



Flush-Line Group Limited Policy 013:

Lone Working

2025/2026

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1 OBJECTIVE & STATEMENT

Flush-Line Group Limited ("Flush-Line Group", "the Employer", "The Company") recognises and accepts its legal obligations (under the Health and Safety at Work Act 1974 and all applicable regulations made under it) to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all its employees, persons in training, contractors ("Personnel") and the health and safety of occupiers and visitors and other persons who are present within the premises and who may be affected by its work ("Occupiers and visitors")

In accordance with these obligations, we remove the majority of risks from our working processes at the design stage and will remove, wherever practicable any requirement for lone working. No high or medium-risk activities will be permitted to be performed when unaccompanied and unsupervised, and any residual aspect of lone working will be performed only where there is no reasonable alternative and where the residual risks are assessed as low.

1.1 Statement

Health, Safety and Compliance excellence are the foundation of our operations, Health and safety will never be compromised for other objectives. Team members are empowered to stop work if they feel that the job or aspects of it compromise safety standards. If a job cannot be done safely utilising existing methods, another methodology will be sought.

Supervision is one of the key aspects of maintaining a Safe System of Work, ensuring that operatives are working safely, that they are competent to undertake the work they are performing, and that first aid and emergency response can be arranged in the shortest possible timeframe should any operative sustain injury.

For this reason, Lone Working will always be removed from works at the planning stage where practicable; such work will not be planned except where there is no alternative. It remains possible that a team member will find themselves in a situation where some aspect of work must be performed solo or unsupervised, and since this possibility exists, FLUSH-LINE GROUP Limited provides this structure whereby such activities may be controlled.

To this end, proper implementation and application of this Policy by everyone is paramount. Where there is potential "lone working", personnel are required to comply with the terms of this Policy and any related arrangements or policies from time to time in force; take all reasonable steps to protect their own safety and that of other team members; and co-operate with management in the implementation of this Policy.

1.2 Scope

This Policy applies to all employees, subcontractors, agency workers, and third parties completing work on behalf of FLUSH-LINE GROUP Limited or commuting to and from the place of work. It covers the work that we do directly, the control we exercise over the site where we operate, and the persons who may be affected by our activities.

This policy should be proliferated to all entities who are involved with our working process and will be reviewed annually or sooner where the necessity arises.

FLUSH-LINE GROUP has a legal duty to ensure the health, safety and welfare of our staff while they are at work, as set out in our Health and Safety Policy. We recognise that on occasion, staff or volunteers may be working alone, whether in our office space or attending events or meetings in other locations.

We have a responsibility to assess the risks to lone workers and to take steps to avoid or control the risks where necessary. Staff and volunteers have the responsibility to take reasonable care of themselves and others in lone working situations. Lone working is not inherently unsafe, and proper precautions can reduce the risks associated with working alone. Construction staff spend most of their working lives team working with others and find themselves working alone infrequently. Others industry personnel will work alone on a daily basis. This policy refers to occasional lone workers in a construction environment and to the risk levels of activities they may undertake.

1.3 Definitions

The Health and Safety Executive defines lone workers as those who work *by themselves without close or direct supervision*, e.g.,

- People working separately from others in a building
- People who work outside 'normal' hours
- People who work away from their fixed base without colleagues
- People who work at home other than in low-risk, office-type work
- People undertaking duties appended to commuting; stopping at unsupervised locations and yards or exchanging vehicles

The definition covers staff and volunteers in situations with varying degrees and types of risk. It is important to identify the hazards of the work and assess the risks involved before applying appropriate measures.

2 HAZARDS

2.1 Potential Hazards

People who work alone will, of course, face the same risks in their work as others doing similar tasks who are not working alone. The difference when lone working is that routine or mundane risks are elevated when you do not have other team members to rely upon for support. They may encounter the following:

- Accidents or sudden illnesses may occur; more serious when there is no one to call for help or first aid
- Fire
- Violence or the threat of violence
- Lack of safe way in or out of a building, e.g. danger of being accidentally locked in
- Attempting tasks which cannot safely be done by one person

Where you are concerned that you may be unsafe working alone in any particular context, you should discuss your concerns beforehand with your line manager or supervisor. A risk assessment of the situation will then be undertaken if appropriate to allow the work to proceed;

- A risk assessment will identify the hazards of work.
- Controls will be agreed upon and put in place to allow the work to be undertaken with mitigating actions to limit the risks.
- When a risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing help or backup should be put in place, or the work should be reassigned to another worker or done in hours when the worker is not alone
- In any situation where you feel unsafe whilst working alone, you should remove yourself from that situation immediately, and report the incident to your line manager or supervisor

2.2 Supervision

- Lone workers are, by definition, not under constant supervision and must therefore self-supervise.
- You must ensure that you understand the risks associated with your work and the relevant safety precautions
- Workers who may find themselves working alone intermittently who are new to a job or undergoing training may need to be accompanied initially, and lone working will be too great a risk to permit
- Regular contact by phone must be maintained and we ensure that lone workers have a mobile phone available at all times to enable them to contact the office in the event of an emergency

