



**Friends of the
Lake District**

Lone Worker Policy March 2026

Introduction

Lone workers spend some or all of their working hours alone for a variety of reasons: they may work in an isolated location, be at a client's or customer's premises, work from home or may simply be working outside normal office hours. In any case, the Company recognises that working alone may involve an increased risk to the health and safety of its employees. As a consequence the Company has a policy that helps to ensure that it succeeds in its responsibility to manage the risks faced by its employees.

- Under the terms of the Health and Safety at Work Act 1974 the Company has a duty to ensure the health and safety of its employees as far as is reasonably practical.
- The Management of Health and Safety at Work Regulations 1999 place a duty on the Company to assess the degree of risk in the workplace.

Aims of the Policy

- To ensure the safety of lone workers when exercising their duties in the absence of any colleagues or supervisors; and
- To ensure that the Company complies with all of its legal obligations.

What are the concerns and risks about working alone?

Working alone can potentially put employees at risk and the concerns can be summarised as follows:

- dealing with people in difficult and contentious situations
- having an accident or becoming injured
- being in a remote and isolated location (e.g. on the fells)
- becoming ill
- facing an emergency (e.g. fire)
- being at risk of physical attack
- weather conditions
- dealing with cash
- driving in icy/snowy or other hazardous conditions
- car breaking down in a remote area

- alarm call outs

Risk Assessments

The Company will carry out risk assessments on all types of work that are (or are likely to be) undertaken alone with particular regard when doing so to the following factors:

- Risk of Violence (particularly when handling money or dealing with the public);
- Equipment (must be suitable and safe for use by one person);
- Location;
- Materials (all materials used by suitable for use by one person); and
- Proximity to Help.

Procedures

All lone workers should adhere to the following guidelines when working alone:

- Avoid unnecessary out of hours working where possible.
- Notify your line manager or other colleague if you are intending to work outside normal hours, or at another location, and notify them of your expected time of return home/back to office.
- Familiarise yourself with your location, fire safety procedures and escape routes in the event of an emergency.
- Where possible ensure that you have keys to all entrances and exits and keep them locked at all times.
- Do not allow unexpected visitors in unless they carry sufficient identification.
- Familiarise yourself with the alarm system at your location.
- Ensure that you leave your contact details with your line manager or colleague.
- Make sure that people at home are aware of your movements.
- In the event that you feel unwell seek help immediately and if necessary call 999.

Precautions/control systems to protect lone workers

The precautions required will reflect the degree of risk identified in the risk assessment. Where the risk is assessed as significant, such precautions are to form a safe working procedure or control system. The control systems established to protect lone workers will depend upon the context of the lone working.

Control systems available

- personal mobile phones
- logging in/out board
- informing others - the 'Buddy System' – notify a colleague if going to be out, and checking in with them when you return
- checking weather conditions before leaving

All lone workers must comply fully with this policy and with any complementary instructions received from the Company. Failure to do so may constitute a disciplinary offence.

Support for employees

If an employee experiences any difficult lone working situation or feels a particular activity puts them at undue risk, this should be reported to the Chief Executive or Company Secretary who will be able to provide appropriate advice and support.