

## Lone Working Procedure

### Document Control

Version	Date Document Reviewed	Publication on Web Site	Date of next Review	Summary of main changes
0.1	March 2016	April 2016	March 2017	<ul style="list-style-type: none"> <li>○ Conversion from Policy to Procedure</li> <li>○ Checked for legal compliance</li> <li>○ Minor changes to update terminology or to reflect current practices</li> </ul>
0.2	October 2017	October 2017	October 2018	<ul style="list-style-type: none"> <li>○ Checked for legal compliance</li> </ul>
0.3	August 2021	August 2021	August 2022	<ul style="list-style-type: none"> <li>○ Checked for legal compliance</li> </ul>

# Lone Working Procedure

## 1 Introduction

This procedure forms part of the University's Health and Safety Management System and should be considered in relation to the University's Safety, Health and Wellbeing Policy to ensure that the risks inherent in Lone Working are appropriately assessed and managed.

This procedure applies to all Schools, Directorates and Departments within the University. The aim is to outline the University procedure, in particular taking into account the requirements of the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 (as amended) in so far as lone working is concerned.

## 2 Accountabilities

A key role in implementing this procedure lies with the Executive members and all managers who must ensure all of the following requirements are addressed and implemented within their area of responsibility and control. In certain circumstances, the advice and assistance of specialist advisors will be required.

## 3 Procedure

### Who are Lone Workers?

Lone workers can be anyone that works by themselves without close or direct supervision. In practical terms, persons are considered to be working alone if they have no visual or audible communications with someone who can summon assistance in the event of an accident or illness.

Some common examples which can be found within the University are:

- A person working on their own in a workshop or laboratory
- Staff or students undertaking fieldwork
- Staff or students undertaking research based in the community
- Home workers, other than for low risk office type work
- Persons working in an office or classroom on their own for a long period of time
- People working outside normal working hours on their own
- Staff who work away from the University on their own

### Assessment of Risk

Managers should identify all persons who fall into the category of lone workers and identify the locations and tasks that are carried out, assess the risk to the lone worker and implement measures to remove or control the risk. The potential risks and control measures should be discussed with the lone workers so that they are involved in the process.

The type of assessment carried out will depend on the level of risk involved when a work activity is carried out alone. For example, a generic assessment or inclusion within the general office risk assessment may be sufficient for office based staff that are working outside normal working hours. For a research activity where the behaviour of the client and the situation is unpredictable, then a specific assessment will be more suitable.

Once the lone worker activities are identified, the following should be considered to ensure the lone worker(s) are not put at risk:

- Does the workplace present a specific risk?
- Is there safe access and egress?
- Is there machinery involved that one person cannot operate safely?
- Are hazardous substances used that pose a particular risk?
- Is there a risk of violence and/or aggression?
- Is the person more vulnerable than others and be at particular risk if they work alone, for example, young person, trainee, known medical condition which may make them unsuitable for working alone?

Where the lone worker has a known medical condition that may make them unsuitable for working alone, the member of staff should be referred to Occupational Health, by their line manager, for further assessment.

Consideration must be given to routine and non-routine work and foreseeable emergencies such as fire, equipment failure, illness and accidents which may impose additional or specific risks.

The risk assessment should assist with deciding on the level of supervision required. This will depend on the level of risk, types of risk and duration of exposure. There are some higher risk activities that may be too difficult or dangerous to be carried out unaccompanied and require at least one other person to be present, for example, working in a confined space, working at or near exposed live electricity conductors or working in research activities where the behaviour of the client and the situation is unpredictable. In addition, young persons or trainees may need additional supervision due to inexperience.

Procedures must be put in place to monitor lone workers to ensure that an effective means of communication is established. Examples may involve some of the following;

- Periodic checks on lone workers i.e. visual
- Periodic contact with lone worker i.e. telephone
- Contact with other lone workers - records kept
- Automatic warning devices
- General or specific alarms for emergencies
- Checks on lone workers to ensure they have returned to the University or home on completion of activities
- Ensure any emergency equipment, for example, alarms and mobile phones are regularly checked and adequately maintained

Staff that are working outside normal working hours or in isolation should contact the 24 hour security number on 0141 331 3787. Security require specific information to ensure the system

operates effectively, details of this can be found in the Lone Working section of the Health and Safety webpage

Lone workers must be suitably experienced, have received suitable information, instruction and if necessary, training on the risks they are exposed to and the precautions to be used. This includes staff being provided with information on any emergency procedures in place and if identified in the risk assessment, provision of a first aid kit or first aid training. Training is particularly important in enabling staff to cope in unexpected circumstances and with potential exposure to violence and aggression.

#### **4 Further Information**

Further guidance on the legal and general requirements of lone working can be found in the HSE guidance, Working Alone: Health and safety guidance on the risks of lone working. A copy can be downloaded via the following link <http://www.hse.gov.uk/pubns/indg73.pdf>

Advice on personal security when working alone is also available from the [Suzy Lamplugh Trust](#)