

Lone Working Policy

1. Purpose

This policy sets out the organisation's approach to protecting the health, safety, and wellbeing of employees who work alone. It outlines responsibilities, procedures, and control measures designed to minimise risks associated with lone working.

2. Scope

This policy applies to all employees, contractors, and volunteers who carry out work activities without direct supervision or without immediate access to assistance from colleagues or members of the public.

3. Definition of Lone Working

A lone worker is anyone who performs work activities in isolation from other people, where assistance may not be readily available. Examples include:

- Working in a separate area of a building
- Home working
- Site visits or off-site meetings
- Working outside normal business hours
- Travelling alone for work

4. Responsibilities

4.1 Employer Responsibilities

- Assess risks associated with lone working and implement appropriate control measures.
- Provide training, information, and equipment necessary to ensure safe lone working.
- Ensure effective communication systems are in place.
- Review risk assessments and procedures regularly.

4.2 Employee Responsibilities

- Follow all lone working procedures and safety instructions.
- Report hazards, incidents, or concerns promptly.
- Maintain regular communication as required by this policy.
- Use any equipment or monitoring systems provided.

5. Risk Assessment

Managers must ensure that a risk assessment is completed for all lone working activities.

Assessments should consider:

- Nature of the task
- Location and environment
- Access to emergency assistance
- Medical or personal factors
- Equipment and training needs

Control measures may include:

- Regular check-ins
- Personal safety devices
- Restrictions on high-risk tasks
- Additional training

6. Procedures for Lone Workers

6.1 Communication

Lone workers must:

- Agree a check-in schedule with their manager
- Keep a charged mobile phone or communication device accessible
- Notify their manager when arriving at and leaving a location

6.2 Emergency Procedures

Lone workers must know how to:

- Contact emergency services
- Use any personal alarms or safety devices
- Report incidents as soon as possible

Managers must ensure emergency contact information is up to date.

6.3 Prohibited Activities

Lone workers must not undertake high-risk activities that require more than one person, such as:

- Working at height
- Handling hazardous substances
- Operating certain machinery
- Entering confined spaces

7. Home Working

Employees working from home are considered lone workers. The organisation will:

- Provide guidance on safe workstation setup
- Assess risks related to home working
- Ensure employees know how to report concerns

Employees must:

- Maintain a safe working environment
- Follow all health and safety guidance

8. Training

All lone workers must receive training appropriate to their role, which may include:

- Personal safety awareness
- Conflict management
- Emergency procedures
- Use of communication or monitoring equipment

9. Monitoring and Review

This policy will be reviewed annually or following any significant incident, change in legislation, or operational change. Managers must ensure ongoing monitoring of lone working arrangements.

As Managing Director of Tomato Plant Limited, I sign below to endorse and approve this policy:



**Chris Ford,
Managing Director, 8th January 2026**