



## Document Control

Document Title	Lone Working Procedure
Version:	Version 5
Status	Approved
Overview	<p>The aim of this procedure is to ensure the health, safety, and welfare of all employees and students who work alone or in isolated conditions as part of their roles or activities. This procedure establishes clear responsibilities to identify risks, implement appropriate control measures, and provide effective communication and support to lone workers. By doing so, Birmingham Newman University seeks to minimize potential hazards, comply with legal obligations, and promote a culture of safety and wellbeing.</p> <p>The Health and Safety at Work etc. Act 1974, the Management of Health and Safety Regulations 1999, the Worker Protection (Amendment to Equality Act 2010) Act 2023 and the Office for Students Condition of Registration E6: Harassment and Sexual Misconduct apply</p>
Scope	This procedure applies to all Birmingham Newman University staff, students, and others under its duty of care, including part-time, casual, and volunteer workers. Managers have specific responsibilities for the safety of Lone Workers, in line with legal requirements. The University will support this through resources and training.
Author	Health and Safety Manager
Policy Owner	Health and Safety Manager
Date approved	June 2025
Authorised by	UMT
Consultation taken	Health and Safety Committee, Safeguarding Task Group and the Harassment and Sexual Misconduct Working Group.
Equality Impact Assessment (where relevant)	N/A
Effective from – published as per communication plan	July 2025
Review due	June 2028
Next review date:	June 2028
Keywords	Health, Safety, Lone Worker, Protection, Control Measures
Document Control Statement	All printed versions of this document are classified as uncontrolled. A controlled version is available from the University's Policy Repository.

## Amendment History

Version Number	Effective Date	Summary of Amendments	Author
[v5.0]	[03/07/25]	Addition of Worker Protection Act and Condition of Registration E6	Barrie Ellis, Health and Safety Manager, HR



# Birmingham Newman University

## Lone Worker Procedure v5.0

### Contents

Document Control.....	1
1. Policy Statement.....	2
2. Scope.....	2
3. Definitions .....	2
Lone Worker.....	2
4. The Legal Position .....	3
5. Roles and Responsibilities.....	3
Line Manager Responsibilities – Risk Assessment.....	3
Approval Noted .....	4
Working Time Directive .....	4
Medical Suitability .....	5
Lone Worker Responsibilities.....	5
6. Training and Supervision .....	5
7. Review, Approval & Publication.....	6
8. Related Policies and Procedures.....	6
9. Contact details .....	7

### Lone Worker Procedure [v5.0]

Policy Owner: Health and Safety Manager, HR

Effective date: July 2025

Reviewed: June 2025

Review Date: July 2028

## **1. Policy Statement**

- 1.1. This procedure provides a framework for assessing and managing the risk to staff and students that work alone. It describes the management standards operating within Birmingham Newman University and outlines corporate and individual responsibilities for ensuring safe working practices.
- 1.2. Birmingham Newman University is committed to ensuring the safety and well-being of all staff and students, including those who work alone. In accordance with the Worker Protection (Amendment of Equality Act 2010) Act 2023 and the Office for Student Condition of Registration E6: Harassment and sexual misconduct, we recognise the importance of taking proactive measures to protect our employees and students from workplace risks, including all forms of harassment and sexual misconduct. Lone workers are particularly vulnerable due to their isolated working conditions. Therefore, Birmingham Newman University will implement comprehensive risk assessments, provide appropriate training, and establish clear communication channels to ensure safety.
- 1.3. Working alone increases the potential risk of harm for both staff and students. Many staff and students will work alone at some period during their working time at Birmingham Newman University or at other locations where they deliver courses. In the majority of cases, they do so without significant risk.

## **2. Scope**

- 2.1. This procedure applies to all staff and students at Birmingham Newman University, including part time staff, and casual workers, volunteers and researchers for which there is a duty of care. Specific duties are placed on managers who are responsible for people that are Lone Workers to ensure safety and compliance with the Worker Protection (Amendment to Equality Act 2010) Act 2023 and Condition of registration E6. The discharging of such responsibilities will be supported by the University through the provision of appropriate resources and training to ensure the procedure is carried out effectively.

## **3. Definitions**

### **Lone Worker**

- 3.1. Lone Workers are those people who work by themselves without close or direct supervision, on the Birmingham Newman campus, or at other locations.
- 3.2. They are, but not exclusively:
  - Staff who ordinarily work outside core hours as part of their normal duties, e.g. cleaners, security, porters, maintenance, caterers, bar staff etc.
  - Staff and students working on campus, after normal core hours, in the evening, at night, or weekends
  - Staff and students working at a location away from the campus or other University premises, including remote working, overseas travel, and research.

