



DUBAI AVIATION CITY CORPORATION OHSE CODE OF PRACTICES



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DACC CODE OF PRACTICE – SAFETY REQUIREMENTS FOR
LONE WORKING AND OR IN REMOTE LOCATIONS



SAFETY REQUIREMENTS FOR LONE WORKING AND OR IN REMOTE LOCATIONS

DACC (DUBAI SOUTH) Code of Practice
Document Reference No.: DACC.DS.OPS.OHSE.OST.15.LW

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1.0 INTRODUCTION

- (a) This Code of Practice (COP) is mandatory to all Operational Facilities operating within the Dubai South jurisdiction. This COP is designed to incorporate requirements set by UAE and other relevant Regulatory authorities. If requirements of this document conflict with requirements set by another regulatory authority, Duty Holders/Tenants are required to follow the more stringent requirement.
- (b) Operational facilities means the business operating in Dubai South such as Offices, Educational Institutions, Medical Facilities, Logistics and Warehouse Facilities, Factories, Recreational Facilities, Multi Store Apartments, Retail Facilities, etc. and all other facilities which are registered under Dubai South License.
- (c) A duty Holder is defined as;
 - (i) the person(s) who owns or is in control, through contact or tenancy, of non-domestic premises;
 - (ii) With regard to multiple tenanted premises, the duty holder shall be the person who owns or is in control of the building, including access and egress
 - (iii) All other persons shall cooperate with the with the duty holder to allow them to comply with their duties requirements under this COP.
- (d) Lone working is defined as those work by themselves without close supervision or direct supervision. There are many situations where people can find themselves “working alone” some examples are set out below.
 - (i) People in fixed establishments
 1. Employees working separately from others, e.g. in factories, warehouses, hotels, some research and training establishments, leisure centers or fairgrounds.
 2. Employees working alone in premises, e.g. in small workshops, petrol stations, kiosks or shops
 3. Employees working outside normal hours, e.g. cleaners, individual garbage collectors, security and production maintenance or repair staff.
- (e) This COP establishes the requirements and standards so that the risks associated with lone working and/or in remote locations are identified, assessed and that precautionary measures are develop to avoid employees working by themselves without close supervisions, buddy system or direct supervisions. If lone working and/or in remote locations is not preventable, appropriate and effective communication and emergency procedures shall be develop and implemented.

2.0 COMPETENCE, TRAINING AND AWARENESS

- (a) Duty Holder shall ensure that OHSSE training complies with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF - Regulations 6 – Competence, Training and Awareness*.



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- (b) Duty Holder, in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 5 – Leadership, Roles, Responsibilities and Self-Regulations*, shall ensure that all persons are trained to the specific task undertaken and the control measures are implemented by the Duty Holder and verified its effectiveness.
- (c) Duty Holder, shall ensure that training encompass any hazards that are identified due to lone working and the emergency response and procedures.
- (d) Duty Holder, shall ensure that training are conducted in a language appropriate for the employees.
- (e) Duty Holder, shall ensure that a record of the required training contains the following information:
 - (i) Company, name and company employee ID number;
 - (ii) Emirates ID number / Dubai South ID Pass;
 - (iii) Topic / subject of training;
 - (iv) Training provider;
 - (v) Date of training; and
 - (vi) Person conducting the training.

3.0 REQUIREMENTS

3.1 Roles and Responsibilities

3.1.1 Duty Holder

- (a) Duty Holder, shall undertake their roles and responsibilities in accordance with the general requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 5 – Leadership, Roles, Responsibility and Self-Regulation*.
- (b) Duty Holder, shall ensure that all persons who are at an increased risk due to working alone are identified and appropriate control measures are implemented to reduce the risk.
- (c) Duty Holder, shall be responsible for performing a risk assessment in accordance with *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 2 – Risk Management* to identify all the hazards that may be present and to determine the risks associated due to lone working.
- (d) Duty Holder, shall provide welfare facilities, in compliance with the requirements of, but not limited to:
 - (i) *Article 101 of Federal Law No. 8, for 1980, Regulation of Labour Relations*;
 - (ii) *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 13 –Emergency Management*;
 - (iii) *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.OST.03.EP – Emergency Preparedness*



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- (iv) *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.WRW.01.WA - General Workplace Amenities;*
- (v) *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.WRH.02.HS – Heat Stress at Work.*
- (e) Duty Holder, shall ensure that prior to work commencement, pre-task briefing shall be conducted by the supervisor to his workforce discussing the safe system of work, PPE to be used, the hazards due to lone working and the emergency procedure in accordance with the requirements of *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.OST.03.EP – Emergency Preparedness*