2.3 Emergency Response

- Lone workers should be capable and equipped to respond promptly and correctly to emergencies.
- This should include being made aware of special arrangements for out-of-hours incidents.
- First-aid may be available from others, or it may be prudent for an individual frequently working away from the office to carry a basic first-aid kit if there is a foreseeable risk of injury
- Staff or volunteers working alone in the office for a day should advise local reception staff so they can be accounted for in case of fire
- Staff or volunteers working alone in the office out of hours are responsible for adhering to security and fire regulations

2.4 Threats of Violence

- You must ensure that violent incidents are reported to ensure that the risk can be communicated to all.
- The risk of violence may not be directly people related; it may be associated with environmental issues like working alone outside after dark, or a situation may arise where there was no previous history of incidents
- Staff or volunteers likely to be lone workers in such situations should be trained in dealing with difficult people, in ways to recognise a risk and in behaviours which may reduce the risk, e.g. up to and including terminating the activity

2.5 Proscribed Activities

For normal operations, the risk of lone working may be controlled in accordance with the risk assessment that will be undertaken prior to the commencement of the works. Only Low-risk activities

may be undertaken as lone working.

IN THE FOLLOWING CIRCUMSTANCES, THE USE OF LONE WORKING IS ABSOLUTELY PROHIBITED:

- ☐ excavating, working within excavations and plant operation
- ☐ work involving live electrical equipment - (i.e. installation, fault finding, testing, etc.).
- ☐ work involving glazing - (i.e. renewal or replacement of glazed sheeting or panels)
- ☐ work that is carried out at elevation - (i.e. roof work, work using steps or ladders)
- ☐ work in a property designated as high risk
- ☐ work activities which are Permit controlled

3 PROCEDURE

3.1 Safe Working

- For most activities, establishing safe working for lone workers is no different from organising the safety of other staff or volunteers, but the risk assessment must take account of any extra risk factors
- We ensure that measures are in place to reduce risk that expectations have been communicated to lone workers, and appropriate training is provided
- All staff and volunteers, including lone workers, are responsible for following safe systems of work and should take simple steps to reduce the risks associated with their normal working life

3.2 Lone work

Wherever possible, and on the vast majority of our sites, there is no reason for lone working, and it will remain prohibited and be designed out of the working method. On the rare occasions where it is unavoidable, we will:

- Perform a site and task-specific Risk Assessment of any lone work which will be undertaken
- Plan the working patterns carefully to minimise the amount of lone working and produce a lone working plan.
- Never plan work that includes any of the prohibited operations if an operative must work alone
- Maintain up-to-date contact lists so that operatives and emergency contacts can be easily contacted in an emergency and ensure all lone workers have all relevant telephone numbers on their mobile phone.
- Ensure all persons undertaking lone work have access to a suitable means of communication (i.e. a mobile phone) and that it is fully charged
- Identify who will act as the central point of contact and communicate this to the people carrying out the work
- Highlight any high-risk areas in the job-specific Lone Working Risk Assessment, and ensure that the assessment is briefed to the individuals carrying out the work

3.3 Arrival

- Reassess the situation/location in accordance with the information contained in the risk

assessment and confirm any variances with the Site Manager

- When ready to start the work, contact the person acting as the central point of contact and let them know where you are, what you are doing and roughly how long the task will take
- The central point of contact shall make a note of the time, duration, activity and contact frequency to prepare a log of lone worker location and timings that they will be working to (methods of recording this information can be set up locally).
- It is the responsibility of the lone worker to update the central point of contact if the work should overrun or change locations.

3.4 Whilst working

- Remain vigilant at all times; unplanned and unexpected hazards may arise.
- Maintain an awareness of their surroundings and the people who live, work or visit there.
- If the situation should change, then the works must be made safe (if it is safe to do so) and the central point of contact must be made aware of the situation.

3.5 Upon Completion

- Contact the central point of contact and advise them that the work is fully completed and that you are moving on to the next job
- Review the risk assessment and note anything that may be of interest should any further work need to be carried out at the property

3.6 Emergency Arrangements

- If a lone worker fails to check in with the central point of contact at the agreed time, then it is the responsibility of the person performing this function to arrange to check on the lone worker.
- This can be done by re-directing other members of staff to the last known location of the lone worker to check on their whereabouts.
- It will be the responsibility of the central point of contact to coordinate any emergency response as needed.
- The Foreman and the Safety or Compliance Manager must be informed of any emergency escalations, even if there is no further incident to report.

3.7 General Precautions

All members of staff carrying out lone working activities must be physically and medically fit.

All lone workers should carry a small first aid kit to deal with any minor incidents to prevent them from worsening, until they can get help. The kits must be carried at all times when carrying out lone working activities. Training in first aid techniques must also be provided. All injuries sustained by any member of staff carrying out lone working operations shall be considered as significant and must be reported to the central point of contact and Safety or Compliance Manager.

Ensure that all that work for us are aware of this policy. Distribute this document to any interested parties.

Brett Boyer **Managing Director**
FLUSH-LINE GROUP
LIMITED

Date: 20/04/2026

Review: Annual

SIGNED:

