

WORKING ALONE IN SAFETY CONTROLLING THE RISKS OF SOLITARY WORK

Procedural Guidelines:

The below procedure is to be used alongside the lone working policy and all necessary risk assessments need to be considered between an employee and their line manager, before setting a lone working appointment.

1. Prior to attending a lone working appointment the employee should establish an appropriate buddy, that is someone who would be reasonably available for the duration of that appointment.

2. The employee would notify their buddy of that appointment via a joint appointment in outlook. It is the buddies' responsibility to contact the employee within ten minutes of the appointment beginning to ensure the employee is comfortable within that appointment. Should the employee feel unsafe they are to leave the appointment immediately, if they are unable to leave then the buddy will contact the police.

3. Once the meeting has come to an end and the employee has left the appointment they are to make contact with their buddy either by phone text/call or email and inform them they have left. If this is not done then it is the buddy's responsibility to make contact with the employee to establish their safety. If the appointment overruns then the employee must inform their buddy.

Employee's responsibility:

- Establish a suitable buddy, who is office based and can access appointment via a joint appointment in outlook and a mobile phone
- Create an appointment with the buddy via outlook
- Contact the buddy once they have left the appointment
- Keep their phone on for the duration of the appointment
- Contact the buddy at the end of the appointment

Buddy's responsibility:

- Contact the employee within ten minutes of the appointment beginning
- Keep track of the appointment time and contact the employee if they have not contacted them when they said they would.
- Contact the police and the staff members line manager, if the employee is suspected of being in danger

Working Alone Procedure Flow Chart

Employee to establish a suitable buddy and invite them to the appointment via Outlook. Ideally this would be someone office based



The buddy phones the employee within ten minutes of the appointment beginning to establish whether the employee feels safe and comfortable at that appointment.



If the employee states/suggests that they do not feel safe then they remain on the phone until they are in a safe place. If this is not possible, the buddy will contact the police. Then follow up with the staff members line manager.



Once the meeting has come to an end and the employee has left the appointment they are to make contact with their buddy either by phone text and inform them they have left.



If this is not done then it is the buddy's responsibility to make contact with the employee to establish their safety. If the appointment overruns then the employee must inform their buddy and establish a new time for the appointment to end.