

## SAMPLE LONE WORKER POLICY

Approved by:  
Date of approval:  
Reviewed (date):

***This is a sample procedure and a starting point. It is intended to be adapted to use in your organisation and is not a final document. You will need to ensure you have appropriate an appropriate risk assessment and Lone Worker Procedure to accompany your finalised Lone Worker Policy.***

### Policy Statement

(Name of organisation) takes the health and safety of its employees and volunteers seriously. We have a legal duty to ensure the health, safety and welfare of our employees and volunteers while at work or carrying out volunteer activity. We realise that at any given time, staff or volunteers may be working or volunteering along, either in our office space or externally.

### Aim and Scope

This policy is designed to alert employees and volunteers to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is designed to give employees and volunteers a framework for managing potentially risky situations.

### Related Policies and Procedures

Lone Working Risk Assessment  
Lone Working Procedure

### Related Legislation

Health and Safety at Work Act 1974  
Management of Health and Safety at Work Regulations 1999

### Context

(Name of Organisation) has a legal duty to ensure the health, safety and welfare of employees and volunteers while at work or engaged in volunteer activity. At any given time, employees or volunteers may be alone, either in our premises or when operating on our behalf externally. We are responsible for assessing the risks to lone workers and taking steps to avoid or control the risks where necessary. Employees and volunteers have responsibility to take reasonable care of themselves and others in lone working situations. Lone working is not inherently unsafe. Taking precaution can reduce the risks associated with working alone. This policy is designed for employees and volunteers who either frequently or occasionally work or volunteer alone. It also refers to both high and low risk activities.

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| <b>Version No:</b> | <b>1</b> |
| Date of approval:  |          |
| Revision due by:   |          |

**Definition**

The Health and Safety Executive defines lone workers as those who work by themselves without close or direct supervision. For example:

- People working separately from others in a building
- People who work outside 'normal' hours
- People who work away from their fixed base without colleagues
- People who work at home other than in low risk, office-type work

The definition covers staff and volunteers in situations with varying degrees and types of risk. It is important to identify the hazards of the work and assess the risks involved before applying appropriate measures.

**Potential Hazards of Working Alone**

People who work or volunteer alone will of course face the same risks in their work as others doing similar tasks.

However, additionally they may encounter the following:

- Accidents or sudden illnesses may occur when there is no-one to call for help or first aid available
- Fire
- Violence or the threat of violence
- Lack of safe way in or out of a building for example, danger of being accidentally locked in
- Attempting tasks which cannot safely be done by one person alone

**Measures to reduce the risk of lone working**

To reduce the risk for people working alone we carry out a risk assessment of the following issues, as appropriate to the circumstances:

- The environment – location, security, access.
- The context – nature of the task, any special circumstances.
- The individuals concerned – indicators of potential or actual risk.
- History – any previous incidents in similar situations.
- Any other special circumstances.

All available information should be taken into account and risk assessments should be updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

In any situation where an employee or volunteer is operating alone and feels unsafe, they must remove themselves from that situation immediately and report the incident to their line manager or supervisor.

In any situation where an employee or volunteer is operating alone and an incident occurs, this must be reported to the their line manager as soon as possible. An incident is any situation where the health and safety of the employee or volunteer is compromised and may include an accident, fire, violence or threat of violence (this is not exhaustive).

|                    |          |
|--------------------|----------|
| <b>Version No:</b> | <b>1</b> |
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**Supervision**

Lone workers are by definition not under constant supervision. We ensure that you understand the risks associated with your work and the relevant safety precautions.

- Employees or volunteers will be given training that covers lone working where appropriate during induction
- Employees or volunteers new to a role where they may be lone working may need to be accompanied initially
- Regular contact by phone may be appropriate and we ensure that employees or volunteers carrying out duties alone have a mobile phone available at all times to enable them to contact the office in the event of an emergency.

**Accidents and Emergencies**

Employees and volunteers operating alone should be made aware of the process for responding correctly to emergencies.

Employees or volunteers who are alone in the office must inform (insert the appropriate person) and are responsible for adhering to security and fire regulations.

**Conclusion**

Establishing safe working for lone workers is no different from organising the safety of other staff or volunteers, but the risk assessment must take account of any extra risk factors.

(Name of organisation) ensures that measures are in place to reduce risk and that expectations have been communicated to employees and volunteers operating alone and appropriate training provided.

All staff and volunteers, including lone workers, are responsible for following safe systems of work and should take simple steps to reduce the risks associated with carrying out their normal duties.

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