3.1.2 Employees

- (a) Employees shall undertake their roles and responsibilities in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 5 - Leadership, Roles, Responsibility and Self-Regulation.*
- (b) Employees shall undertake their specific roles and responsibilities in accordance with the following:
 - (i) Follow information and instruction provided to them by the Employer regarding lone working;
 - (ii) Ensure they immediately report any hazard or information that may affect, adversely or otherwise, the works being undertaken.
 - (iii) Inspect PPE prior to use in accordance with the Employers instruction when undertaking the specific task in line with the requirements of *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.OST.10.PP - Personal Protective Equipment.*

3.2 Planning and Assessment

3.2.1 Planning

- (a) Duty Holder, shall evaluate entire facility to determine if hazards are present and the workplace shall be assessed using risk management practices in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 2 – Risk Management.*
- (b) Duty Holder, shall ensure, where lone working has been identified, as part of their risk management program, a full risk assessment is undertaken. The risk assessment shall be developed in line with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 2 – Risk Management.*
- (c) Duty Holder, shall ensure the following:
 - (i) An assessment of the various risks is undertaken and safe system of work and safety rules are established based on the result of documented risk assessment which are safe to all parties involved, other employees or affected including the public;



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- (ii) That effective procedures and control measures are in place which are implemented in order to manage the work safely and without risk to employee's health.
- (iii) That all foreseeable emergency situations are identified and appropriate emergency procedures developed to manage these situations;
- (iv) That for the management of working alone and/or in remote locations requirements for the associated safe system of work and site rules shall be included in the Occupational Health, Safety and Environment Plan (OHSE-Plan).

3.3 Risk Assessment

- (a) Duty Holder, shall ensure that lone employees shall not be at more risk than other employees. This may require specific and extra risk control measures. Precautions shall take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and incidents. Duty Holder, shall identify situations where people work alone and consider the issues below:
 - (i) Working Alone Time / Duration;
 - (ii) Isolation and remoteness;
 - (iii) Work location;
 - (iv) Workplace condition;
 - (v) Means of communication;
 - (vi) Personal assault;
 - (vii) Emergency management / procedures;
 - (viii) Monitoring and supervision;
 - (ix) Medical fitness;
 - (x) Equipment, Machinery and tools;
 - (xi) Nature / type of work; and
 - (xii) Personal alarm system.

3.3.1 Working Alone Time / Duration

- (a) Duty Holder shall consider the following:
 - (i) The reasonable length of time for the person to be alone;
 - (ii) Where it is reasonable for the person to be alone at all;
 - (iii) The duration (time) for the person to finish the job;
 - (iv) The legal requirements for the person to be alone while doing certain activities, e.g. working alone inside confined space or during lock-out/tag-out operations, etc.; and
 - (v) The time of day the person will be working alone.
 - (vi) The specific day the person will be working alone
 - (vii) The type and nature of the job that the person will be working alone.
 - (viii) The medical and physical fitness of the person will be working alone.

3.3.2 Isolation and Remoteness

- (a) Duty Holder shall ensure that when employees are working in remote locations, the employer shall consider whether:
 - (i) The emergency services can approach close enough to his working area (if necessary);



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- (ii) There is a clear understanding about how long the work should take;
- (iii) There is appropriate access to first aid facility (mobile or fixed) or provision for first aider employees to carry a first aid kit; and
- (iv) Transport arrangements to and from the workplace are appropriate.

3.3.3 Work Location

- (a) Duty Holder shall consider the following when lone working is unpreventable:
 - (i) The work location is in a remote or isolated location – take note that a remote location does not have to be far away. Storage rooms that are rarely used, rooms and toilets inside the building under construction, operating tower cranes, etc. are considered remote or isolated;
 - (ii) The transportation necessary to get to work location and the transportation needed;
 - (iii) The vehicle equipped with emergency supplies such as first aid kit and other medical equipment;
 - (iv) The person need to carry some or all of the emergency supplies with them when they leave the vehicle; and
 - (v) The consequences of vehicle breaks down.
 - (vi) The person need to carry drinking water and required food items.

3.3.4 Workplace Condition

- (a) Duty Holder shall ensure a safe means of entry and exit to the workplace.
- (b) Duty Holder shall ensure that there is appropriate workplace amenities such as appropriate lighting, drinking water, food storage, eating, resting and washing facilities in compliance with the requirements of *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.WRW.01.WA - General Workplace Amenities*.

3.3.5 Means of Communication

- (a) Duty Holder shall consider whether communication is appropriate, and in particular:
 - (i) The lone employee equipped with a communication device such as two-way means of communication;
 - (ii) If it is reasonably practicable to provide closed circuit television (CCTV) system in the remote location and continuous monitoring is implemented; and
 - (iii) The emergency communication systems work appropriately in all situations.

