



## **Lone Working Policy**

People who work alone without direct or close supervision are lone workers. They may be mobile workers or work at a fixed workplace. In the vast majority of work activities lone working is not illegal. In many cases the risks to which lone workers are exposed are not significantly different to those of their co-workers. However, in some situations they may be at greater risk because of the nature and location of their work. These additional risks may include:

- The risk of violent attack to a worker opening or closing premises where the attacker is intent on theft.
- The risk of violent attack because the worker is working with vulnerable people or in an area of social deprivation.
- The inability to summon assistance in the event of sudden illness or an accident.
- Unfamiliarity with the particular risks at a remote worksite.
- Involvement in serious road traffic accidents.
- Manual handling of tools and equipment between van and car and workplace.
- Manual handling during the delivery of goods.
- Injury due to the layout of the remote work environment, especially for home-based display screen equipment users.
- Injuries due to previously unknown poor health of the lone worker.
- Lack of help or advice in the event of the unexpected.

The likelihood of injury to lone workers may be increased due to:

- Lack of training or awareness of the risk involved with the work activity and or lone working.
- Failure to establish regular communication with the lone worker.
- Lack of supervision.
- Failure to identify a potentially violent situation and implement effective control measures which include eliminating lone working.
- Failure to provide adequate emergency procedures or first aid arrangements and equipment.

## **Legal Duties**

Employers are required to ensure so far as is reasonably practicable the health, safety and welfare of their employees whilst they are at work. There is no qualification or limitation to this requirement. Therefore, for lone workers, employers must consider where they go, what they do when they get there and the risks they face. Then take steps to reduce those risks so far as is reasonably practicable.

The Real Apprenticeship Company is committed to the safety and security of its workforce whilst working at either premises owned or rented by the company or the premises of our clients.

## **Points to consider for lone workers**

- Plan ahead. Make sure you know where you are going and how to get there.
- Make sure your whereabouts are reported to your line manager weekly in advance and that you are contactable by phone at all times.

**To be reviewed September 2019**



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- Don't do anything which you feel might put you in danger. Report any dangerous incident or situation to either your line manager or the Health & Safety representative.
- Make sure you know and follow relevant safe working procedures and guidelines whilst at our premises or that of a client.
- If you don't know how to do something, always seek advice from your line manager. Do not risk putting yourself in danger.
- If you get injured, stay calm and if you need assistance call your line manager or any other member of the management team or ring 999 giving clear instructions to them of where you are.
- Greet customers and clients politely and with eye contact.
- Be aware of body language, signs of anger, tension, stress, or nervousness, adopting a hostile or aggressive stance. Bear in mind that you may be sending out body language messages.
- Avoid invading other people's space or touching them.
- If attacked, your voice is the best defence. Shout a positive command or yell loudly to "Stop".
- Have a mobile phone for emergencies but keep it out of sight with a number pre-programmed for emergency use.
- Always ensure you sign in and out at a client's premises whenever possible.
- If using car parks in busy areas, use ones which are well lit at night.
- Don't leave a briefcase or laptop visible in the car. Lock all doors.
- Trust your intuition. If the situation feels unsafe or makes you feel uneasy, use a plausible excuse, get out and inform your line manager. If you need to return consider taking a colleague with you.
- Consider carrying a personal safety alarm, which can shock and disorientate an attacker, giving you vital seconds to get away.

This list is not exhaustive. If you have any points which you feel have not been adequately covered please advise the Finance Manager and the policy may be updated to accommodate your suggestions.