



Cobras AP

LONE WORKING POLICY

1. Statement and Purpose of Policy

Cobras AP (we, our, or us) is committed to promoting the safety and wellbeing of all employees, volunteers, and consultants (the Employees or they or their) who are, always or sometimes, lone workers.

This Policy outlines Cobras AP's and Employees' responsibilities in relation to:

- Health and safety
- Supervision and reporting
- Wellbeing
- Equipment and materials
- Expenses
- Security
- Insurance

Cobras AP recognises the unique challenges posed by lone working and may amend this Policy at any time at its discretion.

2. Definition of a Lone Worker

A **lone worker** is someone who works alone without close or direct supervision, often isolated from colleagues.

Examples include:

- Home workers (as defined in the Working From Home Policy)
- Workers making solo visits to clients' homes or premises (e.g. electricians)
- Individuals driving alone (e.g. delivery drivers)
- Those working in isolation within larger premises (e.g. night security)
- Sole operators at premises (e.g. petrol stations)
- Workers in remote locations

This applies to employees, volunteers, contractors, freelancers, and self-employed individuals working with Cobras AP.

3. Employee Responsibilities

Employees must:

- Take responsibility for their own health and safety and that of others they may affect

- Cooperate with Cobras AP in fulfilling its legal duties, including by:
 - Following relevant health and safety policies and procedures
 - Adhering to safety systems on any work premises
- Familiarise themselves with exit routes and alarm systems
- Report and respond to incidents (see Section 8)
- Adhere to responsibilities concerning:
 - Equipment and materials (Section 10)
 - Security (Section 12)
 - Risk assessments

Employees must also comply with:

- Cobras AP's general Health and Safety Policy
- The Working From Home Policy (where applicable)

4. Employer Responsibilities

Cobras AP must:

- Meet legal obligations under the **Health and Safety at Work etc. Act 1974**
- Assess risks specific to lone workers and take reasonable steps to control them

Key duties include:

- Performing risk assessments
- Maintaining premises safety:
 - Clear exits
 - Functional alarms
 - Maintained first aid and communications equipment
- Controlling premises access during lone working hours
- Managing incidents (see Section 8)
- Ensuring adequate equipment and materials (see Section 10)
- Providing appropriate supervision (see Section 7)

The **Health and Safety Officer** and line managers are responsible for implementation. Cobras AP also ensures health and safety for remote and home workers.

5. Health and Safety Considerations

Cobras AP will consider the following risks specific to lone workers:

- Exposure to violence due to isolated work environments
- Delayed emergency response in remote locations
- Stress, isolation, or mental wellbeing risks
- Tiredness, fatigue, and irregular eating habits due to unsocial hours

6. Risk Assessments

Risk assessments will:

- Be conducted before lone working begins
- Involve the lone worker in the process
- Be ongoing and reviewed upon reasonable request

Process includes:

- Identifying and evaluating risks
- Recording significant findings
- Assessing adequacy of existing control measures

- Making and implementing risk reduction recommendations

Requests for new assessments should be directed to the **Health and Safety Officer**.

7. Supervision and Communication

Cobras AP will ensure:

- Adequate supervision based on:
 - Role risk level
 - Experience and training
 - Lone worker confidence
- Regular check-ins and communication systems
- Predominantly remote supervision (e.g. phone, radio)

Employee duties:

- Stay contactable during shifts
- Inform managers of lone working schedules
- Maintain communication equipment
- Report issues or request procedural changes if needed

8. Health and Safety Incidents

Employees must:

- Report incidents or near misses promptly to the **Health and Safety Officer**
- Follow standard reporting procedures (outlined in the Health and Safety Policy)
- Respond safely to emergencies, including leaving unsafe situations
- Call emergency services when necessary

Cobras AP will:

- Provide support (medical, psychological, or practical)
- Investigate incidents and update risk assessments
- Fulfil RIDDOR reporting obligations where required

9. Training

Cobras AP will provide additional training for lone workers as necessary, including:

- Equipment use
- Risk assessment procedures
- Managing unexpected or dangerous situations
- Safeguarding (when working with vulnerable individuals)

New lone workers may be supervised initially for training purposes.

10. Equipment and Materials

Cobras AP will supply any equipment or materials required for lone working.

Employee responsibilities:

- Use equipment only for work-related purposes
- Care for and maintain equipment
- Report faults
- Return equipment upon request

Employees are liable for damage beyond normal wear and tear, unless caused by external factors.

11. Expenses

- **Voluntary home-based lone workers:** Expense claims follow the **Working From Home Policy**
- **Voluntary non-home lone workers:** Cobras AP is not responsible for incidental costs (e.g. fuel, phone use), unless an exception is approved by a manager
- **Role-mandated lone workers:** All necessary costs for health and safety will be covered, unless otherwise specified in the employment agreement

12. Security

Employees must safeguard equipment, documents, and data. Specifically, they must:

- Password-protect confidential digital information
- Lock devices when unattended
- Securely store and dispose of documents
- Comply with the **Data Protection Policy**
- Report data breaches immediately

Additional security responsibilities:

- Lock vehicles
- Avoid leaving equipment unattended in public
- Secure work premises during use and upon departure
- Keep personal details private unless necessary

13. Insurance

Lone workers are covered by Cobras AP's insurance policies.

Employees working from home should consult the **Working From Home Policy** for further insurance guidance.

14. Review and Further Information

- This Policy is reviewed regularly to ensure legal compliance
- Employees are encouraged to raise concerns or request additional risk assessments
- Access to referenced policies (e.g. Health and Safety, Data Protection, Working From Home) can be obtained through HR or line managers

Last reviewed: June 2025

Cobras AP, 44 High Street, Bagshot, GU19 5BA