



CANARY WHARF  
MANAGEMENT

11<sup>th</sup> July 2024

Senior Coroner Inner North London  
St Pancras Coroner's Court  
Camley Street  
N1C4PP

Dear Madam,

**Inquest into the death of Sean O'Connor**

We refer to the report made following the Inquest into Mr O'Connor's death in which you raised some concerns about the arrangements for lone workers employed by independent contractors whilst on the Canary Wharf Estate. We have reviewed the company's procedures for lone workers. Currently, contractors are required to obtain a Work Authorisation (WA)<sup>1</sup> or permit to work (PtW) depending on the nature of the work to be undertaken. Where works are undertaken under a PtW, these are subject to spot checks. Spot checks may also occur when works are performed under a WA.

CWML's approach to facilitating access to its premises by independent contractors reflects what it understands to be recognised practice. CWML is not aware of any concerns raised by contractors (including Mitsubishi) before the incident involving Mr O'Connor. The existing CWML system prioritises checks based on risk (higher risk works requiring a PtW involve mandatory checks and are rarely performed by lone workers). CWML is mindful of the need to avoid potentially undermining the strengths of the system by diverting resource away from higher risk works.

Notwithstanding the above, and as part of a process of continuous improvement, CWML has decided to trial a new feature to apply to WA, beginning July 2024. The arrangements will include:

- When applying for work authorisation involving lone working, a mandatory prompt now appears on the system which asks the contractor if a welfare check is required.
- If a check is requested, it will be conducted either by the person requesting the work on behalf of CWML or another competent CWML employee.
- The check / visit **must** be recorded in the system.

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<sup>1</sup> A Work Authorisation is now called an Access Permit but for ease we will refer to it as a WA in this letter.



For the avoidance of doubt, these steps are in addition to the existing procedure which allows for ad hoc checks on lone workers, as has always been the case.

These arrangements will apply in addition to the independent contractors' procedures for lone working. The trial is intended to run for 6 months at the end of which CWML will review the results, consider their effectiveness and decide whether to implement some or all of the trial or make any further changes.

In addition to the above, CWML will be updating the Contractor Handbook and the Lone Working Policy to apply to contractors.

Yours faithfully



**██████████ on behalf of  
Canary Wharf Management Limited**