3.3.6 Personal Assault

- (a) Duty Holder shall consider that:
 - (i) Employees who are thought to be carrying cash, valuable items or information or personal issues with other employee may be at risk from attack.
 - (ii) Persons with medical/psychological/criminal problem may also pose a risk to a lone worker.



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3.3.7 Emergency Management / Procedure

- (a) Duty Holder shall ensure that in case of any emergency, consideration shall be given to:
 - (i) Whether appropriate preparation has been made to cope with the emergency, e.g. fire, illness, adverse weather condition or incident and the appropriate procedures are established; and
 - (ii) Emergency procedures are in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 13 – Emergency Management* and *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.OST.03.EP – Emergency Preparedness*.

3.3.8 Monitoring and Supervision

- (a) Although employees cannot be subject to constant supervision and monitoring, it is still the duty of Employer to provide appropriate control of the work. Supervision complements information, instruction and training that helps to ensure that employees understand the risks associated with their work and the necessary safety precautions are carried out. It can also provide guidance in situations of uncertainty.
- (b) Duty Holder shall ensure the following:
 - (i) The extent of supervision and monitoring required depends on the risks involved and the proficiency and experience of the employee to identify and handle safety issues;
 - (ii) Employees new to the job, undergoing training, doing a job which presents special risks or dealing with new situations may need to be accompanied at first;
 - (iii) Supervisors periodically visiting and observing people working alone;
 - (iv) Pre-agreed intervals of regular contact between the lone workers and supervisors using phone, radios or email, bearing in mind the workers understanding of English;
 - (v) Manually operated or automatic warning devices which trigger if specific signals are not received periodically from the lone worker, e.g. staff security systems;
 - (vi) The extent of supervision and monitoring required is a management decision. It shall not be left to individuals to decide whether they require assistance. Safety supervision can generally be carried out when visits are made to check the progress and quality of the work and may take the form of periodic site visits coupled with discussions in which safety issues are assessed; and
 - (vii) Therefore given the relative lack of supervision, extra care are taken to ensure that the lone employee is competent to both carry out the task and to deal with foreseeable problems.

3.3.9 Medical Fitness

- (a) Duty Holder shall ensure issues that are discussed in relation to medical fitness include, but not limited to:
 - (i) Do the circumstances of working alone, place additional requirements on employees in terms of their physical and/or mental stamina;



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- (ii) Medical condition that makes them inappropriate for working alone;
- (iii) Pre-employment questionnaire or medical examination be helpful under the circumstances; and;
- (iv) Health screening shall be in accordance with the requirements of *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.OPS.11.WA – Safety and Health Requirements for Warehouse*

3.3.10 Equipment, Machinery and Tools

- (a) Duty Holder shall ensure the following, but not limited to:
 - (i) Where equipment, machinery or power tools are being used, consideration of the electrical safety, guarding of equipment and fire precautions required are paramount in accordance with the requirement of the:
 1. *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.OST.02.ES - Electrical Safety at Work;*
 2. *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.OST.06.DM – Guarding of Dangerous Machinery*
 3. *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.FLS.01.FP - Fire and Life Safety.*
 4. *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.OST.03.EP – Emergency Preparedness.*
 - (ii) The use of flammable, explosive or toxic chemicals are fully assessed. The presence of automatic fire protection systems, e.g. carbon dioxide gas may pose special risks in compliance with the requirements of *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.CGF.01.SH – Control of Substance Hazardous to Health and Dangerous Goods.* And
 - (iii) Access equipment that is appropriate for handling by one person alone may be required and all lifting operations are performed in an appropriate and safe manner, bearing in mind the limited possibilities for supervision.

3.3.11 Nature / Type of Work

- (a) Duty Holder shall consider the following:
 - (i) The appropriate personal protective equipment availability and the condition;
 - (ii) The equipment, tools or machinery to be used;
 - (iii) The competency of the person.
 - (iv) The risk of the activity involved, such as but not limited to:
 1. Works at heights;
 2. Confined spaces;
 3. Works with live electricity;
 4. Works with hazardous substances or materials;



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- 5. Works with hazardous equipment such as chainsaws or powder actuated guns;
 - 6. Works with materials/equipment with great pressures such as oxygen/acetylene tanks, LPG, etc.; and/or
 - 7. Works with public, where there is a potential for violence.
- (v) That fatigue is a reasonably foreseeable to be a factor;
 - (vi) The extremely adverse weather conditions / temperatures;
 - (vii) The risk of an animal attack, insect bite, etc.;
 - (viii) The employee is working inside a locked room and how the emergency respond be able to get in; and
 - (ix) The work involve working with money, valuable items or information.

