Lone Working Policy

1. Policy Statement

WEINSULATE.CO.UK LIMITED is committed to protecting the health, safety and welfare of all employees, subcontractors and others working on our behalf.

We recognise that some employees are required to work alone while carrying out surveys, inspections, retrofit installations, customer visits, travel between sites or other work activities. Lone working can increase the risks associated with normal work activities and therefore requires appropriate planning, communication and supervision.

This policy sets out the arrangements in place to minimise those risks and ensure that lone workers can carry out their duties safely.

2. Purpose

The objectives of this policy are to:

- Protect employees who work alone.
- Identify and control the risks associated with lone working.
- Ensure effective communication between lone workers and the Company.
- Provide procedures for responding quickly to emergencies.
- Comply with the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999.

3. Scope

This policy applies to all employees, agency workers, subcontractors and others working on behalf of WEINSULATE.CO.UK LIMITED who undertake work without direct supervision.

Examples include:

- Retrofit Assessors.
- Surveyors.
- Installers attending properties alone.
- Employees travelling between sites.
- Employees working outside normal office hours.
- Employees working in remote locations.

4. Definition of a Lone Worker

A lone worker is anyone who carries out work activities without direct supervision or without another person being within sight or hearing who could provide immediate assistance in the event of an emergency.

Lone working may be regular, occasional or temporary.

5. Risk Assessment

Before lone working is undertaken, suitable and sufficient risk assessments will be completed to identify hazards and determine appropriate control measures.

Risk assessments will consider:

- The nature of the work.
- The location.
- Access and emergency arrangements.
- Customer information and known risks.
- Vulnerable persons.
- Manual handling requirements.
- Working at height.
- Hazardous substances (COSHH).
- Environmental conditions.
- Communication arrangements.
- Previous incidents or near misses.

Risk assessments will be reviewed whenever work activities change or following any incident.

6. Lone Working Arrangements

WEINSULATE.CO.UK LIMITED uses **Tradify Job Management Software** to plan, monitor and manage daily work activities.

Before attending site, employees receive:

- Customer details.
- Site address.
- Job specification.
- Risk and Method Statement (RAMS).
- Known site hazards.
- Special instructions.
- Contact details.
- Emergency information.

Employees are required to acknowledge job allocations and maintain communication throughout the working day where appropriate.

7. Responsibilities

Directors

Directors are responsible for:

- Providing adequate resources for the safe management of lone working.
- Ensuring compliance with relevant legislation.
- Reviewing this policy annually.
- Monitoring the effectiveness of lone working arrangements.

Managers and Supervisors

Managers and Supervisors will:

- Ensure suitable risk assessments are completed.
- Issue site-specific Risk and Method Statements.
- Confirm employees understand the identified risks and required control measures.
- Maintain regular communication with lone workers where appropriate.
- Monitor work progress using Tradify.
- Investigate missed check-ins or unexpected delays.
- Initiate emergency procedures where necessary.
- Record and investigate incidents.

Employees

Employees who work alone are responsible for:

- Following all Risk Assessments and Method Statements.
- Taking reasonable care of their own health and safety.
- Informing their Supervisor of their planned work location and expected completion time.
- Reporting changes to work locations or schedules.
- Keeping Company contact details readily available.
- Reporting hazards, incidents, accidents or near misses immediately.
- Using Company communication systems as instructed.
- Never undertaking work they consider unsafe.

8. Communication Procedures

Effective communication is essential for lone worker safety.

Employees must:

- Carry a fully charged mobile phone.
- Maintain regular contact where required.
- Inform the office or Supervisor of significant delays.

- Confirm completion of work where instructed.

WEINSULATE.CO.UK LIMITED maintains communication using:

- Tradify Job Management Software.
- Mobile telephone.
- WhatsApp messaging where appropriate.
- Direct contact with Supervisors and Directors.

9. Emergency Procedures

If a lone worker requires emergency assistance:

1. Contact the emergency services (999) immediately where there is an immediate risk to life.
2. Contact the employee's Supervisor or Director.
3. Provide the worker's exact location and any relevant access information.
4. Continue attempts to contact the employee where safe to do so.
5. Record all actions taken.

Where a lone worker fails to respond after reasonable attempts to make contact, the Company will assess the circumstances and, where appropriate, contact the emergency services and provide all available location information.

10. Incident Reporting

All accidents, incidents, near misses and safety concerns involving lone workers must be reported immediately in accordance with the Company's Health and Safety Policy and Accident Reporting Procedure.

Incidents will be investigated to identify root causes and implement corrective actions where necessary.

11. Training

Employees required to work alone will receive appropriate training, including:

- Lone Working Procedures.
- Risk Assessment Awareness.
- Dynamic Risk Assessment.
- Emergency Procedures.
- Accident and Incident Reporting.
- Customer Safety.
- Personal Security.
- Manual Handling.
- Working at Height (where applicable).
- COSHH Awareness.
- Asbestos Awareness.

Additional training will be provided where work activities require specialist knowledge.

12. Monitoring and Review

The effectiveness of this policy will be monitored through:

- Site supervision.
- Risk Assessment reviews.
- Toolbox Talks.
- Accident and Near Miss investigations.
- Internal audits.
- Employee feedback.
- Management review meetings.

This policy will be reviewed annually, or sooner if there are significant changes to legislation, Company operations or following a serious incident.

13. Key Contacts

Eric Smith-Hutchon
Director
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George Smith-Hutchon
Director
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Employees should ensure these contact details are readily available whenever undertaking lone working activities.

Approved by: Eric Smith-Hutchon **-** Director
Signed: *E Smith-Hutchon* 01/05/2026