



**1. Introduction/  
Background**

Lone working has been identified as a possible risk to workers; this policy sets out good practice guidance for those who work alone. The Company will ensure, so far as is reasonably practicable, that staff who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety. Measures will also be adopted to protect anyone else affected by lone working.

**2. Status**

**Corporate Policy**

**3. Purpose**

It is intended that this policy will be a generic policy that reflects the diversity of the constituent bodies of the Company, and in so doing aid the development of departmental specific policies.

A number of staff routinely work alone, others may do so infrequently because particular circumstances dictate. Authoritative bodies have increasingly recognised that the risk of injury to staff, from members of the public has substantially increased in recent years. Employees that work alone are more vulnerable to violence from members of the public. Furthermore lone working may mean that there are additional difficulties in obtaining assistance in the event of an incident such as accidents or vehicle breakdowns. Whilst recognising that this document is aimed at lone workers, the majority of practice can apply to other situations where staff are working remotely. Lone working exposes staff to particular hazards. The Company's intention is where practicable, to entirely remove the risk from these hazards or, where complete elimination is not practicable, to reduce the risk to an acceptable level

Health and safety legislation currently in force does not prohibit lone working, except in a few specific circumstances e.g. working in confined spaces. The employer has a general duty under Section 2(1) of the Health and Safety at Work etc. Act, 1974, to ensure so far as is reasonably practicable the health, safety and welfare at work of employees. Further, the Management of Health and Safety at Work Regulations, 1999, requires that work activities are risk assessed. The risk assessment needs to consider options to eliminate or control a hazard in order to decrease the degree of risk to as low as is reasonably practicable. The assessment should consider the suitability of the member of staff to undertake lone worker duties.

**4. Definitions  
/Scope**

This policy will include all lone workers, whether they are working or acting directly or indirectly for or on behalf of the Company. For convenience this policy will refer to all these groups as staff. Lone workers are those who work by themselves without close or direct supervision and include those:

**On Company Premises**

- Reception staff working out of hours for late cover or over the weekend
- Staff working outside standard working hours on stand-by duty or on call eg engineers, quality control
- Departments where staff work an extended day or week therefore few staff are present in the premises e.g. library,
- Staff working autonomously in remote areas
- Small departments located off main corridors and buildings e.g. maintenance staff in the Boiler House
- Staff who are as part of their duties are expected to work alone e.g. security staff patrolling company premises



- Where the nature of the work requires the individual to work in isolated/remote/confined areas e.g. maintenance staff in plant areas.

#### **On Other Company Premises**

- Community based staff working autonomously at other premises e.g. engineering staff, technicians
- Staff who visit clients homes/premises e.g. sales team, insurance assessors

### **5. Process**

In order for this policy to be implemented, lone workers need to be identified and training provided in line with this policy. A risk assessment is required.

#### **Defining Working Limits**

From the results of the risk assessment the manager/supervisor must establish clear procedures to set limits of what can and cannot be done while working alone. Where any doubt exists supervisory authorisation should be sought

#### **Permits to Work**

In certain circumstances when risks are particularly high, or specific legal requirements exist some or all of the above maybe contained within a written "Permit to Work" without which the activity cannot be undertaken at all. e.g. work in confined spaces, poor atmospheres or High Voltage (HV) Electricity

### **6. Duties and responsibilities**

#### **Legal and statutory responsibilities**

Under Section 7 of the Health and Safety at Work etc. Act 1974, it is the responsibility of employees to take reasonable care of their own health and safety at work and that of other persons who may be affected by their acts or omissions. All staff must comply with all safety procedures/safe systems of work and approved codes of practice pertaining to their particular work activities and report all incidents that have led or may lead to injury or damage

#### **Senior Managers**

Senior Managers are responsible for ensuring risk assessments are undertaken, local policies and procedures are introduced; safe systems of work are adopted; training is available; health and safety training records are maintained; ensuring statutory compliance; accident/incident reporting; communication; support; liaison; and audit within their department.

#### **Line Managers**

Line Managers will establish and supervise safe systems of work; provide, and ensure all staff have received appropriate training; and ensure that other policies and procedures are observed.

#### **Occupational Health**

Occupational Health will provide health assessments and advice with respect to health issues that can affect the ability to carry out lone work, where required. If lone working is identified as a requirement of a post at the pre-placement stage, a health assessment will be carried out.

#### **Health and Safety**

Health and Safety will provide advice on completion of risk assessments and compliance with the policy

#### **Employees**

All employees are required to comply with the Company's policies and attend training



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as decided by the risk assessment. All safety/ communication equipment should be used as and when instructed; report unsafe activities or faulty equipment to Line Managers; report all adverse incidents or near misses using the incident reporting system.

**7. Training**

Training must be relevant to the nature of the work undertaken. Line managers are required to make adequate arrangements to ensure that staff attend courses and that training is regularly updated. Training records will provide the basis for such arrangements in accordance with the Company's recording systems.

**8 Associated Documentation**

Lone working advice from the HSE at <http://www.hse.gov.uk/pubns/indg73.pdf>  
Health and Safety at Work etc Act 1974 section 7  
Regulation 3 of the Management of Health and Safety at Work Regulations 1999