

Section 43

Lone Worker and Remote Worker Safety

43.1 Scope

This section sets forth requirements for the lone and remote worker safety program. This section shall be used for all Reclamation employees who work or travel alone or who work in remote locations with limited or non-existent communications, or locations with limited Emergency Service Response (see paragraph 43.8, *Definitions*, of this section). If a contractor has lone or remote workers, the contractor must establish their own lone worker and remote worker safety program. The contractor's safety plan shall include the contractor's lone worker and remote worker safety program.

43.2 Responsibilities

43.2.1 Reclamation Chief, Safety and Occupational Health Office

43.2.1.1 Shall review this section every 3 years or more frequently as needed.

43.2.1.2 Shall respond to policy and programmatic discrepancies in a timely manner.

43.2.2 Regional Safety Managers

43.2.2.1 Shall assist supervisors and managers in the establishment, use, and maintenance of localized lone worker and remote worker safety programs.

43.2.3 Area Office Manager

43.2.3.1 Shall develop and implement a lone worker and remote worker safety program in their office if they have employees who perform work as outlined in paragraph 43.1, *Scope*, of this section.

43.2.3.2 Shall provide all needed equipment, systems, check-in protocols, and other resources necessary to implement a lone worker and remote worker safety program.

43.2.3.3 Shall ensure that supervisors perform the minimum requirements of this section.

43.2.4 Regional Manager, Division Manager, or Denver Office Division Manager

43.2.4.1 Shall direct their field-going employees to comply with local lone worker and remote worker safety plans for field-going work at/on Reclamation facilities or lands within the area office having responsibility.

- 43.2.4.2** Shall develop and implement a lone worker and remote worker safety program for all field-going work within their jurisdiction not otherwise covered by an area office plan (e.g., work on other Federal lands, work on tribal lands).
- 43.2.4.3** Shall provide all needed equipment, systems, check-in protocols, and other resources necessary to implement lone worker and remote worker safety program requirements.
- 43.2.4.4** Shall ensure supervisors within their jurisdiction perform the minimum requirements of this section.

43.2.5 Supervisors

- 43.2.5.1** Shall account for their lone and remote workers in the field or at remote sites.
- 43.2.5.2** Shall maintain a daily check-in process for lone and remote workers.
- 43.2.5.3** Shall identify the required and available emergency services during the risk assessment and/or Job Hazard Analysis (JHA) process.
- 43.2.5.4** Shall make a determination during the risk assessment and/or JHA process if the field-going employee(s) will be within a Limited Emergency Services Response area.
- 43.2.5.5** Shall develop a contact plan and emergency services response plan in collaboration with field-going employee(s).
- 43.2.5.6** Shall notify their appropriate manager(s) immediately of any field-going employee who has missed their check-in time and the supervisor is unable to contact the employee.
- 43.2.5.7** Shall ensure their employees comply with the applicable lone worker and remote worker safety program.

43.2.6 Local Safety Professional/Collateral Duty Safety Representative

- 43.2.6.1** Shall assist supervisors and field-going employees in conducting risk assessments, hazard analysis, and planning for lone and remote work.

43.2.7 Employees

- 43.2.7.1** Shall follow the requirements of this section and the applicable lone worker and remote worker safety program.
- 43.2.7.2** Shall plan their work in collaboration with their supervisor or acting supervisor to assess the risks and hazards of the work they will perform. Shall consult their local safety professional/collateral duty safety representative if additional expertise is needed.
- 43.2.7.3** Shall check-in with their supervisor as required by these procedures.

43.2.7.4 Shall notify their supervisor or acting supervisor of any variation or change to their lone worker or remote worker plan as soon as possible.

43.3 Training Requirements

Supervisors shall provide employees with training on the applicable lone worker and remote worker safety program including the relevant hazards and how to effectively mitigate those hazards. Supervisors shall provide employees who work in remote locations with training in first aid, at a level appropriate to the risk, and Cardiopulmonary Resuscitation. Supervisors shall ensure employees are current in these certifications per Reclamation Safety and Health Standard (RSHS) 5.4, *Medical Services and First Aid – Training Requirements*. Supervisors shall train employees to use emergency communication and location devices as identified in the applicable lone worker or remote worker program.

43.4 Hazard Identification, Assessment, and Safety Measures

In addition to the JHA, supervisors shall conduct a written risk assessment and identify potential hazards for all lone and remote work (Reference RSHS Section 4, *Work Safety Planning*). The supervisor shall document hazard mitigation or elimination measures. The supervisor shall evaluate security risks or concerns during this process.