- 3.3. Individuals working alone in offices, where they are normally employed are unlikely to be at significant risk provided appropriate precautions are in place; however, this will not necessarily always be the case. Working alone may introduce or increase hazards, for example:
- Provision of First Aid
  - Lack of assistance if required
  - Sudden illness
  - Violence and or unwanted behaviour from others, including harassment and sexual misconduct
  - Emergencies and failure of services
- 3.4. Working alone can increase the risks to the Lone Worker and may introduce additional specific risks that will require management action, following an assessment of the hazards.

## **4. The Legal Position**

- 4.1. There is **no legal prohibition on working alone**. The Health and Safety at Work etc. Act 1974, the Management of Health and Safety Regulations 1999, the Worker Protection (Amendment to Equality Act 2010) Act 2023 and the Office for Students Condition of Registration E6: Harassment and Sexual Misconduct apply.
- 4.2. Under law, the University has a duty to ensure the health, safety and welfare of their staff and students, including those who work alone. The Management of Health and Safety Regulations 1999 requires employers to conduct risk assessments and implement measures to mitigate risks associated with lone working. Additionally, the Worker Protection (Amendment of Equality Act 2010) Act 2023 places a proactive duty on employers to take all reasonable steps to prevent sexual harassment of its staff.
- 4.3. There are circumstances when the law requires at least two people to be involved in the work. These include:
- Entry to confined spaces (for example, storage tanks, manholes, boilers, these will also require a Permit to Work) and are normally maintenance staff.
  - Young person(s) under the age of 18 years working with a specific machine must be supervised by a person with thorough knowledge of the machinery (for example food mixers and slicing machinery)
- 4.4. It is the responsibility of the line manager to ensure that its Lone Workers are not at any more risk than other staff whilst conducting their duties. This may require additional risk management controls as a precautionary measure to take account of the work content and unforeseeable emergencies, for example, fire, equipment failure, illness, accidents, violence, working off-site etc that may arise as a consequence of working alone. Line managers must provide appropriate training, establish communication channels, and ensure regular check-ins to safeguard staff and students.

## **5. Roles and Responsibilities**

### **Line Manager Responsibilities – Risk Assessment**

- 5.1. It is a corporate responsibility for employers to carry out a Risk Assessment to identify the hazards a Lone Worker may be exposed to in order to control those risks. Line managers, with support advice from the Health & Safety Manager, must ensure an appropriate Risk Assessment is

completed for staff working alone. This may take the form of a generic assessment for a specific work area or may require an individual assessment depending on the nature and arrangements for the lone working. Key elements of the risk assessment include (but not limited to):

- Identifying relevant hazards, e.g. physical risks, environmental hazards, and the possibility of sexual harassment and/or misconduct including third-party sexual harassment and/or misconduct
- Evaluate the risks
- Implement control measures, e.g. providing appropriate training, safety equipment, and establish clear communication channels
- Monitor and review, e.g. regularly review lone worker arrangements.

5.2. Line managers ensure that any staff or students for whom they are the supervisor, and who is expected to work alone is competent and safe to do so and has been advised of any risks associated with the work they have been tasked to carry out.

5.3. By conducting comprehensive risk assessments, the university aims to create a safe working environment for all lone workers, in compliance with Health and Safety Legislation, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and the Office for Student Condition of Registration E6.

#### **Approval Noted**

5.4. Where an employee or student is working at a predetermined location or venue off the main university campus, then the line manager must ensure that approval for lone working has been noted to authorise the lone work activity. This is to ensure the line manager responsible for the Lone Worker has obtained and evaluated the Health and Safety Policy, and statement of security arrangements from the owners, or persons responsible for the premises where the staff or student will be located. These arrangements should be used to inform the completion of the lone working risk assessment.

5.5. To assist line managers, comply with this duty, consideration should be given to risk factors such as the environment, accessibility, and potential hazards unique to the location. Control measures must be site specific and should include (but are not limited to):

- Pre-Visit assessments, evaluate the safety of the off-site working.
- Establish clear and suitable communication channels, including regular check-ins and emergency contact details.
- Provide adequate training including, site induction and emergency response.
- By implementing suitable control measures, the university aims to take reasonable steps to prevent sexual harassment and/or sexual misconduct of our staff and students, in compliance with the Worker Protection (Amendment to Equality Act 2010) Act 2023 and Condition of Registration E6.
- Where appropriate, arrangements should be made to ensure that the Lone Worker can contact their department to confirm that they have reached their place of work safely, and at the completion of their duties have returned safely.

