**<INSERT COMPANY NAME> LONE WORKING POLICY**

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We recommend writing a formal policy on lone working. Use the text below as the basis of a document that’s specific to your own organisation.

<insert Name of organization>

**Lone Working Policy**

1. **Introduction**

Lone working is not covered by any specific legislation but the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 apply.

This legislation states that “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 of his employees” and “It shall be the duty of every employee while at work 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 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”.

Employers and employees therefore have a duty to themselves and others with regard to safety and there is an increased risk to the health and safety of employees when they work remotely from other colleagues or other persons and/or outside ‘normal’ working hours.

The definition of a lone worker is: “Those who work by themselves without close or direct supervision”.

**Persons at Risk**

At <insert Name of organization>, people at risk may include anyone who comes into a building during closure times or normal working hours, or works from an office or in the community alone, and particularly <insert job title of anyone especially likely to be a lone worker>. Those also with medical conditions, a high net worth or work in the public eye should are also considered as part of this policy.

**Hazards**

These may include, for example:

* The potential to encounter violence or threatening behavior.
* Individuals carrying cash or high value equipment.
* Individuals who may be targets for kidnap and ransom.
* Those using of machinery, electrical or other equipment or chemicals.
* Working in remote areas, particularly after dark and outside normal working hours.

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* Encountering intruders.
* Working at heights, using ladders and lifting.
* Competency, ability and medical condition of the individual.
* <insert any hazards specific to your organization and delete any of the above points that could not arise in your own organization>

This is not an exhaustive list, individuals are expected to discuss any potential lone working with their immediate line manager so the risk can be assessed and any necessary control measures applied.

1. **Control Measures**

All staff will:

* Not undertake work for which they are not trained/qualified.
* Take reasonable care of their own health and safety, for example, use kick stools when working at height.
* Not do anything to put themselves in danger.
* Know and follow relevant safe working procedures and guidelines including for operating machinery and using hazardous substances.
* Never cut corners or rush work.
* Always follow reasonable targets.
* Stop for regular breaks and, if possible, change activity.
* Tell their manager about any relevant medical conditions.
* Report any hazards or accidents encountered.
* Use the Callmy Alert app to set the timer function when working alone and before they enter a location/situation, which could be hazardous.
* <insert details specific to your own organization>

<insert Name of organization> will:

* Provide opportunities for meetings and support.
* Assess the risks to all lone workers and communicate the findings.
* Provide appropriate training or resources such as protective equipment or clothing to minimise the risks.
* Consider alternative work methods where possible to reduce exposure to the hazard.
* Provide the Callmy Alert lone working app as a means to raise an alarm and deliver protection whilst working alone.

Where possible outside of normal working hours, staff should arrange to be in the building with others. Key holders are also advised to inform someone when they are attending an alarm call out. Staff should inform the Site Manager when they are on the premises and when they are leaving. It is also advisable that staff inform someone at home that they are working out of normal hours. Alternatively use the Callmy Alert app timer feature, to ensure responders know staff are working alone and notifications sent automatically if the lone worker requires assistance.

1. **Emergency Services Information**

Dial 999 and be ready to give the following information:

* Your name.
* Telephone number: <insert the best number to use in your circumstances>.
* Address: <insert your address and postcode>.
* Your exact location on the premises.
* A brief description of the situation.
* The best way to enter the building.

This policy will be reviewed as required, or if a situation occurs which necessitates any amendment.

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