

Remote, Isolated and Lone Work Procedure

Purpose

The purpose of this procedure is to define the process for managing risks associated with journeys that are undertaken for work purposes and to define the criteria for the application of risk controls applicable to remote, isolated and lone work, to achieve an acceptable level of safety risk for personnel.

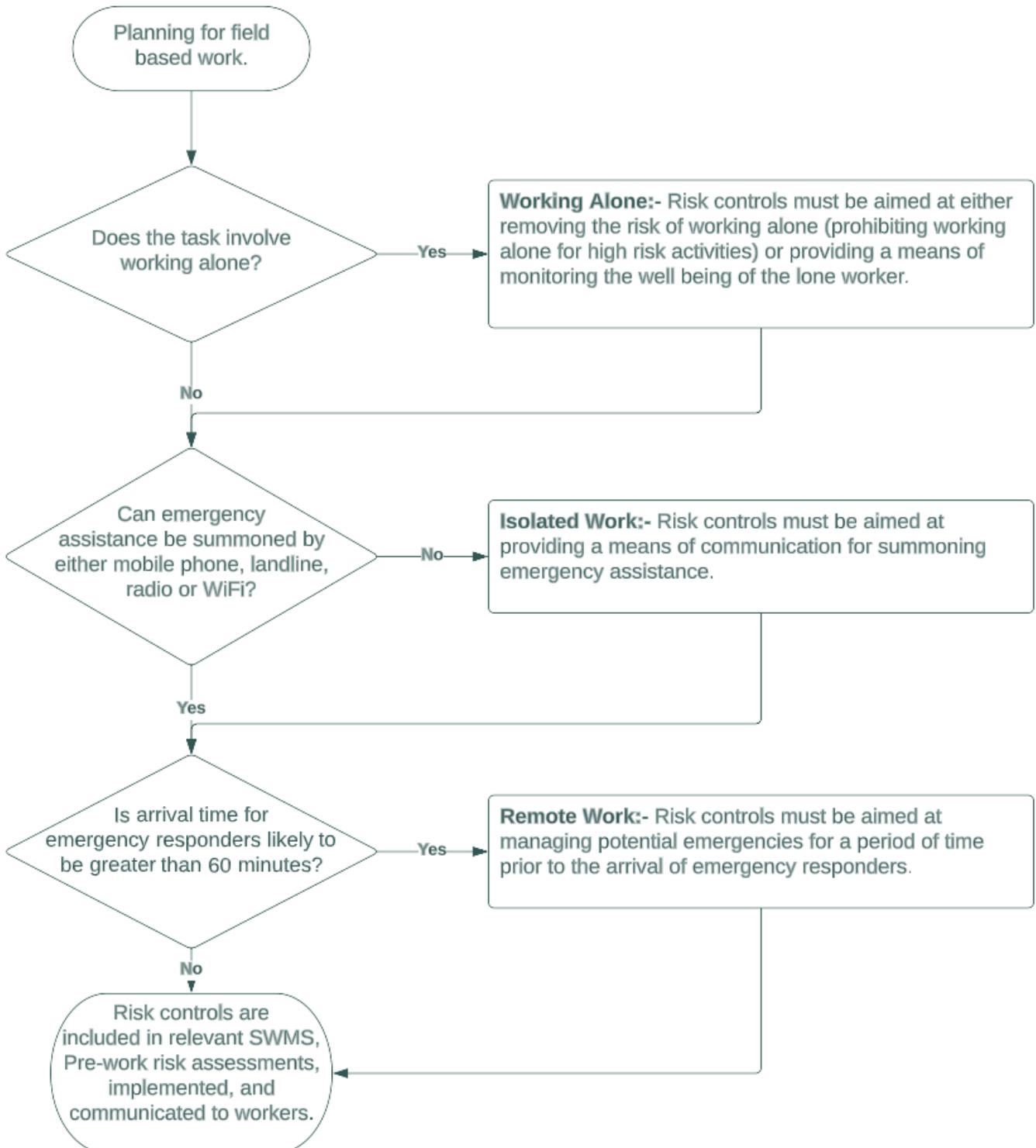
Scope

This procedure applies to all Queensland Hydro employees and contractors undertaking work for Queensland Hydro where there is work or travel where a worker is unaccompanied or work that is being undertaken in a location defined as remote and/or isolated, as detailed below:

