
LONE WORKING

1.0 INTRODUCTION

- 1.1 Lone working generally falls into two categories:
out of hours working in Innes England offices and working alone away from the office,
e.g. for survey or sampling work.
- 1.2 This procedure has been developed in response to concern caused by the increase in
"copy cat" attacks resulting from incidents such as the disappearance of Suzy
Lamplugh.

2.0 STATUS

There is a legal requirement to carry out a risk assessment and record significant findings for
all workplaces.

The precise detail of control measures will depend on the assessed risk but supervisors must
record a risk assessment for people working alone.

3.0 RESPONSIBILITIES

Staff members working alone
Supervisory staff.

4.0 HAZARDS AND RISKS

4.1 Office Work

Ill health
Personal attack
Uncontrolled emergency, e.g. fire, bomb.
Equipment failure, especially lifts.

4.2 Site Work

Ill health
Personal attack
Accident

5.0 METHOD OF IMPLEMENTATION

5.1 Offices

- 5.1.1 In City area offices anyone working after 7.00 p.m. in any of the buildings must ensure their presence is known to the building Commissionaire/Night Security and a senior member of staff.
- 5.1.2 Other offices without Commissionaires/night security should adopt a similar reporting system.
- 5.1.3 Lone workers in offices with no night security should telephone a secure contact, usually a relative, to confirm their continued presence. They should report their time of leaving and any deviation from this time.
- 5.1.4 Lifts shall not be used by people working alone.
- 5.1.5 Under no circumstances should anyone be let into the building unless they are Innes England staff, and only after producing recognisable identification.
- 5.1.6 In case of feeling unwell, immediately seek assistance as appropriate. Staff who are ill, for example with severe colds and influenza type illnesses, should not work alone.
- 5.1.7 Staff who have any illness which could cause them to blackout, e.g:
- Epilepsy which is not controlled
 - A severe heart condition
 - Uncontrolled diabetes
 - Severe asthma etc.

have a duty in law not to put themselves or others at risk, which they could do by working alone.

Generally prohibition from driving on health grounds should preclude staff from lone working.

5.2 Site Visits and Other Out of Office Lone Working

- 5.2.1 The first question that should be addressed in the risk assessment is whether lone working is necessary. Lone working should be avoided if possible.
- 5.2.2 All staff working alone must plan their work schedule, include in the programme report back procedures and for office based staff to make “check” calls as appropriate, and communicate their programme to their supervisor or other responsible colleague. Changes in programme must also be communicated.
- 5.2.3 The use of mobile telephones by lone workers is strongly recommended.
- 5.2.4 The carrying of personal alarms is strongly encouraged. The Suzy Lamplugh Trust's alarm is recommended.
Alarms, correctly used, temporarily disable an assailant and provide a call for help that can be heard over a long distance.
- 5.2.5 Out of office lone workers should have filled in form CSM/ENG/19/F1 at Annex 1 to this document before working alone. Out of office work is defined in CSM/ENG/18 at 1.2 as work away from a temporarily or permanently staffed office including surveys, inspections, site visits to uncontrolled sites etc.
- 5.2.6 Annex 2 to this procedure provides further help for lone workers and is taken from HSE guidance (now out of print) and Suzy Lamplugh Trust advice.

6.0 **RELATED ISSUES**

Site information
Control of Substances Hazardous to Health
Confined space working
Personal protective equipment

7.0 **RELATED DOCUMENTS**

Entry into Confined Spaces
Annexes 1 to 2 to this document
"A Guide to Safer Living" The Suzy Lamplugh Trust
(Available from 14 East Sheen Avenue, London, SW14 8AS)

"Without Fear" by Diana Lamplugh
(Available from the above address)

HSE Guidance Note MS20, Pre-employment Health Screening

HSE Leaflet IND(G) 73(L) Working Alone in Safety
(Available from the Library)

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ANNEX 1

A one page form follows

LONE WORKING

Lone working both in offices and on site can be dangerous for a wide variety of reasons. Certain medical conditions can introduce significantly greater risk to individuals working alone and such people should always be accompanied.

Some of the medical conditions which would make it inadvisable or even dangerous for you to work alone are listed below.

- Uncontrolled diabetes
- Uncontrolled epilepsy
- Severe heart conditions
- Blackouts
- Severe asthma

If you are barred from driving because of a medical condition, you should not work alone.

Because of medical confidentiality, we rely on you and your doctor to judge your fitness for work. You are advised, however, that should there be an accident as a result of a pre-existing medical condition you will:

- put yourself at great risk
- put your colleagues at great risk

You are not required to disclose what condition you have, simply that you are advised not to work alone.

You must also review your day to day health before any lone working, as temporary disability can also be dangerous e.g. influenza, migraine, etc. Prescription drugs are a factor in more road traffic accidents than is alcohol.

If in doubt, avoid working alone.

Signed forms should be returned to the Health and Safety Coordinator or his/her nominee.

DECLARATION

I have read the above and confirm that as far as I am aware, I am fit to work alone.

Name (please print) Date

Signature (Valid for 3 years)

Group

**LONE WORKING
ADDITIONAL ADVICE**

The Suzy Lamplugh Trust is currently recognised by the Health and Safety Executive as having the best guidance on lone working. The Trust issues a four Point P.L.A.N.

1. Plan ahead

Know your route.
Work out escape routes where necessary in advance.
Tell someone where you are going.
Watch what you wear. Appropriate clothes can make a significant difference.

2. Look confident

Walk with a sense of purpose.
Keep fit.
Consider carrying a personal alarm and/or a telephone.
Radiate non-vulnerability. Take your time.

3. Avoid risk

Never accept an offer from a stranger. It is dangerous to hitch-hike or give and accept lifts, however desperate you are. Always play safe.

Keep to familiar territory if you possibly can.

Avoid spur of the moment decisions. If you are obliged to change your programme make sure you inform somebody else.

Think things through thoroughly.

Look out for unforeseen traps, avoid shortcuts. Go the long way round if necessary.

4. Never assume

it won't happen to me. Nobody is invincible.

your fears are unfounded. Trust your intuition.

they look respectable enough. Don't judge people by their appearance.

Remember your primary aim is to GET AWAY from a dangerous situation. Safety is more important than anything else. Remember aggression can lead to confrontation, you could get hurt. Defend yourself only if really necessary.

If you or your supervisor decide that a personal alarm is necessary make sure you have it available and working, at all times. Make sure you know how to work it effectively. The alarm works by creating a piercing shriek at about 115db. This can put an assailant off balance - mentally and physically - giving you vital seconds to get away. Be decisive. PRESS and GO. Shout an instruction to anybody who may be nearby. People are more likely to react when given a call to action, such as 'Call the Police'.

Remember that deserted places, dark buildings, scrub, waste ground, building sites, car parks and alleyways are particularly high risk areas. These are the areas in which Innes England staff are most likely to be working.

Do not under estimate the danger to yourself. Be prepared. You should consider carrying a mobile phone. If this is inappropriate you should carry a phonecard and some change for a payphone and for public transport in case you need it.