



## **Lone Working Policy and Procedures**

### **Introduction**

The term "lone working" is used to define any working practices that involve an employee undertaking duties not in the presence or easily accessible to other employees.

Examples of lone working include:

- Working outside usual office hours at BBUFA premises;
- Making solitary visits to other groups and organisations.

The main issues surrounding lone working relate to health and safety.

### **General Policy**

BBUFA will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Employees and others will be given all the necessary information, instruction, training and supervision to enable them to recognise hazards and appreciate risks involved with working alone. Particular attention will be given to the potential risks of:

- The remoteness or isolation of workplaces;
- Problems with communication;
- The possibility of abuse, threats or assaults.

### **Managing the risks of lone working**

Although no specific legislation for lone working exists in the UK, all employees are required under the 1974 Health and Safety at Work Act to "take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work".

All employees are required to read the BBUFA Health and Safety policy and this will provide guidance on many aspects of safe working. Employees are also encouraged to speak with their line managers about any specific health and safety concerns or queries.

However, as a lone worker will not usually have immediate access to their line manager for advice, it is imperative that the employee identifies potential risks and hazards before an activity and instigates an appropriate risk management plan to either control, reduce or eliminate these.

### **Lone working within an office/building**

Staff working alone within an office/building **during office hours** should:

- Ensure that they are near to a telephone to call for help if needed.
- Ensure that keys are secured and not accessible to visitors.
- Call the Emergency services if they become anxious regarding their safety
- Report any incidents to their line manager as soon as practical after the event.

### **Working alone within an office/building outside office hours**

When staff are working alone within an office/building **outside office hours**, as a matter of routine they should:

- Ensure that all windows and doors are secured to prevent unauthorised access, so that the working environment is as safe as possible.
- On leaving the office/building, ensure that all windows are closed and doors locked.
- Call the emergency services if they become anxious regarding their safety.
- Report any incidents to their line manager as soon as practical after the event.

### **Making visits off site**

Staff working alone, away from colleagues, must ensure either their line manager or administrator or another member of their team of the following:

- Where they are going.
- Who they are going to see.
- A contact telephone number, if possible.
- The time of the appointment.
- The likely or estimated time of the visit.
- The time when they are expected to return.
- If not returning to the office, the time and location of their next visit or the time when they are due to arrive home.
- If involved in a car accident or breakdown, the Development Manager (or the administrator, if Development manager unavailable) should be informed as well as the Emergency Services.

In addition staff should:

- Carry official identification (such as a business card) and emergency contact details on every visit.
- Carry an alternative means of communication if possible.
- Park as close as practical to the building they are visiting in a well lit position if possible.

When working alone, if an employee has any concerns regarding the safety of a particular visit, they should either take a colleague with them, or rearrange it for a time when the risks can be minimised.

When a staff member makes a visit late in the day, not intending to return to work, or where there is no-one in the team to check back with, they should employ the "Buddy System".

The "Buddy" can be a line manager, colleague, friend or family member, who has agreed to be contacted when the lone worker returns home. It is the responsibility of the staff member to identify and brief their "Buddy", and to contact them when they return home.

The "Buddy" should be provided with:

- The expected time of return.
- The telephone number of the Manager to contact if the staff member fails to return.
- The telephone number to contact if the Manager is not available.
- Where to find full details on the last visit made (as detailed above).

If an employee adopts the "Buddy System" it is their responsibility to make arrangements to set up their own "Buddy System" and inform their colleagues that the system is in operation.

If an employee decides not to adopt the "Buddy Scheme" they must carry a mobile telephone with them on all visits.

### **Review of this policy**

The BBUFA Lone Working Policy and Procedures will be reviewed annually by the Board to ensure it remains progressive and reflective of the UK legislation.

Any recommended changes to the policy and procedures should be submitted to the Board. These recommendations will be taken into account at the annual review of the policy.

Any revisions to the policy will be communicated to staff by email and to BBUFA users and funders via the website.