
Overview

What is this standard about?

This standard relates to all aspects of managing lone workers. It is about identifying, assessing and reviewing the risk of violence and aggression occurring to lone workers.

Who is the standard for?

This standard is for you if you are a lone worker or responsible for managing remote workers.

**Performance
criteria**

- You must be able to:*
- P1 identify the hazards of working alone
 - P2 assess the special risks for the lone worker
 - P3 identify extra demands on the lone worker's physical or mental stamina
 - P4 identify any illness suffered by the worker which might increase the risks of the job
 - P5 make sure that the risk assessment includes risks to lone workers
 - P6 make sure that control measures are put in place to minimise the risks identified
 - P7 make sure that the control measures are being used
 - P8 make sure that arrangements are in place for the systematic monitoring by qualified supervisors/managers of the hazards of lone working
 - P9 ensure that communications and, where appropriate, visits, are adequate
 - P10 make sure that regular contact/supervision is planned with the lone worker
 - P11 make sure that lone workers are regularly consulted about any safety concerns they may have
 - P12 make sure that lone workers are provided with sufficient training and to enable them to identify hazards and take appropriate action to avoid them
 - P13 make sure that update training is provided on a regular basis and whenever things change
 - P14 make sure that the organisation's policies and procedures include lone working
 - P15 make sure that suitable first aid provision is made for lone workers
 - P16 make sure insurances cover lone/remote workers
 - P17 make sure that there is a procedure for lone workers to report incidents, including accidents and near misses.
 - P18 encourage lone workers to seek help and advice if any concerns arise
 - P19 make sure that mechanisms are put in place to support workers following incidents
 - P20 make sure that records of incidents are regularly reviewed to identify trends and that procedures are reviewed to take into account the lessons

learned

P21 make sure that equipment used to minimise risks is regularly checked and maintained

P22 make sure that the risk assessment, policies and procedures are regularly reviewed

Knowledge and understanding

You need to know and understand:

- K1 legal responsibilities of the organisation for lone workers
- K2 legal responsibilities of the lone worker
- K3 specific law on lone working relating to your industry
- K4 the hazards of working alone (including plant, substances and goods, risk of violence, young workers, building and premises, work area and customers).
- K5 special risks for the lone worker
- K6 the extra demands on the lone worker's physical or mental stamina
- K7 how to carry out a risk assessment
- K8 how to review risk assessments
- K9 how to control risks for lone workers
- K10 how to develop effective procedures for the management of lone working
- K11 the types of equipment which can be used to minimise risks to lone workers
- K12 the instruction/training needed by lone workers
- K13 why it is important to maintain regular contact/supervision with lone workers
- K14 why it is important to review policies, procedures and working practices regularly

Glossary

Lone workers

Lone workers are those who work by themselves without close or direct supervision. They are found in a wide range of situations, for example:

People in fixed establishments where:

- People working alone in a premises, for example, in small workshops, petrol stations, kiosks, shops and also homeworkers
- People who work from home
- People work separately from others, for example, in factories, warehouses, some research and training establishments, leisure centres or fairgrounds
- People work outside normal hours, for example, cleaners, security, special production, maintenance or repair staff

Mobile workers working away from their fixed base:

- On construction, plant installation, maintenance and cleaning work, electrical repairs, lift repairs, painting and decorating, vehicle recovery
- Agricultural and forestry workers
- Service workers, for example, rent collectors, postal staff, social workers, home helps, district nurses, pest control workers, drivers, engineers, architects, estate agents, sales representatives and similar professionals visiting domestic and commercial premises

It should be recognised that staff can be lone working even in a larger environment (not in sight or hearing distance of other workers), for example, receptionists, and that some staff become temporary lone workers.

www.hse.gov.uk

Hazards for lone workers

Special hazards which lone workers can encounter are, for example:

- accidents or emergencies arising out of the work, including inadequate provision of first aid
- sudden illnesses
- inadequate provision of rest, hygiene and welfare facilities
- violence from members of the public and/or intruders

http://www.hsa.ie/eng/Topics/Hazards/Lone_Workers/

Risk assessment for lone working

The key to maximising safety wherever lone work is under consideration is the performance of a satisfactory risk assessment which should address two main features:

- whether the work can be done safely by a single person
- what arrangements/controls are required to ensure the lone worker is at no more risk than employees working together

The risk assessment should be reviewed regularly to make sure that it is still adequate.

www.bsia.co.uk

Control measures for lone working

These can include, for example:

- Instruction
- Training
- Supervision
- Protective equipment.
- Other devices to raise alarm
- Video cameras/alarms
- Security locks
- Automatic warning devices
- Checks that the lone worker has returned to their base or home as expected.

Legal duties of employers

Although there is no general legal prohibition on working alone, the broad duties of the Health and Safety at Work etc. Act 1974 still apply. These require identifying of hazards of the work, assessing the risks involved, and putting measures in place to avoid or control the risks.

Employers need to be aware of any specific law on lone working applying in their industry (examples include supervision in diving operations, vehicles carrying explosives, fumigation work)

<http://www.hse.gov.uk>

Procedures/Policies for lone working

The organisation's procedures/policies for lone working could include:

- Details of who the lone workers are. Recognising that staff can be lone working even in a larger environment, for example, receptionists and that some staff become temporary lone workers.
- Safety procedures for:
 - How details of venues, travelling and times are recorded at base - knowing where their staff are/should be at all times
 - When staff are expected back and how to account for all at the end of a shift
 - Procedures for handover by supervisors (clear details of who is where)
 - How frequently should the worker report in and notify changes in plans (late trains, traffic, delays)
 - What to do if someone is not where they should be/does not return when expected

- Providing back-up
- Emergency numbers
- Providing suitable personal protective equipment
- Suitable manual handling
- Communication methods- including technology to aid communication
- Testing communications equipment
- Checking equipment, tools and electrical items
- Responding to "worst-case" emergencies
- Illness, accident and emergency
- Minimising the risk of violence from the public, e.g. elimination of handling cash, constant changes of route when transporting valuables, adequate building security for out of hours working. Consideration should be given to the fact that women and young people working alone may be particularly at risk.
- Provision of adequate rest, hygiene, refreshment, welfare and first aid facilities
- Instructions relating to equipment carried – staff often carry valuable equipment, risks and valuables
- Car parks – safety recommendations
- Hotels – safe practices
- Driving
- Safe means of travel to and from the location, especially out of normal hours
- Evaluation and regular review of procedures
- Communication of procedures to workers
- Legal responsibilities of employer and employee

External Links

Health & Safety Executive www.hse.gov.uk

The Suzy Lamplugh Trust www.suzylamplugh.org

Victim Support www.victimsupport.org

CFAPMVW14

Manage lone worker

Developed by	Skills CFA
Version number	2.0
Date approved	January 2013
Indicative review date	January 2016
Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFAPMVW14
Relevant occupations	1135 Personnel, training and industrial relations manager; 3562 Personnel an industrial relations officers; Managers and Senior Officials; Trade Union Representatives and Professionals
Suite	The Prevention and Management of Violence in the Workplace (2013)
Key words	Prevention; Management; Lone; Working
