

LONE WORKERS AN EMPLOYEES' GUIDE



A LONE WORKER (LW) IS DEFINED AS A PERSON WORKING ON THEIR OWN WITHOUT CLOSE OR DIRECT SUPERVISION

LONE WORKER – RISK ASSESSMENT

As a lone working employee you should know that your employer has carried out a risk assessment of your role and put in place reasonable and appropriate measures for your protection. Measures may include a risk management service as well as a defined Lone Worker Policy (LWP). It is your responsibility to conform to these measures and to accept that you have a duty of care to yourself also. Your employer should discuss with you the following three fundamental aspects of risks (if they are applicable) appropriate to your situation:

- a. The probability/exposure to violence and aggression.
- b. The probability/exposure to occupational risks (e.g. slips, trips, falls, electrocution, etc.).
- c. The probability/exposure to personal well-being risks (e.g. health issues; reaction under duress scenarios; ability to cope with pressure).

Before you start work as a lone worker your employer should discuss with you:

- a. Your responsibilities.
- b. The hazards and risks you face.
- c. Any lone worker guidance or policy prepared by your employer.
- d. Any issue that may affect your working alone.
- e. Emergency procedures.

THE LONE WORKER SERVICE

If your employer's risk assessment has determined that it is appropriate to provide you with a monitored lone worker service including a Device or App (e.g. on a smart phone) to call for help, you should:

- a. Understand the functions of your Lone Worker Device (LWD) or Lone Worker App (LWA).
- b. Be trained in its use.
- c. Keep the device/smart phone charged and available for use.
- d. Understand the response strategy and under what conditions will the Police be involved.
- e. Not misuse your LWD/LWA, it is there to summon help in an emergency or if you feel threatened.

(Note: please be aware that the code of practice relating to lone worker service is British Standard BS8484. To gain a level 1 Police response your lone worker service will be required to comply with this standard.)

YOUR LONE WORKER CHECKLIST

- a. Have I received the appropriate training (e.g. conflict resolution training, emergency procedures, clarity on my employer's LWP)?
- b. Do I have the appropriate equipment e.g. a torch, communications, life vest (if working in a maritime environment)?
- c. Have any new hazards been identified and reported?
- d. Have I worked with my employer to take action to reduce or eliminate any hazards?
- e. When working alone am I aware of my surroundings and any possible threats?
- f. Do I leave a situation if I feel unsafe and back away from threatening situations? What is my employer's policy on this?
- g. Do I know my emergency escape routes?
- h. Do I report any incident as soon as possible to my line manager?
- i. Ensure that you inform your employer of any changes to your personal details that are relevant to your lone worker employment.

DAY-TO-DAY USE OF A LW DEVICE:

- a. The use of the LWD/LWA alarm is only for summoning support/help if you are threatened or have had an accident. In all other situations use your normal means (mobile, fixed telephone) for communications. If your LWD/LWA has a pre alarm function for use as part of your dynamic risk assessment you should use this before entering an 'at risk' environment.
- b. Ensure that the battery is fully charged before starting your shift
- c. If travelling to a remote location check before you leave your vehicle that the LWD/LWA has signal strength.
- d. Protect your LWD/LWA against the environment (unless it is weather and shock proof).
- e. Ensure you are fully aware of all the functions on your LWD/LWA (e.g. use of the man-down function) to minimise false alarms.
- f. Depending on the type of LWD/LWA and the environment you are working in, ensure that your LWD/LWA is placed in a position on your person that it can be activated easily, one handed and discreetly if required.

**YOUR SAFETY IS YOUR PRIORITY
KEEP YOURSELF SAFE**

OTHER SOURCES OF INFORMATION

BS 8484 : 2011 – Code of practice for the provision of lone worker device (LWD) services
BSIA form 288 – Lone Workers – an employer's guide: www.bsia.co.uk/publications
BSIA form 248 – A guide for the Health and safety for Lone Workers: www.bsia.co.uk/publications
Health and Safety Executive guidance document
Working alone – Health and Safety guidance on the risks of lone working
www.hse.gov.uk/pubns/indg73.pdf
Health and Safety Executive guidance document - Five steps to risk assessment
www.hse.gov.uk/pubns/indg163.pdf

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