Risk Scenario	Detail
Working/ travelling in an isolated location	Personnel are working/travelling in an area isolated from standard communication methods - i.e. mobile phone, landline, WiFi - and are unable to communicate via standard methods for the purposes of initiating an emergency response.
Working / travelling in a remote location	Personnel are working/ travelling in an area where an appropriate emergency response is delayed by greater than 60 minutes, due to the remote nature of the work location
Working/ travelling alone	Work or travel where a worker is unaccompanied (i.e. alone) and if incapacitated may be unable to initiate an emergency response

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Process Map



Procedure

This procedure specifies the standard risk controls to be implemented in relation to remote, isolated and lone work and travel. Additional task-based risk controls may also be identified and implemented in accordance with **Risk Management Procedure (HS-PRO-0007)** depending on the nature of the work task being undertaken.

Each risk scenario (isolated work, remote work, lone work) requires some form of risk control to ensure an acceptable level of risk. A work activity may involve only one of these scenarios (e.g. isolated work) or a combination of risk scenarios (e.g. isolated and remote work). Combined risk scenarios present an increased level of safety risk. Accordingly, a work activity that involves, for example, both isolated and remote work must be undertaken with risk controls in place that addresses each of the risk scenarios.

This procedure makes reference to both mandatory and recommended risk controls.

1 Risk Controls

Risk controls in relation to isolated, remote, and lone work and travel are summarised in the following table:

Work scenario	Risk controls	Comments
<p>Isolated Work:</p> <p>Personnel are working/travelling in an area isolated from standard communication methods - i.e. mobile phone, landline, WiFi - and are unable to communicate via standard methods for the purposes of initiating an emergency response.</p>	<p>Mandatory Controls</p> <p>Work party must have at least one of the following:</p> <ul style="list-style-type: none"> EPIRB/ Personal locator beacon (PLB) Satellite phone or satellite radio 	<p>Workers must be familiar with the use of the EPIRB/ PLB. Devices must be registered.</p> <p>Workers must be familiar with the use of satellite phone/ radio and ensure batteries are fully charged prior to commencing.</p>
	<p>Recommended Controls</p> <p>Back at base (BAB) monitoring of work party to be undertaken with pre-determined call-in intervals to be established (e.g. 2 hourly).</p> <p>The frequency of call-ins between the work party and the Supervisor/Manager (or other person appointed to be the back at base person) will be dependent on the situation and the needs of the employee; and should reflect the duration and level of risk associated with the work.</p>	<p>The function of the BAB person is to raise the alarm in the event of an overdue worker (s).</p> <p>The worker/ work party must provide details of the work/ travel plan and estimated time of completion to the BAB person.</p> <p>The frequency of call-in intervals must be agreed to.</p> <p>In the event of an overdue scheduled call-in or overdue time of completion the BAB person must attempt to make contact with the worker (s).</p> <p>The BAB person must initiate an emergency notification in the event that communications cannot be established within 30 minutes of the worker (s) being overdue.</p>
<p>Working / Travelling Alone:</p> <p>Work or travel where a worker is unaccompanied (i.e. alone) and if incapacitated may be unable to initiate an emergency response</p>	<p>Mandatory Controls</p> <p>Where work activities are planned to be undertaken alone, a risk assessment must be completed prior to commencing the type of work and controls identified approved by the next level manager.</p> <p>NB: The following high-risk activities can not be undertaken by persons working along:</p> <ul style="list-style-type: none"> Use of chainsaw on standing timber Boating or working adjacent to water Any electrical work Work at heights requiring the use of a harness Confined space entry 	<p>The following information must be shared when a worker is intending to travel/ work alone:</p> <ul style="list-style-type: none"> Date of travel/ work Departure time Departure point (e.g. Queensland Hydro Brisbane office) Destination (e.g. Imbil office) Intended Route details (include towns passed through) (e.g. via M1) Expected arrival time <p>This information can be shared via either an email to the worker's Manager/ Supervisor; recorded in a calendar entry or recorded in the pool vehicle booking system.</p>

