

## **Lone Working Policy**

### **1. Scope**

This policy applies to all members of staff that will carry out lone working for the organisation

### **2. Policy Statement**

Lone workers spend some or all of their working hours alone for a variety of reasons: they may work in an isolated location, be at a client's or beneficiaries premises, work from home or may simply be working outside normal office hours. In any case, the organisation recognises that working alone may involve an increased risk to the health and safety of its employees. As a consequence the organisation has a policy(*ies, can refer to other relevant policies e.g. Home Working, Health and Safety*) that helps to ensure that it succeeds in its responsibility to manage the risks faced by its employees.

### **3. Policy Aims**

- 3.1 To ensure the safety of lone workers when exercising their duties in the absence of any colleagues or supervisors; and:
- 3.2 To ensure that the organisation complies with all of its legal obligations

### **4. Risk Assessments**

4.1 The organisation will carry out risk assessments on all types of work that are (or are likely to be) undertaken alone with particular regard when doing so to the following factors:

- 4.1.1 Risk of Violence (particularly when handling money or dealing with the public);
- 4.1.2 Equipment (must be suitable and safe for use by one person);
- 4.1.3 Location;
- 4.1.4 Materials (all materials used by suitable for use by one person); and
- 4.1.5 Proximity to Help.

### **5. Procedures**

5.1 All lone workers should adhere to the following guidelines when working alone:

- 5.1.1 Avoid unnecessary out of hours working where possible.
- 5.1.2 Notify <<individual/title>> if you are intending to work outside normal hours.
- 5.1.3 Familiarise yourself with your location, fire safety procedures and escape routes in the event of an emergency.
- 5.1.4 Where possible ensure that you have keys to all entrances and exits and keep them locked at all times.

- 5.1.5 Do not allow unexpected visitors in unless they carry sufficient identification.
- 5.1.6 Familiarise yourself with the alarm system at your location.
- 5.1.7 Ensure that you leave your contact details with <<individual/title>>.
- 5.1.8 Make sure that people at home are aware of your movements.
- 5.1.9 In the event that you feel unwell seek help immediately and if necessary call 999.
- 5.1.10 Under no circumstances should you ever undertake the following activities: <<insert details>>.

## **6. Control Measures**

- 6.1 Checks of employees located within Company premises or property will be made every <<number of hours>>.
- 6.2 Employees working elsewhere than on Company premises must call in every [3 hours] [at the beginning and end of each day] during normal working hours. Such Employees will also be provided with a first aid kit that they must ensure remains adequately stocked.
- 6.3 All Lone workers will be provided with a mobile phone by the Company which they must ensure they keep charged and switched on while working.
- 6.4 In the event of an emergency the main points of contact will be as follows: <<insert names and phone numbers>>.
- 6.5 All lone workers must comply fully with this policy and with any complementary instructions received from the Company. Failure to do so may constitute a disciplinary offence.