

Thriveology Wellness CIC

Lone Working Policy.

March 2026



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INTRODUCTION

At Thriveology Wellness CIC we are committed to ensuring the safety and well-being of employees and volunteers who work alone in public and private places. This policy outlines the procedures and guidelines that must be followed when working alone to minimise risks and prevent potential incidents.

1. DEFINITIONS

Lone worker: An employee who works alone without direct supervision or assistance from others.

Public places: Areas that are open to the general public, such as parks, libraries, and shopping centres.

Private places: Areas that are restricted or limited to authorised personnel only, such as offices, warehouses, and construction sites.

2. RESPONSIBILITIES

Employees who are required to work alone must adhere to the guidelines and procedures outlined in this policy. They are responsible for their own safety and must report any concerns or incidents to their supervisor or manager.

Supervisors or managers are responsible for ensuring that lone workers are adequately trained, equipped, and supported. They must conduct risk assessments, provide appropriate resources, and monitor the well-being of lone workers.



3. RISK ASSESSMENT

Before assigning an employee or volunteer to work alone, a risk assessment must be conducted to identify potential hazards and risks. This assessment should consider the location, nature of work, time of day, and any other relevant factors that may impact the safety of the lone worker. Steps must be taken to mitigate identified risks, such as implementing safety measures, providing personal protective equipment, and establishing communication protocols.

4. COMMUNICATION

Lone workers must have a reliable means of communication with their supervisor or manager at all times. This may include mobile phones, two-way radios when on site, or other communication devices. Regular check-ins should be scheduled to ensure the well-being of the lone worker and to address any concerns or issues that may arise.

5. EMERGENCY PROCEDURES

Lone workers should be familiar with emergency procedures and protocols, including how to respond to medical emergencies, fires, or other critical incidents.

Emergency contact information, such as the nearest hospital, emergency services, and company contact numbers, should be readily available to lone workers.

6. TRAINING AND SUPPORT

Lone workers must receive appropriate training on safety procedures, risk assessment, and emergency protocols. They should also be provided with the necessary resources and support to carry out their work safely.

Supervisors or managers should regularly review and update lone working policies and procedures to ensure they remain effective and relevant.



7. REVIEW AND MONITORING

This policy will be reviewed periodically to assess its effectiveness and make any necessary updates or revisions.

Supervisors or managers should monitor the implementation of this policy and seek feedback from lone workers to identify areas for improvement.

By following this lone working policy, we aim to create a safe and secure environment for employees and volunteers who work alone in public and private places. Compliance with this policy is mandatory for all employees and volunteers. Failure to adhere to its guidelines may result in disciplinary action.

Review Date: MARCH 2027