

Example Home/Lone Working Procedure

1. Purpose

To ensure that where Lone working is necessary and can't be avoided, employees are always in contact with another employee of the company.

2. Scope

Maintaining contact with employees.

3. Responsibility

It is the responsibility of the Manager/Supervisor to determine whether Lone working must take place with an employee and where the location of Lone working will be stationed.

The Manager/Supervisor will ensure the employee completes a Home/Lone Working Risk Assessment before issuing to the Health & Safety Manager.

The Health & Safety Manager will check the Home/Lone working risk assessment and determine whether any further action is required before signing off record

Where the Health & Safety Manager has found further action requirements the employee and his Manager/Supervisor will ensure the action is completed before Home/Lone working takes place.

4. Procedure

Office Staff Working Alone

Once the Lone worker is alone the employee will call their Manager/supervisor that they are now Lone working.

As per the Home/Lone working risk assessment, the employee will call their Manager/Supervisor every 30 minutes or up to 1 hour confirming they are ok and have no issues.

If the Manager/Supervisor does not receive a call from the Lone worker within 1 hour then they will make a phone call to the employee, if the employee can still not be contacted then the Manager/Supervisor will make arrangements to visit work and confirm there are no issues.

Where the employee requires medical assistance, an ambulance will be called if needed or where the injury is not major, then arrangements to take the injured employee to hospital will be made.

If in the event any accident has occurred then company's accident investigation is to be followed, therefore an accident record, a statement from the injured employee and an incident investigation is to be carried out.

If the employee has completed their working time, the employee will inform the Manager/Supervisor that they are now finishing work and no further phone calls are needed.

Home Working Alone

Once the Home/Lone worker is to start work from home the employee will call their Manager/supervisor stating their shift has now begun.

As per the Home/Lone working risk assessment, the employee will call their Manager/Supervisor every 30 minutes or up to 1 hour confirming they are ok and have no issues.

If the Manager/Supervisor does not receive a call from the Home/Lone worker within 1 hour then they will make a phone call to the employee, if the employee can still not be contacted then the Manager/Supervisor will make arrangements to visit their location address stated on the Home/Lone Working risk assessment.

Where the employee requires medical assistance, an ambulance will be called if needed or where the injury is not major, then arrangements to take the injured employee to hospital will be made

If in the event any accident has occurred then company's accident investigation is to be followed, therefore an accident record, a statement from the injured employee and an incident investigation is to be carried out.

If the employee has completed their working time, the employee will inform the Manager/Supervisor that they are now finishing work and no further phone calls are needed.