3.3.12 Personal Alarm Systems

- (a) Duty Holder shall develop and implement a personal alarm system, which may include:
 - (i) The degrees of sophistication of personal alarm; and
 - (ii) The system most appropriate shall depend on the circumstances it is to be used, e.g. crane operator can used the crane alarm, etc.

3.4 Procedure for Lone Working and/or in Remote Locations

- (a) Duty Holder shall ensure that where lone working and/or in remote locations has been identified, a procedure shall be develop and incorporate the specific instructions that employees are to undertake in the event of working alone. This instruction may incorporate into a general procedure that is task specific and shall be reviewed and approved by the consultant prior implementation to ensure the effectiveness of the procedure.
- (b) Duty Holder shall prepare a procedure for the employee to check in on a regular basis where lone working and/or in remote locations is undertaken in a high risk locations/activities. The check in procedure may include the following items:
 - (i) A daily work plan so it is known where the lone employee will be and when;
 - (ii) Identify one main person to be the contact at the office and a backup contact;
 - (iii) Define under what circumstances the lone employee will check in and how often;
 - (iv) Stick to the visual check or call-in schedule with a written log / register of contact/communication;
 - (v) Have the contact person call or visit the lone employee periodically to make sure that the employee is ok;
 - (vi) Develop an emergency action plan to be followed if the lone employee does not check-in when they are supposed to, this shall incorporate in the emergency management; and
 - (vii) Each procedure shall be individual to each employee who will be lone working and shall be updated on a regular basis and approved by the consultant.



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3.5 Emergency Management

- (a) Duty Holder shall ensure that Emergency Management are developed for lone working and/or in remote locations in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 13 – Emergency Management*. Requirements for emergencies as identified through the documented Risk Assessment as required by this COP.
- (i) Nominate and appoint competent person and team as emergency response coordinator and emergency response team. Appointment shall be in written and shall be acknowledge by the nominated persons by signing on the Appointment letter.
 - (ii) First aid and medical procedures shall be in accordance with the requirements of *Dubai Aviation City Corporation (DACC) COP – DACC.DS.OPS.OHSE.OST.05.FA – First Aid Requirements*.

4.0 RECORD KEEPING

- (a) Duty Holder shall ensure record keeping in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 8 – Document Control and Record Management* for the purpose of performance review in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 14 – Performance Management* and *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 19 – Management Review*.
- (b) Duty Holder shall ensure records of the below but not limited to:
- (i) Written appointment letter;
 - (ii) Personnel training and awareness;
 - (iii) Regular / Periodic Inspection and maintenance report of plant / equipment;
 - (iv) List / Register of Personnel;
 - (v) Registration and Certificate of equipment;
 - (vi) Damage and repair report of plant / equipment;
 - (vii) Competency of inspector and repair personnel;
 - (viii) The PPE issued for the specific activity; and
 - (ix) Register / log of equipment, accessories, inspection, maintenance, certificates, etc.

5.0 REFERENCES

NO.	DOCUMENT NAME	DOCUMENT NO.
1	Risk Management	DACC OHSERF – Regulation 2
2	Leadership, Roles, Responsibilities and Self-Regulations	DACC OHSERF – Regulation 5
3	Competence, Training and Awareness	DACC OHSERF – Regulation 6
4	Document Control and Record Management	DACC OHSERF – Regulation 8
5	Emergency Management	DACC OHSERF – Regulation 13
6	Performance Management	DACC OHSERF – Regulation 14
7	Management Review	DACC OHSERF – Regulation 19
8	Fire and Life Safety	COP – DACC.DS.OPS.OHSE.FLS.01.FL
9	OHSE Requirements for Operational Warehouse	COP – DACC.DS.OPS.OHSE.OPS.11.WA
10	General Workplace Amenities	COP- DACC.DS.OPS.OHSE.WRW.01.WA



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11	First Aid Requirements.	COP - DACC.DS.OPS.OHSE.OST.05.FA
12	Control of Substance Hazardous to Health and Dangerous Goods	COP – DACC.DS.OPS.OHSE.CGF.01.SH
13	Emergency Preparedness.	COP – DACC.DS.OPS.OHSE.OST.03.EP
14	Guarding of Dangerous Machinery	COP – DACC.DS.OPS.OHSE.OST.06.DM
15	Electrical Safety at Work	COP – DACC.DS.OPS.OHSE.OST.02.ES
16	Personal Protective Equipment.	COP – DACC.DS.OPS.OHSE.OST.10.PP
17	Heat Stress at Work.	COP – DACC.DS.OPS.OHSE.WRH.02.HS
18	Regulation of Labour Relations	Federal Law No. 8 for 1980