

Lone Working Work as an individual, separately from colleagues or group leaders

HAZARD		WHO MIGHT BE HARMED	RISK CONTROL MEASURES
General	Member of the public becoming verbally abusive, threatening or violent	Staff	Centre visits are by appointment only. Gates are locked when working alone. Security cameras on site. Workers should seek to avoid violence by any parties present and should endeavour to remove themselves from this hazard wherever possible. Workers must each carry their mobile telephone. If threats of violence are made or perceived, workers must ring 999 and ask for immediate Police support. Contact senior worker on duty. For long periods of lone working: - Email operations managers times and dates of lone working.
General	Member of public becoming physically abusive	Staff	In an emergency, lone workers must ring 999 and ask for immediate support from the appropriate emergency service, then worker must notify senior worker on duty. If a worker suffers from an illness or medical condition that might increase the risks of working alone, this must be brought to the attention of the individual's manager who should consider a referral to occupational health to assess the situation and determine what additional steps are required to ensure the safety of the employee.

Human	Sudden Illness, Accidents and emergencies	Staff	Lone Worker must only undertake office and light duties. Do not undertake any heavy manual handling. In an emergency, lone workers must ring 999 and ask for immediate support from the appropriate emergency service, then worker must notify senior worker on duty. Health and safety policy written with emergency procedures and risk assessment undertaken of general site use. Workers must make use of PPE issued by S.O.L.D. as appropriate, wear suitable clothing for the task they are undertaking.
Human	Higher risk environments	Water	Staff to wear life jackets and bouyancy aids when on and around water. Lone worker must inform duty worker of planned work and when it is completed and back in a place of safety.
Human	Higher risk environments	Height	No lone working at height