



## LONE WORKER POLICY

NWH Group Limited  
Reviewed- January 2026

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### Introduction

The purpose of this Policy is to outline the health and safety issues associated with Lone Workers and to provide managers with sufficient information to ensure the safe working environment of Lone Workers. The scope of this Safety Policy will affect all personnel.

### Definition

A 'Lone Worker' might be defined as follows:

*"A Lone Worker is an employee or authorised contractor who works alone in any environment where there are no other workers present who have knowledge of the work and workplace, and who are available to respond effectively to unusual occurrences or emergencies."*

### Examples of Lone Workers

- Drivers
- Maintenance staff
- Domestic cleaning staff
- Security staff
- Home-workers
- Contractors
- Night Supervisor

### Legislation

Under section 2 of the Health and Safety at Work etc Act 1974, the organisation has a legal duty to provide such Information, Instruction, Training and Supervision as is necessary to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees and others who may be affected by our undertakings. This duty extends to those who work alone.

Although there is no overall prohibition on working alone there are some circumstances when the Law and the organisation requires at least two people to be involved in the work, for example:

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Work at or near live electrical conductors;

- Entry into confined spaces (e.g. entry into storage tanks, manholes etc.)
- Young person(s) (under 18) working with certain machinery or involved with certain procedures, who must be under adequate supervision from a person who has a thorough knowledge and experience of the equipment/ procedures
- Lone Workers (Employees)
- Lone working arrangements must always be agreed in advance with a supervisor or manager.

### Occasional Visits

If a member of staff has reason to visit an unoccupied building outside of normal working hours or at weekends, they should inform their manager prior to entering the building and after leaving and securing the building.

### Contractors

Contractors are not permitted to work alone on the organisation's premises.

### Action to be taken

Managers should adopt a systematic approach to Lone Workers by:

- Identifying the, "at risk personnel", who work alone
- Prepare a suitable and sufficient risk assessment.
- Assess the working environment and identify any limitations, which may need to be imposed on Lone Workers within the department.
- Devise and implement safe systems of work to ensure that the risks identified via the assessment procedure are eliminated or, at least, adequately controlled.

Where it is not possible to devise arrangements for a person to work alone in safety then the work/activity is not to be permitted, and alternative arrangements must be considered.

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### Factors to be considered

The following factors should be considered (amongst others) when preparing the risk assessment:

- Access and egress – are lighting considered adequate, are means of escape kept clear?
- Have foreseeable emergency situations been considered – i.e. Fire, illness, First Aid provision?
- Consider the actual process or work being undertaken and the risks associated with it.
- Consider the fitness and medical history of the person involved.
- Is there a risk of violence or abuse?
- Is potentially dangerous machinery involved?
- Will the work require the use of flammable/toxic substances?
- Is adequate ventilation available if working in confined spaces?
- Has suitable instruction/training been provided?
- Have adequate means of communication been considered?

"For a comprehensive list of factors, please refer to the Lone Worker Risk Assessment."

Signed:

Date: 15/01/2025

Gavin Money

Managing Director

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