

WORKING ALONE PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional Category:	Operations
Parent Policy:	Occupational Health, Safety and Environment Policy
Approval Date:	August 9, 2022
Effective Date:	August 9, 2022
Procedure Owner:	Vice President, People and Culture
Procedure Administrator:	Director, People and Talent Operations

Overview:

This procedure identifies the actions and practices required of NorQuest College (college) and its employees to ensure a safe work environment when working or travelling alone on college business. This procedure aligns with the requirements under Part 28 of the Alberta Occupational Health and Safety Code.

Responsibility for the safety and welfare of employees when travelling on college business or working alone and the enforcement of this procedure shall be that of the respective Manager/Supervisor.

Authority to establish this procedure is derived from the [NorQuest College Board of Governor's Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Procedures:

General

- Whenever feasible, employees should not be scheduled to work or travel alone.
- Managers/Supervisors are responsible to inform employees on the working alone requirements under the Alberta Occupational Health and Safety Code.
- The Health and Safety Committee will work with Managers/Supervisors in identifying existing or potential safety hazards in the workplace for employees working alone.
- The college will take corrective action to reduce or eliminate all known and identified hazards.

Manager/Supervisor Actions

- In all cases when an employee is travelling alone (including to a remote location), working "After-Hours", or working alone in a college building or at a worksite, the respective Manager/Supervisor must:
 - Provide the employee with pre-authorization, by way of written or verbal approval, for either a specific date/time or for a general duration (e.g. over the upcoming weekend).
- When none of the conditions in the definition of "Assistance Readily Available" are being met, the Manager/Supervisor must make an "Action Plan" with the employee to ensure that there is:
 - a check-in procedure with the employee that confirms that the employee has arrived at their destination, as scheduled when appropriate,

- a check-in procedure to periodically check in with the employee where the work is estimated to last longer than two hours,
- a check-out procedure with the employee that confirms that the employee has left the remote location or work, as scheduled, and
- a plan should there be any inability to communicate with the employee to confirm the scheduled arrival or departure.
- Where an employee is travelling, working after-hours or during normally scheduled hours in areas away from others and any one of the conditions is met in the definition of "Assistance Readily Available", the "Action Plan" outlined above is not required.

Executive, Dean, Director and Manager Actions

- When an Executive, Dean, Director, or Manager is travelling alone, working "After Hours" or working alone in a college building or at a worksite where assistance is not readily available, an "Action Plan" is to be put in place between themselves and another Executive, Dean, Director, or Manager.
- Members of the Executive Committee, Deans, Directors, or Managers have authority to travel alone, work "After Hours" or work alone, and as such do not require pre-authorization.

Employee Actions

Travelling by Vehicle on College Business

- Employees authorized to travel alone, to any location, for college business, should ensure that a cell-phone is in the vehicle.

Travelling to a Remote Location

- Employees travelling to a remote location must:
 - Check-in and check-out with the Manager/Supervisor as per their pre-arranged "Action Plan."
 - Take steps outlined in the pre-arranged "Action Plan" in circumstances where there is an inability to contact the Manager/Supervisor.

Flex Workstyle

- Employees working a flex workstyle must develop a regular check-in process with their supervisor. This can be as simple as a Teams chat, or an email. Any type of communication to verify the employee's wellbeing is acceptable

Working After Hours or Alone in College Buildings

- Procedures for all Campuses and Worksites:
 - Employees must obtain written or verbal authorization by their respective Manager/Supervisor.
 - When working after hours, alone, or during normally scheduled hours in areas away from others and none of the conditions are met in the definition of "Assistance Readily Available", employees must make an Action Plan with their Manager/Supervisor.
 - Employees working by themselves in areas away from others must:

- either have on their person or in their general work area, a reliable communication device,
 - ensure emergency phone numbers are readily available, and are encouraged to have phones pre-programmed for speed dial capability, and
 - ensure that the person they identified to assist them in an emergency is aware of their needs and capable and willing to provide assistance within a reasonable period of time.
 - Employees working after-hours in a building without a security guard must ensure that exterior doors to the building remain locked. When working after-hours in a room or office the employee should ensure the door to the room, office, or office area remains locked.
 - Employees working after hours at locations without a security guard and who are uncomfortable walking to their vehicle alone are encouraged to make arrangements with a co-worker, family member, or friend to meet and escort them to or from their vehicle.
- Procedures specific to the Downtown Campus only:
 - Upon request, a security guard will be available to walk employees to or from their vehicles in the parking lot.
 - When working "After Hours" employees must have, readily available, the cell-phone number for the security guard (780-991-4573).
 - When working outside building security hours, employees must make pre-arrangements with Facilities (780-644-6215) to access the building to disarm the Security System.

Definitions:

Action Plan: means a verbal or written set of instructions that identifies the procedures to follow while travelling or working alone when assistance is not readily available. The action plan would include procedures for communicating; checking in and out, and a course of action should the preplanned communications fail.

After-Hours: means outside the normally scheduled business hours for the campus, building or worksite.

Assistance Readily Available: means any of the following situations:

- an employee is travelling with another person who would be capable of providing them assistance in the event of an emergency,
- an employee is working with another person in the same general work area,
- an employee is the instructor or in the company of a class of students,
- an employee is accompanied by a co-worker, friend or relative who would be capable of providing them assistance in the event of an emergency or
- an employee is working in a building that has a security guard on duty and is aware of their presence.

Communication Device: a device capable of communicating to another person or agency. Examples are: two-way radios, cell-phones, desk phones or emergency signal devices/alarms.

Related NorQuest College Information:
Related External Information:
Next Review Date:
Revision History:

Employee: Includes a person who is engaged by NorQuest College to perform a service in accordance with existing terms and conditions of employment, employment contracts or collective agreements.

Flexible Workstyle: means the team member works away from campus the majority of the time. This requires team members to book and use drop-down workspaces and bookable spaces when on campus.

Remote Location: a location where travel by vehicle to that location would require driving on: unpaved roads, secondary highways or any route which is infrequently travelled during daylight hours or has long distances between services.

Working Alone: means to travel alone by vehicle or to work alone at a work site in circumstances where assistance is not readily available in the event of an injury, illness or emergency.

- [Occupational Health, Safety and Environment Policy](#)
- [Workstyles Program Policy](#)
- [Occupational Health and Safety Act](#)
- [Occupational Health and Safety Regulation](#)
- [Occupational Health and Safety Code Explanation Guide for Part 28 - Working Alone](#)

April 2026

June 2013: new (replaces Standard Practice 4.05: Working Alone)
 August 2013: update for document links and branding
 November 2014: update for document links
 May 2018: updated a per the Policy and Procedure Framework Procedure
 August 2019: Compliance Office template & reorganization update
 November 2019: update to Owner and Administrator
 April 2022: updates to procedure Administrator, acronyms, hazard control scope, and document links