advise and assess risk for workers when they work by themselves in these circumstances. However, employees have responsibilities to take reasonable care of themselves and other people affected by their work and to co-operate with their employers in meeting their legal obligations.

30. Scope and aims of the policy

- 30.1 This policy applies to all situations involving lone working arising in connection with the duties and activities of the council.
- 30.2 The aim of this policy is to:
- (a) Increase employee awareness of safety issues relating to lone working
 - (b) Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable
 - (c) Ensure that appropriate training is available to all employees in all areas that equips them to recognise risk and provides practical advice on safety when working alone
 - (d) Ensure that appropriate support is available to employees who have to work alone
 - (e) Encourage full reporting and recording of all adverse incidents relating to lone working

31. Responsibilities

- 31.1 **The Town Clerk, on behalf of the council, is responsible for:**
- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working
 - Providing resources for putting the policy into practice
 - Ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed

31.2 The Councillors and the Town Clerk are responsible for:

- Ensuring that all employees are aware of this policy
- Taking all possible steps to ensure that lone workers are at no greater risk than other employees
- Identify situations where people work alone and decide whether a system can be adopted to avoid workers carrying out tasks on their own
- Ensuring that risk assessments are carried out and reviewed regularly
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone
- Ensuring that employees identified as being at risk are given appropriate information, instruction and training
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents
- Ensuring that appropriate support is given to employees involved in any incident
- Providing a mobile phone or other personal safety equipment, if and where this is felt to be desirable

31.3 Employees are responsible for:

- 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
- Taking part in training designed to meet the requirements of the policy
- Reporting any dangers or potential dangers they identify or any concerns they have in respect of working alone
- Always maintaining good communication to minimise risk

32. Guidance for risk assessments of lone working

- 32.1 Risk assessment is essential to good risk management. Assessment will be carried out for and on behalf of all employees whose working practice makes them vulnerable. This includes employees that are site based but work in isolation as well as any mobile employee whose work takes them out into the community.
- 32.2 Recommendations will be made to eliminate or reduce the risk to the lowest level reasonably practicable. A lone worker checklist will be completed and used as a tool to identify if the control measures are adequate and if not, what modifications or additional actions can be considered necessary to help reduce the risks associated with lone working.

32.3 Risk assessments for site based lone workers will include:

- Is the person fit and suitable to work alone
- Safe access and exit
- Risk of violence
- Safety of equipment for individual use
- Channels of communication in an emergency
- Site security
- Security arrangements, i.e. alarm systems and response to personal alarms
- Level and adequacy of on/off site supervision
- Any additional considerations for vulnerable employees

32.4 Risk assessments for mobile lone workers will, additionally, include:

- Travelling between sites
- Reporting and recording arrangements
- Communication and traceability and personal safety/security

33. Incident reporting

33.1 An incident is defined as *'an unplanned or uncontrolled event or sequence of events that has the potential to cause injury ill health or damage'*.

33.2 In order to maintain an appropriate record of incidents involving lone workers it is essential that all incidents be reported to the Town Clerk who will prioritise each incident and identify any immediate action. Employees should ensure that all incidents where they feel threatened or unsafe are reported, including incidents of verbal abuse.

34. Support for employees

34.1 Employees working for the council should know that their safety comes first. Employees should be aware of how to deal with situations where they feel they are at risk or unsafe. They should also be able to recognise how their own actions could influence or even trigger an aggressive response. The Town Clerk will ensure that all lone workers' training needs are assessed and that they receive appropriate training.

34.2 In the event of a violent incident involving a lone worker, the Town Clerk will immediately ensure that the employee receives and necessary medical treatment and/or advice. The Town Clerk will also consider whether the employee needs specific information or assistance relating to legal or insurance aspects, ensure appropriate written and verbal reporting of any violent incident is recorded and report the incident to the police.

- 34.3 If the employee subjected to the violent incident is the Town Clerk, the next most senior employee should take responsibility for the above actions, including reporting the incident to the Chairman of the Personnel Committee.

35. Good practice for lone workers

- 35.1 The following guidelines exist for the safety of lone working employees:
- During their working hours, all employees leaving the workplace should leave written details of where they are going and their estimated time of return
 - If, in the course of a trip away from the office, plans change significantly, this should be communicated back to the office
 - Telephone contact between the lone worker and a colleague is advisable. Employees should avoid being left on their own with a client in their workplace, or leaving a colleague/councillor in this situation
 - Lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries
 - Lone workers should be provided with a mobile phone and other personal safety equipment where this is necessary
 - Employees should **never** transport a child or vulnerable adult on their own
 - Before making a home visit, the lone worker must have full knowledge of the hazards and risks to which he or she may be exposed to and apply control measure to eliminate the potential risks

36. Exemptions

- 36.1 Employees and volunteers are exempt from working alone in certain situations:
- Young persons under instruction in a fixed base (for example, work experience, helping with council tasks, etc.)
 - Where activities and work with substances/machinery could be hazardous to health

