






Lone Working Policy

Version control

The version history must reflect the current status of a document, i.e., whether it is in its draft or approval status. The table shall reflect the date issued / approved, who by, the current version, and a brief statement outlining the amendments made.

Rev:	Status / amendments	By	Date
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Document creation / approval

	Signature	Title	Date
Prepared by: Christopher Warden (Amalgamate – Safety Risk Management Ltd)		Health & Safety Consultant	11.08.2023
Approved By: Jo Dixon on behalf of the H&S Committee	DocuSigned by:  889E63E8056342B...	Head of Human Resources	07-Nov-23 11:46:06 GMT
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Introduction

'Lone working' refers to situations where employees, during their duties, work alone or are physically isolated from colleagues and without access to immediate assistance.

Lone working includes (but is not limited to) the following situations:

- Homeworking/hybrid working;
- Travelling to and from appointments with third parties;
- Meeting with third parties;
- Working outdoors in remote locations;
- Working alone in an office with no one else within earshot; and
- Working out with standard office hours including early morning, evening, weekend and bank holidays.

Whilst the ultimate responsibility is vested in the Chief Executive Officer, the success of this policy will require the involvement and commitment of everybody within the organisation. **sportscotland** will ensure that adequate resources are made available to fulfil this policy and employees will, where appropriate, be consulted with and involved at every relevant stage.

Scope

The following arrangements have been prepared for all **sportscotland** premises as detailed in the Health and Safety Policy.

This policy applies to all managers, employees and contractors who may be affected by the activities of **sportscotland**.

Policy statement

sportscotland will ensure, so far as reasonably practicable, that all workers employed or self-employed, who are required to work alone or unsupervised for a period of time are protected from risk to their health and safety. The organisation will work to reduce the risks associated with lone working.

This policy aims to:

- Reduce the number of incidents and injuries to employees associated with lone working;
- Increase employee awareness of safety issues to lone working;
- Make sure that the risk of working alone is assessed in a systematic and ongoing way, and make sure that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable;
- Make sure that appropriate training is available to employees in all areas, that equips them to recognise risk and provides practical advice on safety for working alone;
- Make sure that appropriate support is available to employees who work alone; and
- Encourage full reporting and recording of all adverse incidents relating to lone working.

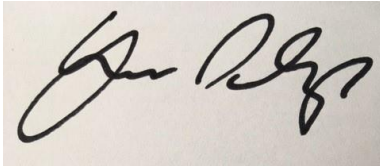
sportscotland's policies and procedures will adhere fully with all current UK legislation in relation to health, safety and welfare including (but not limited to) the Health & Safety at Work etc. Act 1974, and all subsequent regulations.

As the employer, **sportscotland** accept it is their duty to protect the health, safety and welfare of their employees and other people who might be affected by their business. **sportscotland** expect their employees to cooperate with the organisation and their co-workers in relation to health and safety. **sportscotland** also expect their employees to take reasonable care of their own health and safety and that of others who may be affected by their actions at work.

Policy review

This policy and the arrangements contained within, will be reviewed at least annually by the Health and Safety Committee and will be updated as necessary. The Senior Management Team endorses this policy and is fully committed to its implementation.

Signed on behalf of **sportscotland**

A handwritten signature in black ink, appearing to read 'Forbes Dunlop', is centered on a light-colored rectangular background.

Name: Forbes Dunlop
Position: Chief Executive Officer
Dated: 7 November 2023

Roles and responsibilities

Chief Executive Officer

sportscotland's Chief Executive Officer is ultimately responsible for the health and safety of employees and others affected by our activities.

The Chief Executive Officer has delegated executive responsibility for health and safety to the Director of Operations. The delegated role is supported by the Head of Human Resources.

Director of Operations and the Head of Human Resources

Together, they will:

- Be responsible for implementing the Lone Working Policy;
- Ensure adequate resources and management systems are in place to manage the risks posed by lone working;
- Ensure that arrangements are clearly communicated to all employees and relevant contractors;
- Regularly review the Lone Working Policy and Arrangements.

Human Resources Department

They will:

- Offer advice and guidance on occupational health services available; and
- Advise line managers and employees on health condition management.

Line managers

They will:

- Undertake a lone working task risk assessment to build a clear picture of lone working requirements and limitations;
- Plan work schedules to avoid lone working where possible;
- Carry out risk assessments to ensure the task can be completed safely whilst lone working;
- Make all resources available to fully comply with risk assessment control measures;
- Plan lone working around available resources and experience of employees;
- Set clear and understandable limits on what tasks are permitted whilst lone working;
- Ensure physical and mental wellbeing are considered during this process;

- Ensure working limits are communicated effectively to lone working employees;
- Ensure emergency response systems and procedures are in place for lone workers;
and
- Communicate and test emergency plans and procedures for lone working.

