

# ***REAL* First Aid**

***REAL* First Aid Ltd**

## **LONE WORKING POLICY**

7<sup>th</sup> March 2023

## **1. Policy Statement**

- 1.1. Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and their Line Manager have a duty to assess and reduce the risks which lone working presents.
- 1.2. This policy should be read in conjunction with the Health & Safety and Safeguarding policies including.

## **2. Purpose**

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

## **3. Scope**

This policy applies to all staff who may be working alone, at any time, in any of the situations described in the definition below.

## **4. Context**

Some staff work outside office hours and/or alone due to flexible working patterns and/or to undertake their job role (i.e. Trainers). The Company's principles for supporting lone workers include:

- 4.1. a commitment to supporting staff and managers both in establishing and maintaining safe working practices
- 4.2. recognising and reducing risk
- 4.3. a commitment to the provision of appropriate support for staff
- 4.4. a clear understanding of responsibilities
- 4.5. the priority placed on the safety of the individual over property
- 4.6. a commitment to providing appropriate training for staff

## **5. Definition**

Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance. This last situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.

## **6. Mandatory Building Procedures**

### **6.1. Security of buildings**

Line Managers and their employees must ensure that:

- 6.1.1. All appropriate steps are taken to control access to the building and that emergency exits are accessible.
- 6.1.2. When working alone they are familiar with exits and any alarms.
- 6.1.3. There is access to a telephone and first aid kit.
- 6.1.4. If there is any indication that the building has been broken into, they call for assistance before entering.
- 6.1.5. External doors are locked to avoid unwanted visitors if working alone.

### **6.2. Working alone at another building/location**

Line Managers and their employees must ensure that:

- 6.2.1. They are familiar with the fire alarm procedure and know the location of exits.
- 6.2.2. When making a booking at a venue there will be somebody else present in the building (i.e. Building Manager or Caretaker) and that this person can be contacted in the event of an emergency.
- 6.2.3. There is access to a telephone and first aid kit.
- 6.2.4. If there is any indication that the building has been broken into, they call for assistance before entering.
- 6.2.5. Whenever possible that they park in a well lit and busy area.
- 6.2.6. Ensure sign-in and sign-out procedures are followed.

## **7. Personal safety**

- 7.1. Staff should avoid working alone if not necessary and where possible the final two people should leave together.
- 7.2. Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- 7.3. Before working alone, an assessment of the risks involved should be made in conjunction with the Line Manager.
- 7.4. Where required, staff must ensure that they sign in and out of building registers.
- 7.5. Staff must report in with their line manager at the beginning of the working day and report out at the end of the working day, once they have returned home or to their accommodation.
- 7.6. If a member of staff does not report in as expected an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate using emergency contact information if necessary.
- 7.7. Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.
- 7.8. Staff working away from the office should ensure that they have access to a mobile phone at all times. Staff may use their own mobile phone for this purpose or may borrow one from the Company. Staff are responsible for checking that the mobile phone is charged, in working order and with sufficient credit remaining with the relevant provider.

## **8. Assessment of risk**

- 8.1. In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:
  - 8.1.1. The environment – location, security, access.
  - 8.1.2. The context – nature of the task, any special circumstances.
  - 8.1.3. The individuals concerned – indicators of potential or actual risk.
  - 8.1.4. History – any previous incidents in similar situations.
- 8.2. All available information should be taken into account and checked or updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation,

consideration should be given to sending a second worker or making other arrangements to complete the task.

## **9. Planning**

- 9.1. Staff safety should be considered when choosing locations for courses etc.
- 9.2. Staff should be fully briefed in relation to risk as well as the task itself.
- 9.3. Communication, checking-in and fallback arrangements must be in place. Staff should ensure someone is always aware of their movements and expected return time.
- 9.4. The Line Manager is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the staff member.

## **10. Staff working at home**

- 10.1. Staff working from their own homes should take every reasonable precaution to ensure that their address and telephone number remain confidential.
- 10.2. Staff working from home should be in regular contact with their Line Manager or other designated person if working at home for extended periods.
- 10.3. Staff working from home should be aware that even ex-directory and mobile numbers will show up on Caller Display and can be retrieved on 1471. To prevent the person you call accessing your number dial 141 before their number, or check the instructions for your mobile phone.

## **11. Monitoring and Review**

Any member of staff with a concern regarding lone working issues should ensure that it is discussed with their manager or with the whole team, as appropriate.

For more information see the Suzy Lamplugh Trust website <http://www.suzylamplugh.org/personal-safety/personal-safety-tips/> which gives further advice and information.

**12. Declaration**

On behalf of **Real First Aid Ltd** we, the undersigned, will oversee the implementation of the Lone Working Policy and take all necessary steps to ensure it is adhered to.

Signed: 

---

(n.b. One of the signatories should be the Director)

**Name:** **Adam Gent**

---

**Position within the Company:** **Director**

---

**Date:** **7<sup>th</sup> March 2023**

---