

## **Health and Safety Policy Annex Q: Lone worker guidance**

As previously stated, managers are responsible, under Health and Safety legislation, for the safety of their staff. This includes lone working.

The following checklist can be used to assess whether you have covered the relevant points.

1. Have you adequately risk assessed the work being done by the lone worker and reduced the risk to them to as low as possible?
2. Do you have safe working procedures in place to ensure that staff have safe access to and from the site(s)?
3. Do you have safe working arrangements where work needs two or more people to do the task – for example, for a manual handling task that could put one person at risk of an injury?
4. Have you considered if there is any risk of violence and aggression for the visit?
5. Do staff need access to the Customer Alert List (CAL) and do they know how and when to make the necessary checks?
6. Does your risk assessment identify the need for a Peoplesafe (formally Safeguard) SOS device?
7. If you have provided the lone worker with a Peoplesafe SOS device, has training been provided on how they can call for assistance should it be required?
8. Have you considered the needs of individuals – for example, those new to the job, those who have a disability, are pregnant or have a medical condition that puts them at greater risk?
9. Have you given adequate training to lone workers so that they know when and how to avoid or diffuse difficult situations before they might be harmed?
10. Have you got monitoring arrangements in place to ensure that the lone working procedures are being followed and that your lone workers are working safely?
11. Do you have procedures in place in case the lone worker fails to return or becomes uncontactable, including escalation?

12. Are all the contact details for your lone workers up to date and available?

For an example risk assessment form, see Health and Safety Policy Annex R:  
Example lone worker risk assessment.