Lone Working Policy

MITSkills regards the active and continual promotion of Health and Safety measures as a mutual objective for management, employees and learners at all levels and will strive to do everything reasonable to prevent personal injury and property damage and to protect all, including the public, from foreseeable work hazards.

All staff will receive a structured Health and Safety induction and will be expected to fully comply with our written Health and Safety procedures, including the Lone Working Policy.

Date established:	May 2014
Updated:	October 2026
Reviewed:	Annually 28/10/2026
Purpose:	This aims to set out the organisation's commitment to assessing the risks to any person who, for whatever reason or period, must work alone. While each person must play their part in ensuring their own safety, MITSkills remains responsible for ensuring the safety of lone workers and minimising associated risks. Where risk and response differ from those for employees working in a group or under close supervision, these differences will be managed through risk assessment and agreed to minimise and reduce the associated risk.

Introduction

MITSkills has developed the Lone Working policy for the protection of all employees who may work alone within their respective departmental roles or those of other departments.

A Lone Worker is defined as an employee who, being the only MITSkills employee present in a particular situation, may encounter a potentially hazardous situation or task, and where there would be no one present to call for or aid that employee if the hazard is realised. This includes incidents of aggressive behaviour as well as incidents involving other hazards, e.g., entry into dangerous areas of the site (plant rooms, etc.) or working away from the centre alone.

It is company policy that at each centre there will be:

- Suitable and sufficient competent personnel such as Head of Department or Senior Manager within a centre who are responsible for identifying and conducting lone working risk assessments within their team. Ultimately, the Head of Operations is responsible for ensuring that all lone workers have a risk assessment.
- MITSkills will ensure there is an adequate resource provided to allow responsible persons to conduct lone working risk assessments and maintain records.
- Clear and concise communication in relation to the findings of lone working risk assessments to personnel and specific information or training where necessary.
- Adequate resources available to ensure control measures raised as part of the lone working risk assessment process are implemented and monitored for their effectiveness as far as is reasonably practicable.

- This will be achieved by the involvement of all levels of staff from senior management to those staff with client-facing roles.

Risk assessment
A systematic approach will be used to identify risks or hazards associated with all aspects of MITSkills' activity. Risks will be eliminated where possible or minimised, and where necessary, resources will be allocated to minimise these risks.

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

- whether a single person can safely do the work
- what arrangements are required to ensure the lone worker is at no more risk than employees working together.

The risk assessment should prescribe arrangements for systematic monitoring of the hazards of lone working by qualified supervisors/managers. The following covers issues and factors that it is good practice to consider as part of risk assessment.

Staffing levels
The critical question is whether the job can be done safely by a single person at all. Line Managers should demonstrate that any lone worker in their respective department is not exposed to extra risk compared to a group of employees doing the same job. Where the job involves a significant risk of violence, increasing staffing levels will almost always substantially improve security.

Remoteness and isolation
For a lone worker at a remote location, the following factors must be considered:

- How long should the work take and how frequently should the worker report in?
- Does the worker have a safe means of travel to and from the location, especially out of normal hours?
- Is there access to adequate rest, hygiene, refreshment, welfare and first aid facilities?
- Can emergency services approach the location without hindrance? Procedures for responding to "worst-case" emergencies should be in place.

Condition of the workplace
Appropriate conditions are:

- There is a safe means of entry and exit to the workplace.
- There is adequate illumination, heating, and ventilation for the job to be conducted.
- All equipment, especially powered tools, and access equipment such as ladders, can be used safely.
- Lifting operations can be performed safely by one person.
- Fire precautions are adequate for the job.

Communications and personal alarms
Appropriate communications should be maintained with the lone worker, especially when continuing supervision is required. The lone worker should have a means of two-way communication, a mobile phone (or alternative alarm system where phones may be inappropriate). The system should enable the worker to raise an instant alarm or be located accurately if assistance is required.

Preventing violence
Where there is a risk of violence to staff, then safety systems should be considered, including the frequency of communications and ways to raise alarms; procedures should be devised to minimise the risk of violence, e.g., elimination of handling large quantities of cash, adequate building security. Consideration should be given to the fact that women or vulnerable staff working alone are particularly at risk.

Medical suitability
Check that lone workers have no medical conditions which make them unsuitable for working alone. Seek medical advice if necessary. Consider both routine work and foreseeable emergencies which may impose additional physical and mental burdens on the individual.

Information and training
Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be critical to avoid panic reactions in unusual situations. Lone workers need to be sufficiently experienced and to understand the risks and precautions fully. Employers should set the limits to what can and cannot be done while working alone. They should ensure employees are competent to deal with circumstances which are new, unusual or beyond the scope of training, e.g., when to stop work and seek advice from a supervisor and how to handle aggression.

Supervision
Although lone workers cannot be subject to constant supervision, it is still an employer's duty to ensure their health and safety at work. Supervision can help to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. Line Managers can also provide guidance in situations of uncertainty. Supervision of health and safety can often be carried out when checking the progress and quality of the work; it may take the form of periodic visits combined with discussions in which health and safety issues are raised.

