

# Policy Statement

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[COMPANY NAME] is committed to ensuring, 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.

Through the process of risk assessment, [COMPANY NAME] have identified activities that have a significant level of risk attached to them and employed controls to reduce the exposure to those risks or eliminate the risk all together. This policy will outline our findings and the procedures that you are required to follow when lone working.

## Definition on lone working

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A lone worker is anyone working without the direct and immediate support of supervisors or colleagues. If an employee cannot be seen or heard by a colleague, they are lone working, whether that be for all or part of their working day.

At [COMPANY NAME] you are considered a lone worker when;

- Visiting clients in their homes or in public spaces
- Travelling between appointments whether by car or public transport
- Working late in the office alone

## Risk assessment

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As part of our lone worker risk assessment we have identified the following risks;

Hazard	Who will be affected	Level of risk	Procedure in place
Violence & aggression from clients	Outreach team	Medium	<ul style="list-style-type: none"><li>• Lone worker training</li><li>• Access to a discreet panic by using the StaySafe lone worker app</li></ul>
Slip hazards in client homes and properties	Outreach team	Low	<ul style="list-style-type: none"><li>• Training on dynamic risk assessments</li><li>• Non-movement and man down alerts through the StaySafe app</li></ul>
Burglary and theft	Office staff	Low	<ul style="list-style-type: none"><li>• The office is fit with alarms, surveillance cameras and a fixed panic button behind reception. However, if a break in occurs while working alone upstairs, the StaySafe app can be used to raise a panic.</li></ul>

# Procedures

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## Training

All lone working employees are required to undertake training on dealing with confrontation, aggression and violence. If you are new to the company and have not yet undertaken a training session or feel you would benefit from a refresher session, please contact your line manager.

Your training will include;

- conflict resolution
- disengagement techniques
- how to carry out dynamic risk assessments
- recognizing warning signs
- how and when to use your lone worker app

## Dynamic risk assessments

As the risks of lone working can be unpredictable due to working across unregular work sites, it is important to continually carry out dynamic risk assessments.

Dynamic risk assessments allow you to anticipate and recognize risk and potential warning signs in unpredictable situations and environments.

How to successfully carry out dynamic risk assessments will be covered in your training session.

## Lone worker safety app

All lone workers are required to use the StaySafe lone worker app when working alone. A session should be started before you begin to work alone and should be ended when you have reached the office or your home.

StaySafe is in place to ensure that your line manager is always aware when you are in need of assistance and are able to send help directly to you.

While your location is made visible when beginning a session with StaySafe, this information will be used for safety purposes only and cannot be collected without your knowledge.

# Responsibilities

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## Management

In line with the Health and Safety at Work etc. Act 1974, all employers hold a responsibility to provide a safe work environment for their employees.

The act states;

*“It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees.”*

In regards to lone working, line managers are responsible for;

- Identifying staff within their team who are lone workers based on the above definition
- Ensuring that all lone workers are provided with sufficient information, training, instruction and supervision to work alone safely
- Ensuring that the physical measures outlined within this policy are in place and that any technology is provided to all existing and new employees
- Ensuring that reporting and concerns are positively encouraged and that a risk form is filled out as soon as a hazard is identified
- Ensuring that in the event of an incident, an incident report form is completed and submitted as soon as possible and that a risk assessment is carried out and control measures put in place before similar work is carried out

## Lone working employees

In line with the Health and Safety at Work etc. Act 1974, all employees have a responsibility to ensure their own safety and that of their colleagues.

The Act states; It shall be the duty of every employee while at work—

*(a) to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and*

*(b) as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with.*

In regards to lone working, employees are required to;

- Read all relevant policies provided by the organisation and raise any queries if there are any areas that they do not understand
- Follow procedures outlined in the policy
- Utilise any technology provided by the company when required
- Report on all identified hazards, concerns or incidents including near misses to enable follow up action to be taken

## Reporting hazards and incidents

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In order to protect our staff, it is important to us that any hazards or incidents are reported no matter how small they may seem. You can report a hazard or incident to your line manager or anonymously by filling out a report form found in your employee portal.

## Contact and support

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For more information or support in understanding our lone worker policy, please contact your safety representative; [FULL NAME], [JOB TITLE], [EMAIL]

## Policy review

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This policy will be reviewed and updated when appropriate, on an annual basis. This policy was last updated on June 25<sup>th</sup>, 2019.