

## **Lone Working for Petroleum Tanker Drivers**

The Downstream Oil Distribution Forum recognises the risks associated with lone working, particularly in relation to petroleum tanker drivers. This document provides useful guidance to employers and drivers about the importance of assessing risk, and ensuring appropriate controls are implemented, understood and continuously reviewed.

### **Importance of Risk Assessment**

All employers have a duty to protect their employees and the public from harm. In the UK this is regulated under the Management of Health and Safety at Work Regulations 1999, which sets the following minimum requirements:

- identify what could cause injury or illness within the business (hazards)
- decide how likely it is that someone could be harmed and how seriously (the risk)
- take action to eliminate the hazard, or if this is not possible, control the risk

Risk Assessment is a critical element of the overall process used to control risks, identifying hazards and potential consequences within the workplace. Risk assessment must be undertaken to identify and establish if risks are present and where appropriate controls are necessary.

Risk assessments must be reviewed periodically to ensure that the risks and measures identified are still relevant.

The risks and controls identified as part of the risk assessment must be communicated to appropriate people within the business. This can be achieved using measures including:

- Standard Operating Procedures
- Safe Systems of Work
- Training
- Toolbox talks and other forms of communication

These measures should be reviewed periodically to ensure that they remain effective.

### **Risks**

The lone working risks associated with tanker drivers include (but are not limited to) the following;

- Vehicle breakdowns
- Making a delivery in an antisocial area
- Medical conditions
- Risk of hijack
- Injuries resulting in incapacitation
- Slips, trips and falls
- Slow emergency response times

These may differ for each business and should be considered during the risk assessment process.

## Control Measures

The Control measures used to mitigate or reduce the risks associated with lone working of petroleum tanker drivers include (but are not limited to) the following;

- Pre-shift checks including confirming vehicle communications systems are in good working order
- Suitable and sufficient fleet maintenance program
- Site risk assessments and SOP's
- Driver medicals and health declarations
- Employee assistance programs and conversations surrounding Wellness
- Suitable and sufficient training and communication
- Restricted delivery windows
- Vehicle tracking systems
- 'Man-down' alert systems
- Control of contractors
- Permit systems
- Industry experts
- Regular training and reviews
- End of shift debriefs to aid information gathering

Not all measures will be relevant to all businesses, and there may be several approaches by which specific lone working risks can be reduced. The risk assessment process should identify the most appropriate action and demonstrate that the risk has been mitigated or sufficiently reduced.

## Case Studies

- A driver arrives at an unmanned delivery point and falls whilst removing delivery hoses and becomes incapacitated.

As there was no procedure in place to announce the driver's arrival on site, no-one was aware of the incident and the driver lay helpless until key personnel arrived on site the following morning.

By adopting a "call in" policy on arrival and prior to departure, staff became aware of any delays and could set in place an emergency response plan if a driver had not called in as expected and could not be contacted.

- An organisation regularly had drivers returning out of hours when the site was closed but had no monitoring system to check whether the driver who was due in had arrived and at what time, and whether he had accessed and left the site securely. The remedy was to install new CCTV cameras and a call system to alert the remote monitoring staff of the driver's arrival and departure.
- A company which had out of hours activity had nobody responsible on site to retrieve keys, branded clothing, and access cards etc. which could have left the site. This was a breach of their security. New procedures were put in place to ensure no sensitive materials left site.

## Further Information

### HSE

- Lone working - Protect those working alone: <https://www.hse.gov.uk/lone-working/employer/index.htm>
- Lone workers – your health and safety: <https://www.hse.gov.uk/lone-working/worker/index.htm>
- Protecting lone workers - How to manage the risks of working alone (03/20 INDG73(rev4))
- Driving at work - Managing work-related road safety
- Tackling work-related stress using the Management Standards approach (Workbook)
- Violence at work - A guide for employers

### Unite the Union

Lone Working Leaflet

### TUC

Lone Working – A Guide for Safety Representatives

### Yorkshire Ambulance Service

Lone Working and Personal Safety Guidance -

[https://www.whatdotheyknow.com/request/363346/response/891211/attach/6/SAFETY%20AND%20SECURITY%20POLICY%20APPENDIX%20A%20Lone%20Working%20and%20Personal%20Safety%20Guidance%20V2.0.pdf?cookie\\_passthrough=1](https://www.whatdotheyknow.com/request/363346/response/891211/attach/6/SAFETY%20AND%20SECURITY%20POLICY%20APPENDIX%20A%20Lone%20Working%20and%20Personal%20Safety%20Guidance%20V2.0.pdf?cookie_passthrough=1)