



ZURICH®

Lone Worker Perception Survey

Product summary

Background

All organisations have a legal responsibility to manage health and safety risks and ensure the safety of their employees while working alone. The Health and Safety Executive (HSE) are encouraging organisations to raise awareness of lone working issues and formalise management policy and procedures.

Summary

We will arrange an initial meeting with your key personnel to determine the basis of the survey, which departments will be involved and to agree the questionnaire contents. We will also agree with you whether responses to the questionnaire should be identified by division/directorate, department or section.

We will review your organisation's corporate health and safety policy and procedures and then interview senior managers. Following the gathering of general information, we will send out the questionnaires to an agreed number of managers and employees.

The questionnaires will be anonymous and returned directly to Zurich Risk Management for entry onto our analysis software (SNAP database). We will analyse the information and this will form the major part of our report, which will identify successful areas and make recommendations on the areas where we consider improvements to be necessary.

Objectives

The perception survey will:

- Assess the level of awareness of the risks associated with lone working within your organisation or department
- Review the success of your organisation's lone working policies and safe working arrangements
- Identify what your organisation needs to do to make any necessary improvements to its lone working arrangements/policy
- Report back with workable recommendations on making any necessary improvements.

Features

- Provision of a written report addressing the areas outlined above with supporting recommendations and guidance specific to the organisation
- An additional option of a presentation on the report to key representatives within the organisation to review and discuss the recommendations in more detail
- The product stands alone but it can be delivered in conjunction with other lone worker services eg. Lone Worker Review and Lone Working Awareness Training.

Duration

Three to five days.

Provider

A fully trained and experienced Zurich Risk Management Consultant.

Format

We will meet with your organisation's key personnel to tailor a questionnaire. We will then issue the questionnaire as agreed with you, process the results and carry out a review of policies and procedures.

Benefits

- Reviews the corporate organisation and arrangements for lone working
- Provides a meaningful measurement and benchmark of the current perception of lone working within the organisation
- Helps to reduce incidents by increasing awareness of the risks
- Identifies areas of weakness to enable the organisation to target areas for improvement
- Meets the HSE guidelines regarding measuring the success of a formalised lone working policy and procedure
- Is a cost-effective way to monitor lone working based on a wide range of identifiable feedback.

Where this would be useful

If your organisation has employees who work alone, this product will give you an insight into the level of understanding managers and employees have of lone working risks. It will also assess the effectiveness of the arrangements that are in place, to identify any further action that your organisation can take to support lone workers.

Who is it aimed at?

Risk managers, insurance managers, personnel managers, health and safety officers/advisers and departmental managers.

Case studies/quotes

After a union raised concerns about its lone worker arrangements an organisation commissioned Zurich to review them. Together, those at risk were identified and the organisation introduced a policy, procedures and a tracking system that not only reduced the risk for lone workers but also allayed the fears of the union.

For further information
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