

# ONE WAY LONE WORKER POLICY VERSION: MAY 2021



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## LONE WORKERS POLICY

### POLICY STATEMENT

Where the conditions of service delivery or its associated tasks require employees to work alone, both the individual team member and their Line Manager have a duty to assess and reduce the risks which lone working presents.

This policy should be read in conjunction with the Health & Safety Policy.

### PURPOSE

This policy is designed to alert employees to the risks presented by lone working, to identify the responsibilities each person (staff and managers) has in this situation, and to describe procedures which will minimise such risk. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

### SCOPE

This policy applies to all employees who may be working alone, at any time, in any of the situations described in the definitions below.

### CONTEXT

Some employees work outside office hours and/or alone due to flexible working patterns and/or to undertake their job role. One Way's principles for supporting lone workers include:

- a commitment to supporting employees and managers both in establishing and maintaining safe working practices;
- recognising and reducing risk;
- a commitment to the provision of appropriate support for employees;
- a clear understanding of responsibility;
- the priority placed on the safety of the individual over property;
- a commitment to providing appropriate training for employees; and
- making available equipment such as a phone for use in an emergency.

### DEFINITION

Within this document, 'lone working' is where a member of staff is in the course of their duties working by themselves without close or direct supervision, whether in their home or among the organisation's clients and business partners. The key characteristic is that they are physically isolated from colleagues, and without access to immediate assistance. This may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.

### TRAINING

Lone workers should be made aware of the types of risks they may encounter and what precautions must be taken to control those risks. This may require instruction and training, supported by effective ongoing supervision – This will be covered in your Day One Induction.

### 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. Where individuals work alone in buildings or carry out home visits, managers should complete the relevant lone workers checklist.

Issues considered will include:

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

## 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 a member of staff 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.

## RISKS OF LONE WORKING

Risk assessments for site based lone workers must include details of the following:

- Safe entry and exit procedures;
- Location, eg remoteness, transport, parking;
- Risk of violence eg violence from the public or the client;
- Safety of equipment for individual use;
- Channels of communication in an emergency;
- Site security;
- Security arrangements ie alarm systems and response to personal alarms; and
- Level and adequacy of on/off site supervision.

Following completion of the risk assessment, consideration must be given to any appropriate action that is required.

## MANDATORY BUILDING PROCEDURES

### Security of buildings

- All appropriate steps are taken to control access to the building and that emergency exits are accessible;
- Employees working alone must ensure they are familiar with fire exits and alarms;
- There is access to a phone and first aid kit;
- Doors are locked to avoid any unwanted visitors if working alone; and
- Whenever possible employees should park in a well lit and secure area.

### Personal Safety

- Employees should avoid working alone if not necessary;
- Employees should take all reasonable precautions to ensure their own safety, as they would in any other circumstances;
- Before working alone, the correct approval has been sought and a manager has been informed; and
- Lone workers should always let their Line Manager know they have safely returned home.

## MONITORING OF LONE WORKERS

Those responsible for managing and supervising lone workers must ensure that their activities are monitored effectively. Since only a limited amount of observation of their work in the field is likely to be practicable, regular consultation with the staff involved will be important. Aspects that will be monitored regularly are:

- New risks which have become apparent;
- Existing risks which have increased;
- The effectiveness of existing precautions; and
- Workers' view on new precautions.

## HEALTH AND SAFETY INCIDENTS

An incident is an event or circumstance that could have or did lead to harm loss or damage to people and this includes near misses. Examples of incidents could include (but are not limited to): slips, trips, falls, fire, flooding or major incidents.

You should ensure that all incidents are reported to your line manager at the earliest possible time and they will have a responsibility to make a full record of the incident you have reported. You should report the incident even if you are unsure.

If an incident occurs when you are working alone, where possible, you should go to a safer place, seek assistance and telephone your line manager to report the incident.

We will review the circumstances of the incident and relevant risk assessment, and provide treatment and advice, where required and where possible.

#### **TRAINING AND REVIEW**

All new employees to One Way should receive an induction, including reference to the Employee Handbook and the lone worker policy.

The operation of this policy will be subject to ongoing monitoring through the supervision process, e.g. through team meetings and risk assessments etc.

Signed Date: May 2021



Paul Payne, Managing Director