

Policies and Procedures

Lone Working Policy

Version 1

March 2025

Introduction:

Employees and volunteers may be required to work alone or unsupervised as part of their normal day-to-day work. While this is generally accepted as appropriate, working alone can put people in a vulnerable position, therefore it is essential that systems are put in place to reduce any increased risk due to lone working. It should be emphasised however, that although Lone Workers may face higher risks, it is important that these risks are not over-exaggerated, as this can have a detrimental effect, by engendering an unnecessary perception of fear amongst staff that is disproportionate to the reality.

Definition of Lone Working:

A Lone Worker is defined as: "Any person who works by themselves without close or direct supervision". In effect this describes a wide variety of staff who work either regularly or only occasionally, on their own, and without access to immediate support from managers or other colleagues. To be classed as working alone does not mean that the person has to be working in complete isolation all of the time, ie a cleaner may be working in one part of a building whilst other members of staff may be in a different part of the building. Most people at sometime during their normal work role will be engaged in a solo activity which is out of sight or sound of others, such as being the last to leave an office. Although due caution is required in such situations, more steps are needed for increasing the safety of staff such as all staff who by necessity work alone to carry out their duties.

Policy Aim and Principles:

Calon y Fferri (FSEG) will, so far as is reasonably practicable, ensure that:

- Employees & volunteers who are required to work alone or unsupervised are protected from risks to their health and safety.

- The risk to employee and volunteers' health and safety are identified by suitable and a sufficient risk assessment and where appropriate by the introduction of control measures/procedures to eliminate the risk or reduce the risk to an acceptable level or within statutory requirements.
- Employees and volunteers who believe themselves to be in serious or imminent danger and for reasons of their own or other persons safety, immediately remove themselves to a place of safety, will be supported by FSEG.
- Employees and volunteers should be suitably trained before being expected to work alone. Therefore, the aim of this policy is to reduce the risks towards FSEG staff when working alone. This policy is designed to be as comprehensive as possible, but inevitably it cannot cater for every situation that may occur within a working environment.

This policy applies to all staff, employees and volunteers, working for Calon y Fferri.

There are three guiding principles within this policy:

- 1 The Lone Worker has the full knowledge of the hazards to which he/she is being exposed.
- 2 The Lone Worker knows what to do if something untoward happens.
3. Someone else knows the whereabouts of the Lone Worker and what they are doing, and there will be support or follow-up if needed.

For these three principles to be sustained, the manager needs to formally assess the safety needs of their colleagues and put in place a control strategy commensurate with the risk (action plan).

Don't know if this bit is relevant?

Support for the strategy needs to include having established 'reporting in' systems, having a way to determine if a person has not finished work safely, and a well established follow-up procedure if it is necessary.

With the advancement of technology, there are now many tools available to help safeguard lone workers and reduce risks. Some solutions you could consider include:

- **Personal Alarms:** devices that lone workers can carry to alert others in case of an emergency.
- **GPS Trackers:** these could be mobile apps or external devices that allow employers to monitor the location of lone workers in real time.
- **Wearable Technology:** certain smart devices can monitor vital signs and detect falls or other emergencies.
- **Regular Check-Ins:** establish check-in procedures where lone workers must report their status at certain times, such as arrival and departure of locations.
- **Buddy Systems:** pair lone workers with a buddy that can be contacted in the event of an emergency.

Employees who work alone need to:

- Carry a Mobile Phone

- Ensure that someone knows their location or itinerary.
- Inform appropriately of unexpected changes of plans.
- Not put yourself at risk physically, eg climb or work at height, or lift heavy objects
- Use common sense in making decisions on the tasks you are undertaking
- Always report any incidents or potential hazards, including reporting any breakages or damage to protective equipment.
- Comply with safe working practices/procedures developed, giving input to updating risk assessments especially if changes are made which increase the risk.

Summary:

It is intended that this overview of the risks associated with Lone Working has been as comprehensive as possible. It should be reviewed periodically, and revised if necessary to ensure the policy is appropriate and effective.

The importance of thorough risk assessments can never be overstated, together with the appropriate training issues that may arise from the risk assessments.

Signed by the trustees: