



Arrangements for Lone Working

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1. Introduction

- 1.1 These arrangements apply to all Lone/Agile workers of the company, and aim to provide information and guidance on the management of employees who engage in Lone/Agile working activities.

2. Policy

- 2.1 It is policy of the company that where practicable lone working should be avoided, where this is not practicable an assessment of the risk will be carried out and control measures implemented.
- 2.2 Lone working is not permitted during hazardous activities, such as machining, welding, roof works etc.

3. Legal

- 3.1 The Management of Health and Safety at Work Regulations 1999 (Regulation 3), requires a suitable and sufficient risk assessment to be carried out where it is perceived that there may be a risk to the health and safety of employees or others. Each hazard identified should and where practicable be avoided / removed - where this is not practicable then suitable control measure must be introduced to reduce the risk to an acceptable level and manage



4. Definitions

- 4.1 Lone worker - Lone workers are those who work by themselves without close or direct supervision.
- 4.2 Agile worker - Agile working means not working from a fixed location, at a fixed time, all the time. Most roles can be agile, and the extent to which people work in an agile way can vary from role to role. Agile workers have the flexibility to work from a variety of places, without necessarily needing to have a fixed base to return to on a regular basis.
- 4.3 Home worker - Home workers are employees who carry out work activities on behalf of the company in their home environment.

5. Responsibilities

- 5.1 **Managers, Supervisors, Team Leaders** shall be responsible for risk assessing lone working activities carried out by their team/department and for the implementation of the required risk control measure in-order to remove or reduce the risk of harm.
 - 5.1.1 The findings of the risk assessment must be communicated to the lone worker.

6. Risk assessments

- 6.1 The risk control measures within the risk assessment can only be effective if the worker conforms to them. If at any time, the worker feels the risk control measures are ineffective or improvements are required, then it must be brought to the attention of their line manager and Health and Safety team.
- 6.2 Risk Control – The measures identified in any relevant risk assessment will be followed.
- 6.3 Personal contact details for the purpose of locating and escalation are kept up-to-date by informing your Manager and the Health and Safety team.
- 6.4 Other methods of protecting yourself during Lone/Agile working activities include: -
 - i. Keeping diaries up-to-date;
 - ii. Don't get involved in confrontation. (Walk away);
 - iii. Where you have been threatened, attacked or been a victim of abuse report the incident to your manager and ensure that a record is entered against the address. Where required the incident may need reporting to the police;
 - iv. Avoid dark areas.

7. Adverse weather conditions

- 7.1 Poor weather conditions must be included as a risk. Such situations will cause hazards whilst, driving, moving around on foot or carrying out a specific task.



These risks are more apparent during the winter months and may need additional measures to control them. In these circumstances the risk assessments should be reviewed to ensure that the control measures are adequate for the task. If they are not, discussions should be had to identify what measures are required to control the risk.

Also refer to the inclement weather policy.

8. First Aid

- 8.1 Anyone engaged in lone/agile working must carry a minimum of a 'one person' basic first aid kit in their vehicle. This will be provided by the company and checked during 121's to ensure that it is complete and in date.

9. Driving

- 9.1 Driving is an essential part of lone/agile working and is a risk a 'Driving at Work' policy has been produced and must be read in conjunction with this policy.

10. Investigation of incidents

- 10.1 Formal investigation will be carried out where situations arise which involve an element of lone working

11. Reviewing

- 11.1 The HR Director (People and Culture) responsible for health and safety and the Health, safety and Facilities Manager will be responsible for ensuring that reviews of these arrangements are carried out.
- 11.2 These arrangements will be reviewed annually; however, the review of these arrangements will take place immediately upon any changes to current operating procedures or if there is a change in legislation that may affect these arrangements.