

## 1. Purpose and Scope

This Lone Working Policy aims to ensure the safety, health, and well-being of individuals who work alone at **Knock Christian Centre (KCC)**, whether during office hours, outside normal working hours, or in any other situation where employees or volunteers are required to work in isolation. The Trustees will not require our Wardens to work in isolation, though we accept that, from time to time, they may choose to be in the Centre alone for short periods of time. It applies to all staff members, volunteers, and contractors working at the Centre.

## 2. Definitions

- **Lone Worker:** Any employee, volunteer, or contractor working by themselves in a location where they cannot be immediately assisted by others in the event of an emergency or incident.
- **Risk Assessment:** The process of evaluating potential risks involved with lone working and implementing control measures to minimize or eliminate those risks.

## 3. Legal Requirements

Under the **Health and Safety at Work Act 1974**, employers are required to ensure, as far as is reasonably practicable, the health, safety, and welfare of employees while at work. This includes identifying hazards associated with lone working and assessing any associated risks.

The **Management of Health and Safety at Work Regulations 1999** and the **Workplace (Health, Safety and Welfare) Regulations 1992** also apply.

## 4. Risk Assessment

Before any lone working activities commence, a Risk Assessment must be undertaken. This assessment will identify potential risks (e.g., medical emergencies, fire, accidents, security concerns) and evaluate the level of risk to the individual working alone.

Key areas to be considered include:

- Physical environment (lighting, accessibility, hazards)
- Tasks to be undertaken (manual handling, operating machinery, etc.)
- Potential for violence or aggression
- Personal medical conditions or vulnerabilities of the worker

## 5. Control Measures

To mitigate the risks identified in the risk assessment, the following control measures will be implemented:

- **Communication System:** A reliable system must be in place for lone workers to communicate with colleagues or supervisors. This could be via mobile phone, radio, or other communication devices.
- **Emergency Contact Details:** Lone workers must have access to emergency contact numbers, including local emergency services (999), a designated manager or supervisor, and any other relevant personnel.
- **Workplace Checks:** Before starting work, the lone worker must check the workplace for any immediate hazards, such as blocked exits, defective equipment, or security risks.

- **Working Alone After Hours:** If working alone outside regular working hours, the lone worker must ensure that they leave details of their work schedule, location, and expected finishing time with a colleague or supervisor.

## 6. Supervisor/Manager Responsibilities

Supervisors and managers have the responsibility to:

- Conduct regular risk assessments for tasks that may involve lone working.
- Ensure that lone workers are fully trained and equipped for the task.
- Maintain regular contact with lone workers as agreed, and provide immediate support in the event of an emergency.
- Review and update the lone working procedures as required.

## 7. Employee/Volunteer Responsibilities

Employees and volunteers working alone must:

- Adhere to all safety procedures and guidelines outlined in this policy.
- Ensure they have access to a reliable means of communication at all times.
- Report any incidents, accidents, or unsafe working conditions immediately.
- Inform their supervisor or manager of any health concerns or personal vulnerabilities that could affect their ability to work safely alone.

## 8. Emergency Procedures

In the event of an emergency, the following steps should be followed:

- **Dial 999** immediately for emergency services if needed.
- Contact the designated emergency contact or supervisor as soon as possible.
- Follow the workplace's emergency plan and evacuation procedures, if applicable.
- If the lone worker is unable to make contact or is unresponsive during a scheduled check-in, the supervisor should initiate a welfare check.

## 9. Monitoring and Review

This policy will be regularly reviewed to ensure its effectiveness and compliance with health and safety regulations. Risk assessments and lone working practices will be reviewed at least annually or whenever there is a significant change in working conditions or the nature of the tasks being performed.

## 10. Policy Breaches

Failure to comply with this Lone Working Policy may result in disciplinary action. This could include a review of the individual's ability to work alone or, in serious cases, suspension from lone working duties until appropriate actions are taken to mitigate identified risks.

## 11. Conclusion

The safety and well-being of those working alone at Knock Christian Centre are of paramount importance. By following this policy, staff, volunteers, and contractors can contribute to maintaining a safe working environment for all.