



**Pick** Protection

Lone Working  
Policy Template  
Appendix B



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## INTRODUCTION AND PURPOSE

This policy sets out the approach that {organisation name} will undertake in managing Lone Working. {Organisation name} has a legal duty to look after the health, safety and welfare of its employees and this includes a duty of care to reduce, as far as reasonably practicable, the risks associated with lone working within the workplace. These duties are set out in the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Safety Representatives Safety Committee Regulations 1977.

### Our Commitment

{Organisation name} is committed to the provision of a safe place of work for all employees, clients, visitors, contractors, volunteers and those affected by or involved in organisational activities. We will ensure that lone workers are not exposed to additional or greater risk than any other workers. More specifically we will ensure that Lone workers are identified, hazards and risk are assessed, and appropriate action is taken to reduce these risks.

## POLICY AIM

### This policy aims to:

- Increase staff awareness of safety issues relating to lone working;
- Make sure that the risk of working alone is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable;
- Minimise the number of incidents and injuries to staff related to lone working.

{Organisation Name} will take reasonable and practicable steps to manage risks associated with lone working. The organisation aims to achieve this by:

- Carrying out suitable and sufficient risk assessments of all lone working activities.
- Implementing control measures (In accordance with the potential hazard as identified in Appendix A) identified within risk assessments, to reduce risks to the lone worker to a tolerable level. This include the use of a regular check in system, and may include the provision of mobile phones, the provision of a lone working personal safety application or device.
- Not allowing any activities to be carried out by lone workers where the risk assessment identifies that there is a significant risk of injury that can only reasonably practicably be controlled by having two or more people in attendance when that activity is performed.



- Providing suitable and sufficient training, information and instruction to employees with regards to personal safety, lone working and de-escalation techniques. This will be undertaken routinely every 3 years or sooner where incident investigation identifies it as needed.
- Ensuring the reporting of incidents is carried out and where necessary investigated

## DEFINITION OF LONE WORKING

The Health and Safety Executive (HSE) defines lone workers as “those who work by themselves without close or direct supervision”.

Lone workers can be categorised into 5 main groups:

- **Work at home;**
- **Work separately from other people** on the same premises or outside normal working hours, for example security staff, cleaners, maintenance and repair staff;
- **Volunteers carrying out work on their own**, for charities or voluntary organisations (fundraising, litter-picking etc).
- **Work alone at a fixed base**, for example in shops, petrol stations, factories, warehouses or leisure centres;
- **Work away from a fixed base**, such as: – health, medical and social care workers visiting people’s homes etc; – workers involved in construction, maintenance and repair including engineers, plant installation and cleaning workers; – engineers, assessors and delivery drivers of equipment and supplies who attend construction projects; – service workers, including postal staff, taxi drivers, engineers, estate agents, and sales or service representatives visiting domestic and commercial premises; – delivery drivers including HGV drivers, van driver/couriers and car/bike-based couriers; – agricultural and forestry workers;

## ROLES AND RESPONSIBILITIES

**The Chief Executive is responsible for:**

- Making sure that there are arrangements for identifying, evaluating and managing risk associated with lone working;
- Ensuring that reasonable resources are provided to support the implementation of this policy and procedures;
- Making sure that there are arrangements for monitoring incidents linked to lone working and that the Board regularly reviews the effectiveness of the policy.



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**Corporate Health and Safety are responsible for:**

- Providing both written advice and guidance on personal safety and lone working matters.
- Monitoring compliance with, and the effectiveness of, this policy
- Responsible for monitoring personal safety incidents and providing annual statistics.
- Ensure the effectiveness of this policy by periodically carrying out lone working audits.
- Advising on the suitability of lone working solutions or buddy systems.

**All line managers are responsible for:**

- Carrying out a risk assessment identifying any areas of concern (Appendix A)
- Making sure that all staff are aware of the policy;
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone; (Appendix B)
- Making sure that staff groups and individuals identified as being at risk are given appropriate information, instruction and training (e.g. undertaking dynamic risk assessments, using lone worker solution provided, conflict resolution training) including training at induction, updates and refresher training as necessary;
- Making sure that appropriate support is given to staff involved in any incident;
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.
- Carrying out disciplinary processes for individuals not adhering to the control measures put in place.

**All staff are responsible for:**

- Making sure that risk assessments are carried out and reviewed regularly and that they are involved in the process and copied into the risk assessment;
- Taking reasonable care of themselves and other people who may be affected by their actions;
- Co-operating by following rules and procedures designed for safe working;
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate;
- Taking part in training designed to meet the requirements of the policy;
- Reporting any dangers they identify or any concerns they might have in respect of working alone.



