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## Lone Working Policy

**Lone workers are those who work by themselves without close or direct supervision. People who work alone often face the same hazards in their daily work as other staff – however the risk of harm can be greater or the impact increased (e.g. it may be more difficult to summon help if in danger or injured).**

**When working alone you must take care of yourself and co-operate with any procedures put in place to keep you safe.**

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**You can reduce the chance of an accident or ill health by following these **Do's** and **Don'ts**.  
If you are not sure, just ask!**

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### **DO**

- Only carry out work alone if you are trained and it is safe to do so;
- Use common sense – if you feel at risk ask for help, some jobs are just too difficult or dangerous to be carried out alone (e.g. work at height, heavy lifting);
- Carry a mobile 'phone when working alone, ensure it is:
  - Fully charged before starting lone work - carry a charger if working alone for extended periods;
  - Accessible (e.g. in a pocket) – a phone left in a vehicle or bag may be of little use if you are trapped or injured outside;
  - Programmed with relevant emergency numbers;
  - Programmed with the number of a person to be contacted In Case of Emergency (listed as "ICE" in the contact list).
- Remember even if your network provider shows "no signal" you may be able to make calls to the emergency services
- Raise the alarm if you feel in immediate danger (e.g. from a third party, by calling the Emergency Services on 999), your safety has priority over anything else;
- Report any relevant medical conditions that might increase your level of risk (e.g. epilepsy, diabetes etc.)
- Know how to get help from a first aider, where the nearest first aid equipment and fire extinguishers are;
- Remember you are limited in what you can safely lift and carry without help from colleagues;

- Clear up spillages promptly and avoid creating slip and trip hazards;
- Make sure you have a clear escape route that allows you to get out of a building or situation quickly;
- (Where required) wear any personal protective equipment provided (e.g. sturdy anti-slip footwear, high-visibility clothing, eye protection etc.);
- Comply with any lone working procedures set up (e.g. calling in at arranged times, texting to say you have safely completed the day's work etc.);
- Ensure there is adequate lighting for the work you are to carry out – this may be reduced particularly if working out of hours;
- Report any near misses or accidents so that the causes can be investigated, and measures taken to reduce the chance of it happening again;
- Make any hazards you find safe and /or share information with others who could be at risk.

### **DON'T**

- Do not carry out tasks for which you have not been trained;
- Do not work alone if you are undergoing training or dealing with new situations – make sure you are accompanied by an experienced person when you first do the task;
- Do not, where possible, carry out work alone which involves:
  - Significant manual handling tasks;
  - Handling chemicals;
  - Work at height;
- Carry out tasks that normally require two or more people;
- Do not take any unnecessary risks during lone work;
- Do not put yourself at risk by becoming involved in conflict (e.g. with third parties) – remove yourself from the situation where possible and report it immediately once in a place of safety;
- Do not work whilst under the influence of alcohol or drugs;
- Do not ignore any safety warnings or signs.

Adopted at the staff Committee Meeting 5<sup>th</sup> October 2016  
Approve S/05/17