#### **Working Time Directive**

5.6. The line manager is responsible for ensuring The Working Time Directive (WTD) is complied with, in regard to the travel time taken to and from the location where the work takes place, as this

forms part of the working day. **Guidance on both the Working Time Directive and H&S requirements are available from Human Resources Health & Safety.**

### **Medical Suitability**

- 5.7. The lone worker's line manager must take account of individuals that are required to work alone and have declared a medical condition that may inhibit or may make them unsuitable for working alone. Where there may be a concern, advice should be sought from Human Resources, as the employee may need to be referred to an Occupational Health Physician before lone working can be authorised.
- 5.8. General advice on health-related issues and suitability may be obtained from the Human Resources Department.

### **Lone Worker Responsibilities**

- 5.9. Under the Health and Safety at Work Act etc. 1974 Part 1 section 7. The Lone Worker has a duty in law to co-operate with their employer in all matters relating to Health and Safety procedures, this is in order for the employer to comply with their statutory duties. Lone workers play a crucial role in maintaining their own safety and contributing to a safe working environment.
- 5.10. The Lone Worker must:
- Comply with the lone working procedure and arrangements.
  - Attend identified Health and Safety and other relevant training relating to Lone Working which may include personal safety training, as referred to in training and supervision.
  - Promptly report any hazards, incidents (including sexual harassment and or sexual misconduct), or unsafe conditions to their line manager/supervisor.
  - Ensure regular check-ins and maintain communication with their line manager/supervisor.
  - Ensure they understand how to use a personal alarm and ensuring they always keep it with them
  - Be familiar with emergency procedures and know how to respond to incidents, including using emergency contacts.
  - Adhere to working time regulations and ensure do not exceed the maximum weekly working hours, taking necessary breaks.
  - Take reasonable care for their own safety in accordance with the Health and Safety at Work Act etc. 1974 and not take unnecessary risks or actions which may jeopardise their safety and inform their line manager of any relevant medical conditions.

## **6. Training and Supervision**

- 6.1. To ensure the safety and preparedness of lone workers, the university will provide comprehensive training to include associated risks of lone working. Training is particularly important where there is limited or no supervision of the Lone Worker. In such cases the:
- Lone Worker should be sufficiently experienced to fully understand the risks and precautions that may be required (refer to Risk Assessment)
  - Lone Worker should be competent to deal with unusual or new circumstances beyond their training or specialism, and know when to stop and seek advice

- The line manager responsible for the lone worker should set limits and requirements on what may or may not be done whilst working alone (refer to Risk Assessment)
- Specialist training will be offered to staff, identified as Lone Workers, and their line managers on personal safety.

- 6.2. Training will be tailored to the specific needs of lone workers and will be regularly updated to reflect any changes in working conditions or identified risks. By equipping lone workers with necessary skills and knowledge, the university aims to ensure their safety.
- 6.3. The extent of the supervision required depends upon the risks identified by a Risk Assessment, and the ability of the Lone Worker to identify and handle Health and Safety issues. Staff new to the job and/or they may need to be accompanied until a satisfactory level of competence is achieved.
- 6.4. If identified in risk assessment action plans, the line manager and/or the Health and Safety Manager may visit the location where the lone worker carries out their duties to observe the conditions in which the Lone Worker operates.

## **7. Review, Approval & Publication**

- 7.1. This Lone Working procedure supersedes all previous Lone Working procedures and shall be reviewed at no less than 3 yearly intervals.

## **8. Related Policies and Procedures**

- 8.1. This procedure should be read in conjunction with related policies and guidance to ensure full Health & Safety compliance for lone working. This is not an exhaustive list of policies and includes the:
- Security Policy
  - Staff Driving at Work Procedure
  - Personal Protective Equipment Procedure
  - Working Time Directive Policy
  - New and Expectant Mothers Procedure
  - Staff Manual Handling Procedure
  - Staff Overseas Travel Policy
  - Safeguarding Policy
  - Remote Working Framework
  - Research Ethics Policy (Committee)
  - Harassment and Sexual Misconduct Policy

## **9. Contact details**

- 9.1. If further information is required please contact the University Health and Safety Manager, [health\\_and\\_safety@newman.ac.uk](mailto:health_and_safety@newman.ac.uk) or [Policies@newman.ac.uk](mailto:Policies@newman.ac.uk) for general information on University policies.