



Lone Working

A risk assessment should be undertaken of:

- the working practices for a lone worker
- the working environment provided by the employer for an employee

The risk assessment would be part of the Health and Safety at Work Policy of an Employing Body. See attached.

Working practices for a lone worker

Lone workers include those who:

- work away from an office base (e.g. visiting)
- work outside normal working hours (e.g. cleaners)
- are the only person on the premises (e.g. administrator; caretaker)
- work in the same building as colleagues but in a space on their own (e.g. receptionists)

At times, a KEY employee will be in situations where they are a 'lone worker'. The recommendations below try to be realistic about what can and cannot be put in place. Whilst it must be recognised that KEY, as an employer, does not have the structure associated with a large business, it aims to be a good employer who is concerned about the safety of its employees.

Responsibilities of the employer

- To assess the 'reasonably foreseeable risks' (e.g. Is there glass in the office door so that all callers can be seen before the door is opened? Do KEY organised activities finish at the same time as the local pub?)
- To ensure that a system is in place for calling for help if there is a problem on the premises.
- To keep on file the employee and their next-of-kin contact phone numbers [and registration details if this is used for work purposes].
- To keep records of any health issues that may affect the employee whilst working alone.
- To ensure that a system is in place so that the employer knows that an employee is safe when working on their own either on or off the premises. (E.g.: via phone calls and location visits)

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- To provide all employees making home visits a mobile phone or reimbursement of costs incurred for work-related calls made. [Consider whether other employees would benefit from the provision of a mobile phone].
- To ensure that the employee receives a Health and Safety Induction and that the Certificate of Employers Liability is available for examination.
- Check that insurance cover adequately covers the work to be undertaken ~ Ensure that the accident book is kept up to date

In relation to a lone worker risk assessment, consideration should also be given to

- the remoteness of the work place
- potential communication problem
- potential for verbal and physical abuse
- Vulnerability of lone workers to feeling of isolation, stress and depression
- Whether or not all the plant, equipment, materials etc can be handled safely by one person
- Whether or not the person is medically fit and able to work alone
- How the lone worker will be supervised
- How the lone worker will obtain help in an emergency such as assault, vehicle breakdown, accident or fire
- Whether or not there is adequate first aid cover

Responsibilities of the employee

- To take reasonable care for your own safety
- To report any incidents of violence or aggressive behaviour
- To arrange to meet unknown individuals in a public place and preferably with another person present
- If making a home visit, to make sure that someone knows where you are going and that you have a mobile phone with you turned on.
- If practical, on leaving your work base tell someone where you are going and when you hope to be back
- If practical, to leave a note stating who and where you are visiting and how you will get there
- To consider a 'buddy system' when you let a colleague or friend know that you have arrived at a visit/premises and when leaving a visit/ premises
- To consider carrying a Personal Shriek Alarm
- To always be 'streetwise' and vigilant, taking note of what is going on around you