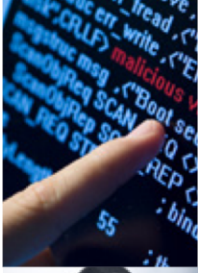


# Crime prevention advice for Lone Worker



## Who are lone workers?

Lone workers are those who work by themselves without close or direct supervision. Anybody who works alone, including contractors, self-employed people and employee, is classed as a lone worker.

**If you own a certain type of business, such as a convenience store or petrol station, there may be a higher chance of your staff having to work their shift alone.**

Please find guidance to help reduce the risks to your staff when they may have to work alone.

- Your business has a lone working policy and procedure so that staff know what they should do when working alone. This should include a means of recording that someone (a manager or supervisor) knows they are working alone and what time their shift starts and ends. Implement policies such as “buddy system” or similar to ensure everyone is being looked after.
- Your staff are secure and that exits are clearly marked and accessible in an emergency.
- Staff know what to do should they need to react to an emergency situation.
- There is a working phone that is easily accessible to your staff in case of emergency and that a list of emergency numbers are close to hand.
- You use security measures such as CCTV, door locks, panic buttons and personal protection alarms.
- You provide a safe space for staff to secure their personal possessions (such as mobile phones, wallets or purses) to avoid them being the target of an opportunist thief - it takes seconds to smash a window to grab something like a mobile phone.



## Are people legally allowed to work alone?

Yes. There is nothing specific in general legislation that prohibits a person from working alone.

Section 19 of the Safety, Health and Welfare at Work Act 2005 requires the employer to undertake a **risk assessment**, and so this shall determine whether or not an employee may work alone. Therefore, in general, an employer must assess whether an employee is at significantly higher risk when working alone.

However, employers must be aware of any specific legislation on lone working, which may be applicable to their specific industry, e.g. supervision in diving operations, vehicles carrying explosives.

## What responsibilities do lone workers have?

The employer holds the main responsibility for protecting the safety and health of lone workers. Nonetheless, lone workers themselves have a responsibility to help their employer fulfil this duty, and so they must:

- **Take reasonable care to look after their own safety and health.**
- **Safeguard the safety and health of other people affected by their work.**
- **Co-operate with their employer's safety and health procedures.**
- **Use tools and other equipment properly, in accordance with any relevant safety instructions and training they have been given.**
- **Not misuse equipment provided for their safety and health.**
- **Report all accidents, injuries, near-misses and other dangerous occurrences.**

For more information please visit  
[www.warwickshirebusinesswatch.co.uk](http://www.warwickshirebusinesswatch.co.uk)