**[Insert organisation name]**

**Lone Working Procedure**

Lone working refers to those who work by themselves without close or direct supervision. We acknowledge that from time to time some of our employees may work alone. It will often be safe to work alone, however, in some instances additional precautions are required to ensure the health and safety of our employees and others who could be affected by our work activities, such as contractors.

***Hazards arising from Lone Working***

* Access and egress from hazardous workplaces such as empty or void properties;
* High risk activities such as work at height, in confined spaces and on or near electrical systems;
* Use of hazardous machinery or exposure to hazardous substances;
* Violence and aggression.

***Safe Working Procedure***

1. Where it is reasonably practicable to do so the need for employees to work alone will be avoided. However, where this is not possible suitable but proportionate precautions will be taken.
2. A risk assessment will be carried out to identify the risks arising from our work activities that involve employees and contractors working alone. Where appropriate, we provide training, information and instructions including the on the task, control measures and emergency procedures to be followed. Where appropriate, we will provide employees with suitable personal protective equipment.
3. When an employee believes that he/she will need to work alone, this should be discussed with their line manager, who in turn should ensure that the Lone Working Procedure is followed.
4. If the employee needs to work alone away from the office premises, he/she must establish as much information as possible about the site/location to be visited in advance. In the event that the site/location is likely to present a high risk of injury/ill-health then the employee must bring this to the attention of their line manager to determine whether lone working should take place and if so, under what conditions.
5. The employee must record details of the sites to be visited, including a contact name/number for the site contact person if possible, as well the expected time of work completion and return to the office. This record should be in a form that is readily accessible to others such as a shared calendar/diary or information board.
6. Employees who are working alone and not expecting to return to the office, must contact a designated person once the task has been completed and they have finished on site.
7. If a lone worker does not contact the designated person at the arranged time he/she will contact the lone worker on their mobile telephone. If no contact is made the designated person will contact the site contact person at the site they were visiting and if the whereabouts of the employee are still unknown, the matter will be escalated and reported to the [INSERT DESIGNATED PERSON/ROLE], who will take appropriate steps. If the circumstances of the situation dictate the need, the [INSERT DESIGNATED PERSON/ROLE] will be responsible for contacting the missing person’s next of kin to establish if he/she may have gone home. Where deemed appropriate [INSERT DESIGNATED PERSON/ROLE] will contact the Police to assist with the search.
8. We will maintain details of the employee’s car, mobile telephone number and out of hours contact details including the next of kin.

## Employee responsibility

Employees who may be required to work alone must ensure that they do not compromise their own health and safety and that of others, whilst at work. If there is a perceived shortcoming in the arrangements for the work activity, which could affect the personal safety of any individual, this must be reported to their line manager. Employees must work in accordance with safe working procedures and comply with the Lone Working Procedure at all times.

Where work is undertaken away from the office premises, thought and attention must be given to any hazards associated with the task in question and the circumstances affecting the working area. Employees must also familiarise themselves with safe working procedures, including emergency arrangements, applicable to all premises which they enter. They should report any situations presenting a risk to personal safety to their line manager immediately, so that measures can be taken to rectify the situation. Employees are responsible for informing the [INSERT DESIGNATED PERSON/ROLE] of any changes to their home address, car, mobile telephone number, out of hours contact details and next of kin.

***Records***

Risk Assessment

Training Record

Employee Car & Out of Hours Contact Details

Diary/Calendar Entries