



## Lone working



**AMBIENTE**  
Biohazard certified  
Cleaning Services

# Lone working policy for Ambiente FM Ltd

## 1. Policy statement

At Ambiente FM Ltd we are committed to the health, safety, and welfare of all its employees. This policy applies to all staff who work alone, without close or direct supervision, whether for all or part of their working day. We will take all reasonably practicable steps to manage the risks associated with lone working and ensure that lone workers are not put at greater risk than other employees.

## 2. Legal framework

This policy is designed to comply with UK health and safety legislation, including:

- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999

## 3. Risk assessment

A lone working risk assessment will be conducted and recorded for each worksite and role where lone working is required. This assessment will consider the following factors:

- **The worksite:** The location, access and egress points, lighting, security, and potential for unauthorised access.
- **The task:** The specific duties being performed, such as working with hazardous substances (COSHH), handling equipment, and managing waste.
- **The individual:** The employee's competence, training, experience, and any relevant medical conditions.
- **External risks:** The potential for aggression or violence from intruders or members of the public, particularly when working out of hours.
- **Internal risks:** The possibility of slips, trips, falls, or injury from equipment, with delayed access to help.
- **Psychological risks:** The potential for stress or anxiety caused by isolation.

#### **4. Safe working procedures**

Based on the risk assessment, the following control measures will be implemented:

##### **Monitoring and communication**

- A designated person will be responsible for checking in with lone workers at pre-agreed intervals via phone call or an automated system.
- Lone workers must carry a mobile phone with them at all times. They must notify their line manager of any issues immediately.
- A clear escalation procedure will be followed if a check-in is missed, including attempting contact and, if necessary, alerting emergency services.
- Lone workers must inform their manager when they have safely finished their work and left the premises.

##### **Emergency response**

- Lone workers will be provided with clear instructions on emergency procedures, including what to do in case of a fire, medical emergency, or security incident.
- All staff will have access to a list of key emergency contacts, including local police and managers.
- In situations involving potential aggression, a clear password or code word system may be established to signal danger.

##### **Training and equipment**

- All lone workers will receive specific training on safe working practices, emergency procedures, and dynamic risk assessment to evaluate and manage risks on-site.
- Training will also cover techniques for dealing with potentially aggressive situations and recognising when to withdraw from an unsafe environment.

- Appropriate personal protective equipment (PPE), such as non-slip footwear and chemical-resistant gloves, will be provided and its correct use will be part of the training.
- First-aid provision will be carefully considered, including access to a first-aid kit.

### **Site-specific controls**

- For high-risk sites, such as those that are isolated or have a history of security issues, alternative arrangements may be required, such as paired working.
- Lone working may be prohibited entirely for certain high-risk tasks, such as working in confined spaces.
- Cleaners will not be required to work on-site if building security systems are not functioning correctly.

## **5. Employee responsibilities**

Lone workers must:

- Take reasonable care for their own health and safety.
- Co-operate with management by following all lone working procedures.
- Complete a dynamic risk assessment when arriving on-site and report any new or unforeseen hazards.
- Adhere to all monitoring and check-in procedures.
- Report any incidents, near misses, or situations where their safety was compromised to their line manager.

## 6. Review

This policy will be reviewed annually or following any incident involving a lone worker.

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Signed:



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**Mr Paul Dorrell**  
**Managing Director**  
**Ambiente FM Ltd**  
**November 5<sup>th</sup> 2025**