43.5 Pre-job Briefing and Planning Requirements

Before departing, the employee(s) will review the lone or remote worker plan and communicate any changes to their supervisor. The employee will ensure they have all safety equipment necessary. The employee and supervisor must establish a contact plan and an emergency services response plan prior to starting the work.

43.6 Hazardous Environmental Conditions (Weather/Other)

The JHA should include information about potentially hazardous weather or environmental conditions. If hazardous conditions are expected to pose additional risks, consider delaying the work or implementing adequate mitigation measures.

43.7 Safe Practices

43.7.1 Emergency Equipment

Employees shall ensure they have adequate two-way communication equipment in the field as indicated in the applicable lone worker and remote worker safety program. If warranted and when available, employees shall check out a satellite phone to provide another means of contact. Employees shall take emergency locators, transmitter devices, or Satellite

Emergency Notification Devices to the field as identified by the JHA or risk assessment, particularly when other forms of communication, such as radios or cell phones, have limited or non-existent coverage. Supervisors shall provide other safety emergency equipment to employees as identified by the JHA or risk assessment. Employees must test selected communication equipment before the start of operations to verify that the equipment will operate efficiently in the environment, as referenced in RSHS Section 4.8.2, *Work Safety Planning – Communications*.

43.7.2 Contact Plan

The contact plan will state the date, time, and method of check-in communications between the employee(s) and their supervisor. The plan will include procedures regarding employee(s) missed check in(s) and the steps for an alternative means of contact. The plan will also state the steps to alert first responders and/or emergency services to search for the employee(s) when communication cannot be made with the employee(s). The plan will state at what point the supervisor will notify the appropriate manager(s), and who will contact emergency services or first responders.

43.7.2.1 Minimum Requirements. The contact plan shall include the following information, at a minimum:

- name and all contact information of employee(s) conducting lone or remote work,
- name and phone number(s) of supervisor or acting,
- daily check-in dates, times, and time zones for employee(s) to contact the supervisor or acting, and
- time to wait before activating the emergency services response plan and notifying their appropriate manager(s).

43.7.2.2 Additional Information. When available, the contact plan should include the following:

- contact information for persons or entities close to the remote location, as a secondary method for contacting lone or remote workers, and
- make, model, color, and license plate of the vehicle(s) used by the employee(s).

43.7.3 Emergency Services Response Plan

Supervisors shall put an Emergency Services Response Plan in place prior to lone or remote work. Supervisors shall use the Emergency Services Response Plan if a lone or remote worker has missed a check-in and the supervisor cannot establish contact. At a minimum, the plan shall include:

- the scheduled location of the lone or remote worker,
- contact information of the emergency services or first responders for the area(s) the employee is located,

- any critical information about the employee(s) that first responders would need to know,
- any critical information first responders need to know to access the area and to locate the employee, and
- the make, model, color, and license plate of the vehicle(s) being used by the employee(s), if available.

43.7.4 Prohibited Activities for Lone Workers

Lone workers are prohibited from activities too hazardous to perform alone. The risk and hazard analysis process shall identify any prohibited activities. The supervisor shall communicate the prohibited activities to the employee before work begins.

43.8 Definitions

Contact Plan	A written plan that outlines contact information and procedures for the lone or remote worker(s), their supervisor, and appropriate manager(s).
Emergency Services Response Plan	A written plan that describes the availability and capability of first responders, outlines the critical information needed by first responders, and states the procedures the supervisor will follow to contact emergency services.
Limited Emergency Services Response	A response time that is greater than non-remote locations for emergency services and/or first responders that poses an elevated risk to the employee(s).
Job Hazard Analysis	A documentation technique that focuses on job tasks to identify hazards before they occur. JHAs focus on the relationship between the worker, the task, the tools, and the work environment.
Lone Worker	An employee working alone in any location, except an assigned duty station, a teleworking site, or while in travel status utilizing commercial transportation. Lone workers include employees traveling alone in remote locations.
Remote Location	A normally unoccupied location where employees conduct work, with limited to non-existent two-way communications, and is not an assigned duty station.
Remote Worker	One or more employees working or traveling in a remote location. Remote workers do not include teleworking employees at a remote assigned duty station.
Risk Assessment	A thorough review of the potential risks of lone or remote work, that includes measures to mitigate identified risks associated with the planned lone or remote work.
Satellite Emergency	A device that utilizes satellite communications, can send and receive emergency messages, and transmits an emergency locator signal.

**Notification
Device**