



Health & Safety Standard

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1 Purpose

The purpose of this standard is to effectively mitigate hazards and minimize the risks associated with working alone to ensure worker safety.

2 Application

This standard applies to all employees and contractors that work alone and/or perform remote work. Any site level or supplier programs shall meet or exceed the minimum requirements outlined in this document.

3 Requirements

Entities shall create site-specific procedures and processes that meet or exceed the Working Alone standard. Where the requirements of this standard conflict with the requirements of local, federal, or other regulatory bodies, the most stringent shall apply.

A Cenovus work alone plan is not required to be filled out before any worker works alone provided the entity-specific procedure meets or exceeds the requirements of this standard.

3.1 Roles and Responsibilities

The responsibilities outlined in this standard require entities to identify positions that correspond to each role listed in the following table.

Table 1 Roles and Responsibilities

Role	Responsibilities
Functional group manager	<ul style="list-style-type: none">• review the working alone situations within one’s area of responsibility and comply with the requirements of this standard• ensure development and implementation of entity specific procedures that align to the working alone standard• ensure that hazard assessment captures the affected hazards for the scope of work• ensure that the controls identified are appropriate the specific situations encountered and are communicated to the workforce• ensure workers are adequately trained and competent in the working alone process
Field supervisors	<ul style="list-style-type: none">• conduct hazard assessments to identify working alone and applied hazards associated with the work scope• facilitate communicating hazards and corresponding control measures to workers

	<ul style="list-style-type: none"> • identify opportunities to eliminate, postpone, or modify tasks that have working alone risk • ensure that the lone worker is trained and competent to perform the work • determine the method and time intervals for check-ins; assign a primary recipient and a designate to receive the check-in call • ensure that all communication equipment and other tools that would assist in managing working alone activity are available for use • plan emergency response strategies to respond when a person working alone is overdue checking in • plan additional risk reduction measures • contact the issuing authority at the beginning and completion of the job and at intervals established in the field level hazard assessment
H&S deployed	<ul style="list-style-type: none"> • monitor and assess supplier performance, as well as the procedures or plans for working alone to ensure alignment with this standard • support the implementation and interpretation of this standard • assist in the development of working alone plans and assurance activities
Lone worker	<ul style="list-style-type: none"> • understand the expectations of this standard in addition to entity-specific procedures • do not work alone or in isolation without a written working alone plan • participate in the working alone hazard assessment • know how to use communication equipment and/or lone worker monitoring equipment • know the assigned person to receive check-ins • follow the check-in protocols • understand the site-specific emergency response procedures

3.2 Hazard assessment and controls

A hazard assessment shall be conducted to identify working alone hazards. Such assessments shall engage supervisors and other workers familiar with the work situation.

3.2.1 Multiple Worksites

For multiple worksites that are similar, and where hazards and safe work practices are similar, a single hazard assessment and Working Alone Plan that is applicable for all the worksites is acceptable.

3.2.2 Identify resources

Field supervisors shall assess, define, and allocate resources before a lone worker engages in working alone activities. Prior to commencing work, hazard controls shall be established to minimize risks to as low as reasonably practicable.

A risk-based approach shall be used when selecting the communication or monitoring devices for a work site.

3.2.3 Communication

Cenovus worksites shall have communication systems available for workers who may work alone. These systems shall enable workers to regularly communicate with their supervisor or assigned representative at intervals that align with the level of risk associated with the scope of work.

The communication system shall allow for effective two-way communication such as radios, mobile phones, and personal electronic work alone devices.

If effective electronic communication is not readily available at the work site, the field supervisor or designate shall visit the worker or the worker shall make contact at intervals appropriate to the nature of the hazard associated with the work.

3.2.4 Working alone plan

A plan that addresses the hazards of working alone shall be in place before any worker works alone or in isolation.

The working alone plan shall address the following:

- identify hazards specific to the work plan
- required safe work procedures and risk reduction measures
- communication protocols for management and lone workers
- the time intervals for checking in if the worker is not using continuous lone worker monitoring equipment
- check-in time at the end of the work shift/day
- the primary check-in recipient and designate assigned for each check in
- the maximum timeline for attempting to establish contact
- steps to engage additional internal and external resources

Refer to the Cenovus Work Alone Plan template to develop a practical individual hazard assessment.

3.3 Working alone check-ins

Supervisors shall confirm lone worker safety through check-ins. A site-specific procedure for locating workers who fail to report on time shall be discussed and recorded in the working alone plan.

A suitable worker monitoring solution shall be used to track the lone worker's safety. If the worker uses lone worker monitoring equipment, a check-in call is only required as per the site-specific procedures or as per the supervisor's discretion.

3.3.1 Manual check-in schedule

A check-in schedule shall be implemented by the primary check-in recipient, e.g., the lone workers immediate supervisor or an assigned designate, at regular intervals to let them know that the worker is safe.

- the check-in interval shall be determined, documented, and communicated in the working alone plan to the lone worker prior to beginning work
- the worker shall check-in at the beginning and end of the planned work activity and if there is a change in the work activity
- after the completion of work, or when the pre-determined calling time reached, the worker shall call their primary recipient or assigned designate and relay the following:
 - whether the work is completed or continuing
 - whether the scope of work has changed or is changing
- the check-in shall be recorded at the time intervals as agreed

3.3.2 Lone worker monitoring equipment

If using lone worker monitoring equipment, it shall have the ability to:

- detect lone-worker's incapacitation or lack of check-in
- send emergency alarms when a worker has initiated a panic emergency alarm
- find the location of the lone worker at any point in time
- communicate to the emergency responders to get the necessary assistance

Use devices to monitor the safety of a lone worker, such as:

- radio application: two-way radios with lone worker safety application, e.g., Working Alone Management System (WAMS) radio
- cellular technology: cell phones or smartphones with lone worker safety application, mobile data device such as laptops, tablets, etc.
- dedicated lone worker monitoring devices: automatic continuous monitoring equipment

3.3.3 Emergency response

3.3.3.1 Lone Worker

When the task or working condition poses an imminently dangerous condition; the worker shall:

- STOP the work
- protect themselves and leave the area immediately
- follow established emergency contact procedures, e.g., contact supervisor, before continuing work

3.3.3.2 Primary check-in recipient or designate

If a worker misses a check-in time, the primary check-in recipient or designate shall attempt to communicate with the worker via phone, text, email, or radio before initiating a search for the overdue worker.

If the attempt to reach a worker was not successful, the site-specific working alone plan or procedure shall be followed to report the missing worker and activate additional resources as required.

4 Related information

4.1 References

Table 2: Internal governing references

Document title or link	Relevance
Safe Control of Work	COIMS standard
Risk Management	COIMS standard
Emergency management	Helix site

Table 3: Other references

Document title or link	Relevance
Blackline G7 SharePoint	
Working Alone Plan	