**NOTE FOR EMPLOYERS**

Below is an example lone worker policy for your use. The procedure may not meet your exact needs. You should read the procedure carefully and amend if needed. If you feel you need further advice, you could call ACAS for free advice, on **0300 123 1100.**

# EXAMPLE LONE WORKER POLICY – xx AREA QUAKER MEETING

## This procedure does not form a part of your contract of employment and may be changed from time to time.

#### Definition

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; warden)
* work in the same building as colleagues but in a space on their own, where there may not be easy access to the other colleagues.

At times, many employees and volunteers 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 the Area Meeting, as an employer, does not have the structure associated with a large business, it aims is to be a good employer, concerned about the safety of its employees.

Some employees may work on a part-time basis from their own home and so it is equally important to have a system in place to account for their safety too.

It is important to note that lone workers maybe at higher risk of being seriously harmed by hazards at work because there may not be anyone to support or help them in the event of an accident or illness. The Area Meeting will ensure it has robust health and safety practices, as part of its overall duty of care.

#### 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? Does the cleaner work late at night and needs to use an un-lit passageway to get home?)
* To ensure that a system is in place for calling for help if there is a problem on the premises eg emergency alarm.
* To keep on file in a secure place, the employee and their next-of-kin contact phone numbers [and vehicle registration details if this is used for work purposes].
* To keep records of any health issues that may affect the employee whilst working alone and review this as necessary
* 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)
* To ensure that the employee receives a Health and Safety Induction training and that the Certificate of Employers Liability is displayed in the office at all times.
* Check that insurance cover adequately covers the work to be undertaken.
* Ensure an accident book is kept up to date at all times.

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

* The remoteness of the work place;
* Potential communication problems;
* Potential for verbal and physical abuse and violence;
* Vulnerability of lone workers to feelings of isolation, stress, anxiety and depression;
* Whether or not all the 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 effectively;
* How the lone worker will obtain help in an emergency such as assault, vehicle breakdown, accident or fire etc;
* Whether or not there is adequate first aid cover and the lone worker’s capacity to administer this on themselves before help arrives.

#### Responsibilities of the employee

* To take reasonable care of your own safety;
* To report any incidents of violence or aggressive or antisocial behaviour;
* To arrange to meet unknown individuals in a public place and preferably with another person present;
* To consider carrying a Personal Shriek Alarm
* To always stay alert and be 'streetwise' and vigilant, taking note of what is going on around you.

#### Further resources

For further information see, <https://www.hse.gov.uk/pubns/indg73.htm>

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