

Lone working: everything you need to know



The Health and Safety Executive (HSE) defines lone workers as: 'those who work by themselves without close or direct supervision'. And in an industry like ours, lone working is often an integral part of the job.

Whether you work alone occasionally, all the time, or you manage lone workers, there are certain hazards you need to be aware of. Of course, those who work alone face the same hazards in their daily work as everyone else. But for lone workers, the potential for harm is often greater.

Lone working hazards to be aware of

- A lack of immediate access to first aid equipment in an accident or emergency situation
- Inadequate provision of rest, hygiene, and welfare facilities
- Violence and abuse from members of the public
- Theft
- Intruders
- Manual handling incidents
- Sudden illness
- Fire

Your responsibilities as a lone worker

GUK has a legal duty to assess all risks to health and safety, including the risk of lone working. And part of that duty includes implementing control measures to mitigate risk.

However, lone workers also have a responsibility to do what they can to act safely and follow procedures put in place to protect them. That way we can ensure lone workers stay safe and can carry out their daily tasks with confidence.

As a lone worker you should:

- ✓ Take reasonable care to look after your own health and safety
- ✓ Safeguard the health and safety of other people affected by your work
- ✓ Co-operate with GUK's health and safety procedures
- ✓ Use tools and other equipment properly, according to relevant safety instructions and any training you have been given
- ✓ Not misuse equipment provided for your health and safety

Mandatory check calls

If you are a lone worker it is a mandatory requirement that you do your check calls at the allocated times they are expected. This is not a negotiable task, it must be completed when it is expected.

We expect all lone workers to take this message seriously, and ensure these check calls are made. Your welfare is important to us - it is key for us to know you have arrived safely for your shift and you remain safe at work during your shift.

Lone working: last but not least

It's also crucial that lone workers report any accidents, injuries, near misses and other dangerous occurrences to their manager or supervisor.

A copy of GUK's lone working policy can be found on the Employee Engagement Portal.

