



Lone Working Policy	
Reference: GN28	Effective date: 1 June 2012
Page no: 1 of 5	Approved: 7 June 2022
Last revision date 16 May 2022	Next revision due: May 2024

Introduction

Windmill Hill City Farm has an obligation under the Health and Safety at Work Act 1974, to ensure the health, safety and welfare of their employees.

The purpose of this policy is to ensure that there are adequate systems in place to ensure the health, safety and welfare of lone workers in order to reduce the risks of lone working as far as is reasonably possible and practicable. This policy applies to all staff, volunteers and contractors working on the site.

Definitions of lone worker

For the purpose of this policy, lone working is defined as someone who works by themselves without close or direct supervision. Employees are also considered to be working alone if they have neither visual nor audible communication in the event of an incident. Lone working can occur:

- ◆ During normal working hours at an isolated location, or within the normal workplace
- ◆ Outside of normal working hours such as late at night, weekends and bank holidays.

Objectives of this policy

The objectives of this policy are to ensure that:

- ◆ Situations where lone working takes place are identified.
- ◆ That risks inherent in lone worker situations are assessed and suitable precautionary measures taken.

Risk assessment

Risk assessment is the overall process of performing a systematic written risk analysis and risk evaluation in order to identify methods to control the severity of the risk.

Risks to be assessed during the process include:

- ◆ Potential violence or aggression
- ◆ Isolated areas or difficult terrain
- ◆ Sudden illness or accident
- ◆ Building conditions
- ◆ Substances Hazardous to Health
- ◆ Animals
- ◆ Vehicle breakdowns
- ◆ Weather hazards

This list is not exhaustive and other risks may be identified during the assessment process.



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Responsibilities

Responsibilities for the health and safety of lone workers are allocated as follows.

Employer

Ensure the management of lone working within the organisation is adhered to under the health and safety policy.

- ◆ Maintain a log of the situations of employees considered to be lone workers. This includes the responsibility to:
 - To identify all staff likely to work regularly in isolation from their colleagues.
 - To assess the risks that such lone working presents.
 - Having assessed the risks, to decide whether lone working is reasonable or not in these situations.
 - To report to the CEO any situation where the risks cannot be controlled.
- ◆ If lone working is considered reasonable, then the manager must ensure that suitable precautions are in place, such as:
 - Mobile telephones/radios
 - Team working
 - Giving information on known risks
 - Reporting in procedures
 - Personal alarms
 - Contact details
- ◆ Recording identified risks on the risk register.
- ◆ Maintain contact with staff that work alone, both internally and externally.
- ◆ Implement systems to identify those staff who do not report or return at the expected time.
- ◆ Ensure systems are in place to take action to contact or locate staff that have failed to make contact or return at the expected time.
- ◆ Raise the appropriate level of alert if staff cannot be contacted within 2 hours after the expected time of contact or return, including if staff cannot be located, contacting the police.
- ◆ Monitoring feedback from the organisation on lone worker risk and seeking to improve processes.
- ◆ To ensure all staff that work alone have signed to say they have read and understood this policy.
- ◆ To support staff who are victims of violence and aggression in line with the organisational policy.

Employees

Employees are responsible for:

- ◆ Taking a legal “duty of care” for their colleagues
- ◆ Carrying and using all equipment provided for their safety e.g. personal alarms and mobile phones and making sure batteries are working
- ◆ Following all working practices and procedures that have been put in place
- ◆ Understanding the risks that affect them and not taking unnecessary risks
- ◆ Raising any issues or concerns with their line manager
- ◆ Knowing what to do if threatened verbally or physically (see below)



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- ◆ In exceptional circumstances, when lone working an irregular shift, notify line manager when ending your shift and leaving the site
- ◆ Reporting to the designated person immediately if they experience anything unpleasant (even if trivial)
- ◆ Ensuring that a record is made of the date, time and location of any incident
- ◆ Ensuring that an outside individual will take action if they do not return home when expected (where a phone call cannot be made to the office, e.g. attending a meeting out of normal working hours)
- ◆ Knowing where the first aid box and telephones are located in the office

Action to be taken if you are threatened verbally or physically:

- ◆ If you are in a position to do so, get out as quickly as possible
- ◆ If you are not near an escape route, withdraw to a room, barricade yourself in, smash a window, scream FIRE (it is proven to be more successful than HELP).
- ◆ Do not feel embarrassed about causing a scene, do all you can to attract attention
- ◆ Call 999 on your mobile phone and remember to tell them your address
- ◆ If possible, dial 999 again on terrestrial phone as the call will be traced automatically.

Supervision

Although lone workers cannot be subject to constant supervision, it is still an employer's duty to ensure their health and safety at work. Supervision can help to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out.

The level of supervision required is a management decision, which should be based on the findings of risk assessment. The higher the risk, the greater the level of supervision required e.g. a line manager may arrange for the lone worker to be contacted at regular intervals through the shift. It should not be left to individuals to decide whether they require supervision or assistance.



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Lone Workers Risk Assessment

Assessment carried out by:	Date of Assessment:
Job Title:	Review Date:

Risk Assessment

The following is a guide to the questions that should be considered for each risk assessment for lone working.

Workplace and work risks

- ◆ Does the workplace present any special risks to person working alone?
- ◆ Is there safe access and egress?
- ◆ Can all plant and equipment to be used during lone working be safely handled by a lone person?
- ◆ Can all substances and any hazardous materials be safely handled by a lone person?
- ◆ Can any manual handling that may have to be done be carried out safely by a lone person?
- ◆ Is there a risk of violence?
- ◆ Are women working alone at greater risk?
- ◆ Are young workers (those under 18 years) at greater risk due to their lack of experience or knowledge?
- ◆ Are there adequate arrangements for travel at work times, particularly for women and young workers?

Emergency arrangements

- ◆ Are adequate first aid facilities available?
- ◆ Is there a need to train the lone worker in first aid?
- ◆ In an emergency can help easily find and reach the lone worker?

Communication and supervision

- ◆ Are there arrangements for regular contact between lone worker and supervision?
- ◆ Will supervisors periodically visit and observe the lone worker?
- ◆ Are automatic monitoring and warning devices appropriate and used (e.g. personal alarms, mobile phones)?
- ◆ Is there easy access at all times to communication with the 'outside world' and emergency services?

The lone worker

Where it is a one-off activity, the actual individual is to be considered. Where it is a frequent activity, the group or category of individuals should be considered.

- ◆ Does the lone worker have a medical condition making them unsuitable for lone working?
- ◆ Does the lone worker have any medical condition on which any foreseeable emergencies may impose additional physical or mental burden which is unacceptable?
- ◆ Is the lone worker sufficiently experienced for the task?
- ◆ Is the lone worker provided with adequate information about the risks involved with the task and the precautions to be taken?



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- ◆ Is the lone worker provided with suitable training to allow the premises, equipment, any substances, PPE to be used safely?
- ◆ Is the lone worker provided with suitable training to allow them to deal with any unforeseeable emergency?