All employees

They will:

- Participate fully in risk assessment processes and adhere to all requirements as detailed within;
- Highlight to line managers if they are in a position of lone working;
- Report any accidents, incidents or near misses to your line manager, and on the Accident/Incident Report Form (AIRF); and
- Ensure assistance is available before starting any high-risk tasks.

Contractors

They will:

- Understand the policy and budget to avoid lone working.

Procedures

Assessing risk

Risk assessments

Risk assessments must be carried out in all areas of work, where working alone poses a risk to employees. The risk assessment will involve identifying all potential dangers and the risks associated with specific work tasks or activities.

The risk assessment will identify the significant risks associated with lone working prior to the work commencing. The risk assessment will provide for control measures to eliminate or reduce the risks to as low as is reasonably practicable.

The assessment could consider:

- The remoteness of the workplace/location;
- Potential communication problems;
- The likelihood of a criminal attack;
- Potential for verbal and physical aggression;
- Whether all equipment, materials, etc can be handled safely by one person;
- Whether the person is medically fit and suitable to undertake lone working;
- How the lone worker will be supervised;
- How the lone worker will obtain help in an emergency such as vehicle breakdown, accident or incident; and
- Whether there is adequate first-aid support.

Dynamic risk assessments

A dynamic risk assessment is identifying the hazards and assessing the risks in a live environment.

Employees who undertake lone working must consider their own health and safety in any given situation and should not put themselves at risk for any reason. Dynamic risk assessments should be used to quickly assess a situation and take steps to keep themselves safe if necessary.

To carry out a dynamic risk assessment, a lone worker should:

- Identify the risk;
- Assess the risk;
- Consider the controls to mitigate the risk; and
- Consider whether it is safe to proceed.

Note: dynamic risk assessments conducted by employees do not need to be recorded though any findings or insights discovered as a result of that assessment should be communicated back to their managers and other employees.

Employee training

sportscotland will provide training where required to increase awareness and understanding of lone working. Additional training may be required based on the needs identified in risk assessments.

Records of training delivered will be maintained by our Learning and Development Team.

Communication

Prior to any lone working taking place, employees should ensure their diary/calendar includes details of the appointment including start and end times and location as well as a contact name and number. It is good practice that a line manager or a “buddy” must make contact with the employee by either text message, email or phone call preferably before and after the appointment.

In the situation where the employee has not made contact, the buddy or line manager should attempt direct contact in the first place. If this is not achieved then, they should contact the premises to confirm the employee arrived safely and ask for them to get in touch prior to departure. In the event they did not arrive at the premises within the agreed time, contact should be made with their emergency contact.

Should no contact be possible, it may be necessary to contact the police on 111 to advise they may be missing. When contact is re-established, the police must be advised immediately.

Regular communication between employees such as a text group will ensure all are aware of each other’s movements without being intrusive and supporting the health, safety and wellbeing of all.

For any employees lone working within their own home or away from the office for the entire day or longer periods such as when attending training courses or conferences, a check-in at morning and evening is sufficient.

Accident and incident reporting

Employees should report all accidents and incidents (including near misses, this includes any form of physical and verbal aggression) in accordance with **sportscotland's** accident and incident procedures.

Violence and aggression

Lone workers are potentially at risk of being subject to physical and verbal violence and aggression. Violence includes any incident in which someone is physically or verbally abused, threatened or assaulted in situations relating to their work.

The risk is greater for those supporting vulnerable persons and when carrying money or equipment such as a laptop or tablet.

Following any incident or near miss involving violence or aggression, the line manager will meet with employee to discuss the situation, offer support, offer training and ensure employees are fit to return to their normal duties which may include returning to lone working situations.

Physical and mental wellbeing

Regular or consistent lone working can have a detrimental impact on mental wellbeing including stress, anxiety and depression. Lack of interaction can lead to feelings of isolation, abandonment and being disconnected.

Out with the required communication, it is important all lone working employees have regular contact with colleagues and their line manager by either verbal conversation or video chat. These should not focus on work but consider the social aspect of employees and their general wellbeing.

Employees will be encouraged to participate in physical exercise, if possible, even if it is only within their home. Walking around their home, up and down stairs (if any) or going out for a walk (if possible) can be very beneficial to support physical and mental wellbeing.

Note: additional resources can be found in our Wellbeing Zone within Sharepoint.