Lone Working Policy

Applies to	All employees, workers, volunteers, apprentices, temporary staff
Policy owner	HR Manager
Version	2.0
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Next review	20/07/2027

This policy outlines the measures and procedures that will be followed to ensure the health, safety, and wellbeing of employees working alone, either on or off company premises. This policy aims to reduce risks associated with lone working and provide guidelines to all.

This policy applies to all employees, workers, volunteers, apprentices and temporary staff who work alone in situations where there is no direct supervision or immediate support from colleagues.

This policy does not form part of your contract of employment. We reserve the right to amend it.

1. Definition of lone working

Individuals are alone at work when they are on their own, they cannot be seen or heard by another worker, cannot expect a visit from another worker for some time and/or where assistance is not readily available when needed. Therefore, lone workers are those who work by themselves without close or direct supervision.

Aims of the policy

- Increase awareness of safety issues relating to lone working.
- Ensure that the risks of lone working are assessed regularly and that systems are put in place to minimise the risk as far as is practical.
- Ensure that appropriate training is available that equips employees and other workers to recognise risk and provides practical advice on safety when working alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working and reduce the number of incidents/injuries relating to lone working.

2. Risk assessment

Risk assessments must be carried out for and by all individuals whose working practice makes them vulnerable and recommendations should be made to eliminate or reduce the risk as far as possible.

3. Procedure

Individuals will receive information, instruction, and supervision in respect of the hazards and risks associated with lone working. All individuals are to take relevant and sensible precautionary measures whilst lone working. If an individual feels that they are putting themselves at risk through lone working, they should discuss the situation with their line manager. Further efforts by the line manager shall be made to eliminate or reduce hazards starting with a process of reassessment of the task.

Any lone working requirements must be recorded in your electronic diaries. Details to include the location of the meeting, a name and contact of any additional person aware of the meeting (Client contact). Your line manager should be made aware of any estimated timescales that you will be out of the office.

The lone working app **must** be activated as soon as a lone working activity commences.

Risks of lone working

When completing the risk assessments, items to be aware of include:

- Safe entry and exit
- Location, i.e. remoteness, transport, parking
- Risk of violence i.e. history of violence from the public or the client
- Safety of equipment for individual use
- Channels of communication in an emergency
- Site security
- Security arrangements i.e. alarm systems and response to personal alarms
- Level and adequacy of on/off site supervision
- Premises risk assessment where applicable
- Arrangements for home visits including consideration of alternatives
- Travelling between appointments
- Reporting and recording arrangements
- Communication and traceability
- Personal safety and security

4. Working out of office hours

All individuals working out of office hours shall – whether in the office or on site:

- Contact a designated colleague and leave the following information before attending the visit: Name, destination, expected time of arrival on site, vehicle make and registration and contact telephone number. Ensure this information is also in your electronic diary.
- Start activity in the lone working app

On arriving at home/next destination, contact your “designated colleague” to confirm safe return.

You should know that your safety comes first. All employees must be aware of this policy, had appropriate training, be aware of the lone working app and have reviewed the lone working risk assessment.

Any incident must be reported to your line manager, the relevant Office Manager or the HR Manager.



5. Questions and administration

The HR Manager is responsible for administering this policy. If you have any questions, please speak to your line manager in the first instance or contact suebailey@ansteyhorne.co.uk.

This policy does not form part of any contract of employment.