	<ul style="list-style-type: none"> Formal engagement with landholders 	
<p>Working in a Remote Location:</p> <p>An appropriate emergency response is delayed due to the remote nature of the work location i.e. greater than 60 mins expected response</p>	<p>Mandatory Controls</p> <p>Provision of suitable first aid kit/ snakebite kit</p> <p>Remote first aid competency for at least 1 of the work party for every 10 workers when work being undertaken is high risk.</p> <p>First aid competency for at least 1 of the work party for every 10 workers when work being undertaken is low risk.</p> <p>Work party must have at least one of the following:</p> <ul style="list-style-type: none"> EPRIB/ PLB Satellite phone or satellite radio <p>Where work is not on a site covered by an induction, a risk assessment should be completed.</p> <p>An adequate supply of drinking water. Recommendation 5L per person per day minimum.</p>	<p>To determine a suitable first aid kit, refer to First Aid Procedure (HS-PRO-0005). Where practicable an AED should form part of the first aid kit</p> <p>Workers must be familiar with the use of the EPIRB/ PLB. Devices must be registered</p> <p>Workers must be familiar with the use of satellite phone/ radio and ensure batteries are fully charged and turned on prior to entering a remote area.</p>
	<p>Recommended controls</p> <p>Back at base monitoring of work party to be undertaken with pre-determined call-in intervals to be established.</p> <p>Consider need for additional/spare PPE; spare/replacement batteries, chargers etc</p>	Refer above regarding BAB monitoring

2 Fitness for work

Queensland Hydro workers who are required to undertake remote, isolated or lone work must advise their Supervisor/Manager of any medical conditions that may impact their fitness to work, so this information can be considered when planning risk controls. The form **HS-FRM-0048 Pre Mobilisation Health Questionnaire** is to be used to record this information.

3 Check weather and road conditions

Weather and road conditions must be considered prior to and during a journey. The following resources can be consulted prior to travel:

- [Bureau of Meteorology;](#)
- [RACQ website;](#)
- [Qld Transport website for local road conditions;](#)
- For local road conditions telephone 13 19 40;

- <https://www.qfes.qld.gov.au/Current-Incidents>
- Regionally based Queensland Hydro staff or other persons for “on the ground” conditions;

Where required, the Queensland Hydro Health and Safety team may issue internal travel restrictions or notices based on weather and road conditions. Where weather or road conditions are unfavourable, workers should attempt to avoid the journey, reschedule the journey or plan an alternate route with safer conditions.

4 Escalate and Trigger Emergency Response

If a worker does not confirm their safe arrival via SMS or phone call or where a worker has missed a planned call-in time by greater than 30 minutes, the Supervisor/Manager or nominated back-at-base person must attempt to make contact by all available means - mobile phone, satellite radio, UHF radio, other workers who are nearby, consulting flight details or landholders etc.

If these attempts fail, then the Supervisor/Manager must contact their responsible Manager who will escalate in accordance with **Crisis and Emergency Management Procedure (HS-PRO-0029)**.

Responsibilities

Who	What
Supervisor / Manager	<ul style="list-style-type: none"> • Ensure workers under their direction implement adequate planning to comply with the requirements of this procedure • Ensure appropriate transport, communication and personal protective equipment is made available and maintained
Back at base (BAB) person	<ul style="list-style-type: none"> • Must be available for communications with the relevant lone/ isolated/ remote personnel at the planned time for scheduled communications • Must be familiar with the planned method of communications (e.g., satellite radio) • Must attempt contact with relevant lone/ isolated/remote personnel if personnel are overdue • Must initiate emergency if lone/ isolated/remote personnel are overdue by greater than 30 minutes and communication cannot be established
Workers	<ul style="list-style-type: none"> • Ensure that risk management planning for each work activity has been adequately planned and appropriate controls have been implemented • Ensure work is undertaken in accordance with the planned arrangements, including schedule of communications and follow up

References

Document code	Document title
HS-PRO-0024	Distress Beacon Procedure
HS-PRO-0029	Crisis and Emergency Management Procedure
HS-PRO-0005	First Aid Procedure
HS-PRO-0032	Vehicle Safety Procedure
HS-FRM-0010	Personal Locating Beacon Registration Form
HS-PRO-0007	HS Risk Management Procedure
HS-FRM-0048	Site Pre-Mobilisation Health Questionnaire