


RWE	Instruction Working alone	Instruction: I021-000
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Working alone

Location RWE Generation NL
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Create awareness of risks when working alone. Fixed working method with secured handling of risks and associated control measures (such as knowing who is where and how communication is arranged) of Working Alone.				
Related documents				
Type of document	Title			Code
Output	Managing HSE risks (Beheersen HSE risico's)			P053b
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Input	Maintained installations (Onderhouden installaties)			P080

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Terminology & abbreviations	
Abbreviation/term	Meaning
BHR	Fire, auxiliary and residual materials
BHV	BedrijfsHulpVerlening
RMS	Risk Matrix Score
TRA	Task Risk Assessment
RI&E	Risk Inventory & Evaluation
PSA	Psycho Social Aspects
LMRA	Last Minute Risk Assessment

Introduction working alone

Working alone is a risk. When working alone, the same risks apply as in working together, however, in the event of an incident, there is an additional risk if immediate help is not initiated.

Risk-increasing conditions for the Working Alone person:

- location is unknown (e.g. on tours)
- working in places where few other people go
- personal circumstances such as health risks

When do we speak of Working Alone?

- A person performs work independently
- outside the immediate hearing distance and/or field of vision of others

If there is a situation not covered by these instructions, consult with your supervisor and/or have him seek advice from an expert.


If an increased risk arises, bring yourself to safety and alert the appropriate people depending on the situation. Then discuss how to work safely.

The psychosocial risks and policies regarding prolonged working alone are further detailed in the in-depth PSA RI&E.

Working alone

1. When is working alone not allowed?

- ☐ In confined spaces or special areas (additional measures in SAP WCM). Each site has a list of these confined/special areas. Also consider gas extinguishing systems, roofs, basements, etc.
- ☐ Work on or near non-insulated active parts of low-voltage installations [above 50V-AC and 120V-DC].
- ☐ Work on or in the immediate vicinity of high-voltage installations [>1kV].

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- ☐ People with health risks, such as epilepsy or those taking medication that can affect responsiveness. It is therefore important that employees make it known to their supervisor if they are at increased risk while working alone. Further imaging can then take place in consultation with the company doctor and supervisor.
- ☐ High-risk work (clarify measures with TRA), such as working with breathing air, diving,

2. Is the task/role/situation standard and there is an agreed method for working alone?

- ☐ For a number of general roles/situations within RWE Generation NL, risk and general measures can be described in a general RI&E. See Annex 1.

3. Work situation with unknown risks and/or no agreed methodology for working alone

- ☐ All other incidental / specific working alone situations and measures must be considered depending on risk in accordance with TRA methodology in consultation with manager.
- ☐ Consider roles/tasks/situations and use the RWE risk matrix for the risks.
- ☐ Record agreements in the work permit, talk them through at issue / LMRA.
- ☐ In the case of unlicensed operational work/tour around, there should be contact with the person working alone at a pre-arranged, fixed frequency.
- ☐ Regularly recurring tasks/roles with working alone risks can be added to the work instruction/Annex 1 in the future.

4. General

- ☐ Outside normal working hours, the on-duty operations team leader (BHV) should be informed. This also applies to working at unmanned sites.
- ☐ A contact person must never be simultaneously exposed to the same hazard as the person working alone. This second person must be able to intervene properly and must be properly instructed to do so.
- ☐ Also regularly consider each other's social wellbeing when people work alone for hours on end.
- ☐ If you suddenly find yourself alone somewhere for a long time, call a colleague or supervisor about the situation that has arisen and make arrangements. Otherwise, move to a safer environment.
- ☐ If an increased risk arises, bring yourself to safety and, depending on the situation, alert the appropriate people. Then discuss how to work safely.

Methods of communication

The following resources can be used to mitigate the risks of working alone, this may vary locally:

- Frequent contact through means of communication
- Using warning devices such as a walkie-talkie with emergency button
- Mandown protection. For areas where this does not work (Faraday cage), additional agreements on communication are needed.

It should be clear where the alone working person is in the buildings or on the premises. Make clear arrangements about this.

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The coverage and functioning of walkie-talkie systems or mandown-monitoring should be considered locally on a regular basis. The degree of functioning of this system influences risk and possible further measures.

A space in which no remote communication is possible should be considered (and characterised) as a special space.

Annex(es)

List risk assessment standard roles and tasks:

Role/Task	Risk	RMS	Measures	RMS
Tour operator	Unknown where someone is when; not quick to find in distress; late response		Means of communication; regular contact; knowledge of position	
Security guard surveillance	Unknown where someone is when; not quick to find in distress; late response		Means of communication; regular contact; knowledge of position	
BHR crane operator	Long-term alone; risk of late response if unwell		Regular contact with colleague (make arrangements)	
BHR metal detection/ metal removal	Long-term alone; risk of late response if unwell		Regular contact with colleague (make arrangements) + Alternate every few hours	
Security guard lodge	Long-term alone; risk of late response if unwell		Regular contact with colleague (make arrangements)	
Security guard lodge	psychosocial strain - feelings of insecurity and therefore work-related stress.		Do not allow 8 hours in a lodge to work alone; secure regular social contact	
Cleaning after 18:00	After 6pm, there are few if any people in the offices.		Means of communication; regular contact; knowledge of position Regular contact with colleague or supervisor	

General guideline for managing risks:

Green: no additional measures are needed because there is minimal risk of incidents.

Yellow: communication devices are usually sufficient, such as telephone, walkie-talkie or intercom system or a fall-over protection (Man Down) system.

Red: not acceptable; 2nd person strongly desired and or other additional measures. Increased risk of injury when carrying out work, or hazards from the environment (confined space)

Black: not acceptable; 2nd person mandatory! Hazard or risk so great that work should not be carried out without measures or weighing danger.