



Lone Working Procedure

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Lone Workers Procedure

1. Purpose

- 1.1 The purpose of this procedure is to increase staff awareness of lone working and to set out the process for ensuring the safety of staff working alone. Working alone is not in itself against the law, and it will often be safe to do so.
- 1.2 However, the law requires employers to consider carefully any health and safety risks for people working alone, and address any identified risks.

2. Scope

- 2.1 This procedure applies to employees, who, in the course of their work, from time to time work in areas of isolation from other workers. It may include work on and off site. Lone working does not include being the only member of staff in an office when others are present in the building. The procedure does not cover staff travelling on ad-hoc business trips home or abroad.
- 2.2 Also excluded is work carried out by contractors and service providers arranged by Estates and managers directly. The College has a responsibility for the health and safety of any contractors doing work for them. Estates and relevant managers will be responsible for covering any lone working relating to contractors' work.

3. Responsibility

3.1 Managers will:

- Ensure that lone working is covered in the health and safety risk assessments for their areas.
- Ensure that lone workers have full knowledge of the hazards and risks they are exposed to and the measures to avoid or control the risk.
- Ensure that groups or individuals at risk are given appropriate information, instruction and training.
- Ensure the task(s) to be carried out can be undertaken by a lone worker.
- Ensure lone workers know what to do or how to obtain assistance if something goes wrong or in the event of an emergency.

3.2 Employees (working alone) will:

- Take reasonable steps to ensure their own safety and that of others.
- Ensure they follow any procedures or control measures put in place for lone working and action to take in the event of an emergency.
- Report to their manager any accidents/incidents that occur or any dangers/potential dangers or concerns they have when working alone.
- Advise their line manager if they have any health condition or disability that may increase risk from working alone.
- Co-operate with host employer if working at another employers` workplace.

3.3 The Health and Safety Team will:

- Monitor and review the procedure.
- Provide advice and support to staff on lone working.

4. Procedure

4.1. Lone Workers

4.1.1 Under the Health and Safety at Work etc. Act 1974 the City of Glasgow College has a duty, so far as is reasonably practicable, to protect its employees from work-related risks, including working alone. Likewise the College has a duty under the Management of Health and Safety at Work Regulations 1999 to assess the risks of employees working alone and take measures to eliminate or control these risks.

4.1.2 The College risk assessment procedure and associated form are in the Health and Safety section on Connected [Risk Assessment Procedure](#). The procedure requires managers to identify the hazards/risks for all work tasks/activities they are responsible for and to ensure adequate controls are in place/put in place to eliminate or reduce risk to an acceptable level. If lone working is a risk then you need to record it in on the [risk assessment form](#).

4.1.3 Examples of lone working activities in the College that should be included in staff assessment are:

- Staff opening up and closing premises.
- Key holders called out to a suspected break-in, fire alarm or other emergency.
- Staff working from home.
- Staff travelling between College premises or on College business during working hours.

- Staff carrying out work placement visits.
- Further details of hazards and risks associated with lone working and measures to reduce the risk are at Appendix 1.

5. References

Document Type	Document Name
Appendix 1	Provides further details on hazards and control measures for lone working. For further guidance on lone working go to http://www.hse.gov.uk/pubns/indg73.pdf

6. Document Control and Review

Approval Status	Approved
Approved by	Planning and Administration Director
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EQAI Status	Initial Screening Conducted? Yes: <input type="checkbox"/> No: <input type="checkbox"/> Full EQIA Conducted? Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
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Lead Department	Health and Safety
Lead Officer(s)	Head of Health and Safety
Board Committee	N/A
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7. Revision Log

Version Date	Section	Description
V1	Health and Safety	Lone Working Procedure

Appendix 1

DEFINITION OF LONE WORKING

The Health and Safety Executive (HSE) defines lone working as those “who work by themselves without close or direct supervision”.

Many people work on their own as part of their normal day to day work. But working alone can sometimes put people in a vulnerable position because it may be more difficult for them to summon help if things go wrong or if their health and safety is at risk.

Lone workers may be found in a wide range of situations, with varying degrees of risk, and some examples are below:

- People working alone in premises e.g. petrol stations, kiosks or shops.
- People who work from home.
- People working outside normal hours e.g. cleaners, security, maintenance staff.
- People who work alone away from their fixed base e.g. social workers, home helps, postal services, drivers.

This definition does not cover employees who might be temporarily working alone for short periods because other employees who share the workplace are temporarily out of the office.

HAZARDS AND RISKS ASSOCIATED WITH WORKING ALONE

Different working environments/activities/industries will present different hazards, ranging from low to high risks. Activities that may present higher risk to those working alone include:

- Accidents or sudden illness may happen when there is no-one to summon help or first aid.
- Violence or the threat of violence from dealing with members of the public.
- Fire.
- Attempting tasks which cannot safely be done by one person alone e.g. heavy lifting, working at height, entry to confined spaces, electrical work.
- Lack of safe way in/out of the building.

Where lone working takes place the following should be considered:

- Will the person be alone in the dark or at a remote location?
- Whether the workplace presents any special risks to a lone worker.
- Potential communication problems.
- Risk or threat of violence.
- Whether plant, equipment or materials can be handled by one person.

- Whether person is medically fit to work alone.
- How the lone worker will obtain help in an emergency.
- First aid provision.

MEASURES TO REDUCE RISK OF LONE WORKING

Lone workers are by definition not under constant supervision. However managers can ensure that employees understand the risks associated with working alone and the relevant control measures/precautions in place. Examples of control measures/precautions are as follows:

- Contact a manager if they need additional guidance.
- Occasional site visit may be appropriate, particularly if there are high risk activities.
- Regular contact by phone may be appropriate.
- New employees may need to be accompanied initially.
- System in place to check lone worker has returned to base/home after task away from normal workplace.
- Introduce a lone working reporting system e.g. may be as simple as telling a colleague where they are going and when expected back, arranging to ring the office at the end of a visit, issuing a mobile phone so office can contact person if overdue. All employees involved share a responsibility to maintain such systems.
- Provision of basic first aid kit for person frequently working away from base and there is a risk of injury.
- Special arrangements for “out of hours” working e.g. signing in/out, fire procedures, informing janitor where they are.

Risk assessment will identify the hazards of work. Where risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing help or back up should be put in place or done in hours when the worker is not alone e.g. attempting hazardous manual handling task which requires 2 persons or working at height on a ladder.