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## RISK ASSESSMENT PROCEDURE

There is no general legal prohibition on lone working, however the employer must identify the hazards, assess the risks involved, and put measures in place to avoid or control the risks. If the risk assessment shows that it is not possible for the work to be done safely by a lone worker, then other arrangements need to be put in place.

Risk assessment is an integral management tool that should be completed to ensure that employees are safe in their work. Workplace risk assessments should be completed for each risk profile within the organisation. See Appendix A for template risk assessments based on the 5 types of lone worker profiles

## DYNAMIC RISK ASSESSMENT

Whilst a lone worker risk assessment has been carried out, during lone working activities the employee should be reviewing their situation as part of a dynamic risk assessment. If at any time the lone worker is uncomfortable with their position, they should call for assistance or remove themselves from the risk. Personal safety training will cover dynamic risk assessments.

## MONITORING AND REVIEW

Monitoring Lone Working - Managers may make periodic visits to locations to ensure their workers are safe e.g. isolated parks, building sites etc. They should also regularly check that measures identified in the risk assessment are in place. For example, checking lone worker solutions are being used correctly.

## REVIEW OF RISK ASSESSMENT

All risk assessments must be reviewed at least twice annually or following a change in circumstance e.g. as reported incident, change in work pattern etc.

## LONE WORKING PROCEDURES AND PROCESSES

From completion of the Risk Assessment document appropriate control measures should be put in place to manage the risk.



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The hierarchy of controls must be used when considering the risk reduction plan, i.e. avoid if possible, assess those activities that cannot be avoided, reduce the level of risk to the lowest level reasonably practicable ergonomically, by the provision of equipment, information, instruction and training.

## MAINTAINING CONTACT WITH LONE WORKERS

All lone workers must make regular contact to confirm their safety.

Whilst working alone, the employee MUST confirm their safety to the nominated point of contact or safety system at no longer than {2 hourly intervals}.

Upon making routine contact, the nominated point of contact or system should record the following:

- Name
- Safety status
- Current Location
- Any other relevant details

## FAILURE TO MAKE CONTACT

If the employee has not made contact to confirm they are safe within 30 minutes of the required contact time – i.e. after 2 hours of working alone/2 hours after last routine check in - the point of contact or safety solution will attempt to contact the employee on their mobile phone. If safety is confirmed no further action is required.

If safety is not confirmed this should be escalated to the employees' line manager. Every attempt should be made to contact the employee. If concerns over the welfare of the employee cannot be resolved the Police should be called.

## USE OF TECHNOLOGY-BASED SYSTEMS

{Where a technology based solution has been implemented the Solution Usage Policy should be followed. [See Appendix 2](#)}



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## STAFF TRAINING

Training is crucial for all groups of staff who undertake lone working and, it is the line manager's responsibility to ensure staff are booked on relevant courses that would enhance staff safety.

Where appropriate Personal safety training will be provided to staff lone working and cover:

- Advice and guidance not to go into a situation if you feel at risk.
- Use of conflict resolution or defusing techniques. These include being aware of non-verbal communication; how to behave in a non-confrontational way; the importance of good customer care; being polite; and listening to clients.
- To be aware of surroundings and your own actions and how others may perceive you.
- Dynamic risk assessments; If you feel threatened, make your excuses and leave. Make sure you can leave the premises quickly if you need.

Where staff have been issued with the approved lone working solution training will be provided on how and when to use the solution. Staff that hold one of these solutions must ensure the following:

- The equipment is used in accordance with the training provided
- It must be switched on at the start of each shift
- It must be used in accordance with the Lone Worker Solution Usage Policy

It is the employee's responsibility to attend any training specific to them, requested by their manager.

## ACCIDENT / INCIDENT REPORTING

Any accident / Incident or near miss (this includes threat of violence and aggression whilst lone working) should be reported to a line Manager and recorded on the 'Accident / Injury / Near Miss Report Form. [See Appendix D.](#)

## REVIEW

This document may be reviewed at any time at the request of either staff or management but will automatically be reviewed 3 years from initial approval and thereafter on a triennial basis unless organisational changes, legislation, guidance or non-compliance prompt an earlier review.



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## APPENDIX A

### Template Risk Assessments

- Working from Home
- Volunteer
- Fixed Base
- Away from Fixed Base
- Separate or Out of Hours

## APPENDIX B

### Template Solution Usage Policy

## APPENDIX C

### Guidance for Managers Completing Risk Assessments

## APPENDIX D

### Incident Reporting Form