The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. Employees new to a job, undergoing training, doing a job which presents special risks, or dealing with new situations may need to be accompanied first. The level of supervision required is a management decision which should be based on the findings of risk assessment. The higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they require assistance.

Procedures will need to be put in place to monitor lone workers to ensure they remain safe.

These may include:

- Supervisors or line managers periodically visit and observe people working alone.
- Regular contact between the lone worker and supervision using either a mobile phone or radio.
- Automatic warning devices which operate if specific signals are not received periodically from the lone worker.
- Other devices designed to raise the alarm in the event of an emergency, and which are operated manually or automatically by the absence of activity.
- Checks that a lone worker has returned to their base on completion of a task.

What happens if a person becomes ill, has an accident, or there is an emergency?
Lone workers should be capable of responding correctly to emergencies. Risk assessments should identify foreseeable events. Emergency procedures should be established, and employees trained in them.

Information about emergency procedures and danger areas should be given to lone workers. Lone workers should have access to adequate first-aid facilities and mobile workers should carry a first-aid kit suitable for treating minor injuries. Occasionally risk assessment may indicate that lone workers need training in first aid.

The Health and Safety Executive gives the following guidance for Managers, Supervisors and Workers

https://www.hse.gov.uk/lone-working/employer/index.htm#article

Supporting Material (Checked Oct 26)

- HSE Publication – Working Alone in Safety – http://www.hse.gov.uk/pubns/indg73.pdf
- HSE Publication – Violence at Work – http://www.hse.gov.uk/pubns/indg69.pdf

Roles & Responsibilities

Head of Operations and HR

- **What needs to be done, when and how?**

  Ensure that there are adequate arrangements in place for a lone working assessment to be conducted for all employees who may work alone.

  Ensure that there are adequate resources allocated to implement control measures as identified in the lone working assessment process, as far as is reasonably practicable.

  The Head of Operations will direct and support Heads of Departments (HODs) and Senior Managers to complete lone working assessments in their areas of responsibility, where appropriate. Confirm a list of potential **lone worker risk assessments** for each department to HR on an annual basis.

  Provide adequate resources that enable HODs to train staff on the findings of lone working assessments relevant to their area.

  Conduct internal checks to ensure that the HODs are fulfilling their responsibilities for lone working assessments as detailed. This should be part of the internal audit of the organisation's management of Health and Safety.

- **Staff Training**
  Lone workers must be suitably trained on the potential risks associated with their job and what to do in the event of an emergency.

- **Need to know**
  That all lone working assessments are suitable and sufficient, are up to date and relevant to the activities conducted within the company.

  The Head of Operations will confirm with the Head of Department the requirements needed to complete a lone working assessment and how these are recorded.

https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm (Checked Oct 2026)

- **Monitoring & Reporting**
  Review internal and external audit reports that focus on lone working assessments and take appropriate action, as necessary.

  The head of Operations will ensure that there are procedures in place to monitor the progress of lone working assessments and the effectiveness of control measures.

Heads of Department (HOD), Senior Managers

- **What needs to be done, when and how?**

  Identify lone workers.
  Identify all lone workers who exist within your Department on a Lone Workers ***Risk Assessment List agreed with the Head of Operations***.

  Complete Risk Assessments
  Conduct a risk assessment on all lone workers within your department using a risk assessment form; see example via hyperlink. This should be carried out when lone working has been identified as a hazard on the ***Risk Assessment Form*** as mentioned in the Risk Assessment Section.

  https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm (Checked Oct 2026)

  Train Staff
  Train staff on the **Control Measures** in relation to lone working assessments conducted. Repeat these training sessions each time there is a change to any lone working risk assessment.

- **Need to know.**
  How to conduct a lone working assessment and record it.

  How to train staff on control measures in relation to lone working assessments conducted.

  How to record staff training sessions in relation to lone working assessments conducted.

- **Monitoring & Reporting**
  Review all lone working assessments as suggested.

  Record the date when the review takes place on the ***Lone Working Risk Assessment List. See HR***

  Report any concerns in relation to lone working assessments conducted to HR.

  Report any employee injuries/ill-health using the internal Accident & Incident (including near misses) Reporting process (See Health and Safety Policy). The lone working assessment applicable to that employee must be reviewed in light of such an occurrence.

Employees

- **What needs to be done, when and how?**
  Employees must be given suitable and sufficient information on any lone working situations that may arise during their employment. This must take into account all associated hazards that are relevant to their job that may pose an additional risk due to the nature of working alone. The information will also include any specific control measures to remove/reduce the potential risk. This should take place as part of a staff training session before employees are asked to complete tasks that may directly or indirectly involve a potential risk.

  Employees are required to co-operate with HODs, Line Managers, or Supervisors when lone working assessments are being conducted and to follow any safety instructions provided.

- **Need to know.**
  What are the safety precautions, i.e., what are the control measures for a particular hazard?

- **Monitoring & Reporting**
  Employees are required to advise management of any health or safety concerns relating to their jobs.

  Employees are required to report any accidents and/or near-miss incidents.

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