



EDVENTURES | POLICY SUITE

Lone Working Policy

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Policy owner	Edward Fairnington, Owner and Responsible Manager
Approved by	Edward Fairnington
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Approval signature	_____

1. Purpose

Edventures is committed to protecting the health, safety and welfare of individuals who work alone while undertaking activities on its behalf.

Lone working means undertaking work without close or direct supervision or without another suitable person immediately available to provide assistance.

This policy establishes the arrangements for identifying, assessing, authorising, monitoring and reviewing lone working.

Lone working is not automatically prohibited. However, it must only take place where the associated risks have been assessed and suitable control measures are in place.

2. Scope

This policy applies to Edventures activities and associated work, including:

- Climbing clubs and indoor climbing provision.
- Wellbeing experiences and outdoor activities.
- Equipment preparation, transport and inspections.
- Venue opening, closing and preparation.
- Site visits, reconnaissance and risk assessment visits.

- Administrative work, meetings and travel undertaken for Edventures.

It applies whether work takes place at an independently hired venue, outdoors, at a temporary location or elsewhere.

Where Edventures hires a school or other facility, the organisation will comply with the venue's applicable access, security, emergency and lone-working requirements.

The presence of members of the public, participants or other organisations' staff does not necessarily mean an Edventures worker is adequately supervised or supported.

3. Responsibilities

3.1 Director / Responsible Manager

The Director or designated responsible manager must:

- Identify activities where lone working may occur.
- Ensure suitable and sufficient risk assessments are completed.
- Approve or prohibit proposed lone-working arrangements.
- Confirm workers are competent and appropriately qualified for their duties.
- Ensure appropriate communications, emergency and check-in arrangements exist.
- Identify a suitable independent monitoring contact.
- Ensure workers have access to relevant emergency procedures.
- Review lone-working incidents, near misses and failures of control measures.
- Maintain appropriate records.

Where the Director undertakes lone working, an independent person must be nominated to monitor the arrangement. The Director must not act as their own sole check-in contact.

3.2 Lone Workers

Individuals undertaking authorised lone working must:

- Follow the agreed risk assessment and safe working arrangements.
- Remain within the approved activity, location and time limits.
- Carry suitable communication and emergency equipment.
- Complete agreed check-ins.
- Inform the monitoring contact of significant changes.
- Stop work when essential controls fail or conditions become unsafe.
- Report incidents, near misses and safeguarding concerns promptly.
- Avoid undertaking tasks outside their qualifications, competence or authorisation.

3.3 Monitoring Contact

The nominated monitoring contact must:

- Agree to be available throughout the relevant monitoring period.
- Know the worker's location, activity and expected finish time.
- Understand the check-in timetable and missed-contact procedure.
- Have the information necessary to initiate emergency assistance.
- Escalate missed contacts promptly.
- Record significant actions and communications.

A monitoring contact must not be assumed to be available merely because their telephone number is held.

4. Activities Requiring Specific Consideration

Lone working requires particular scrutiny where activities involve:

- Children or young people.
- Adults with additional support or safeguarding needs.
- Remote or isolated outdoor locations.
- Climbing walls, working at height or specialist equipment.
- Hazardous maintenance or equipment movement.
- Poor mobile reception.
- Unfamiliar locations.
- Early morning, evening or night-time work.
- Adverse weather or challenging terrain.
- Public interaction, confrontation or aggression.
- Restricted access, locked premises or complex emergency evacuation arrangements.

The level of assessment and supervision must reflect the actual risks rather than the job title alone.

5. Lone Working with Children and Young People

Edventures will not routinely permit a worker to deliver activities alone with an individual child or young person in an isolated or unobservable setting.

Any exceptional arrangement must be specifically risk assessed, justified, approved in advance and consistent with the Edventures Safeguarding Policy, venue rules and applicable safeguarding requirements.

Where an instructor delivers a group activity without another Edventures worker present, the arrangement must be separately assessed for:

- Group size, age and individual support requirements.
- Instructor qualifications and applicable governing-body guidance.
- Ability to maintain effective supervision.
- First aid and emergency response.
- Toileting, changing and other safeguarding boundaries.
- Behaviour management and participant separation.

- Injury, evacuation or missing participant scenarios.
- Access to immediate assistance.
- Parent/carer handover arrangements.

A remote telephone contact is not a substitute for necessary on-site supervision or safeguarding controls.

One-to-one contact with children must follow safeguarding arrangements that protect both the participant and the worker, including appropriate visibility, communication and recording.

No lone-working approval overrides requirements for staffing, supervision, safeguarding or instructor competence.

6. Lone Working with Adults

Activities involving adults must be assessed according to the activity, environment and participants' individual requirements.

A single qualified leader may be appropriate for some low-risk adult activities, provided the risk assessment demonstrates that effective supervision, communication and emergency arrangements can be maintained.

Where an adult may require additional assistance, consideration must be given to whether one worker can safely manage both the individual's needs and the wider group.

Any safeguarding concern must be managed under the Edventures Safeguarding Policy, including the adult safeguarding arrangements where applicable.

7. Risk Assessment and Authorisation

Before lone working begins, the responsible manager must ensure that a suitable risk assessment has considered:

- Activity and location.
- Travel and access.
- Terrain and environmental hazards.
- Weather and daylight.
- Communication coverage and backup methods.
- Injury, illness and first aid arrangements.
- Emergency service access and location information.
- Equipment and manual handling.
- Violence, aggression or unwanted contact.
- Safeguarding and participant supervision.
- Worker competence, experience and relevant personal circumstances.
- Expected duration and check-in requirements.
- Availability of additional assistance.

The assessment must determine whether lone working is acceptable and specify any restrictions.

Where significant risks cannot be adequately controlled, lone working must not be authorised.

Approval must be documented using the Lone Working Risk Assessment and Authorisation Form.

8. Communication and Check-In Arrangements

Authorised lone workers must have a suitable means of communication for their location and activity.

Before work begins, the worker and monitoring contact must agree:

- The activity and location.
- Start time and expected finish time.
- Planned check-in times.
- Primary and backup communication methods.
- The action to take if a check-in is missed.
- Relevant emergency contacts.
- The point at which emergency services must be contacted.

Monitoring arrangements must be proportionate to the risks.

Where mobile reception is unreliable, alternative arrangements must be established before work begins. These may include a satellite communication device, a different route or location, or a requirement for a second worker.

A worker must not continue where the agreed monitoring arrangement or another essential safety control has failed.

9. Missed Check-In and Emergency Escalation

If a worker misses an agreed check-in, the monitoring contact must follow the documented escalation plan.

The plan must specify:

1. When the contact is considered overdue.
2. Immediate attempts to contact the worker.
3. Alternative communication or contact methods.
4. When to contact the responsible manager or nominated backup.
5. When emergency services must be contacted.
6. What information must be supplied to emergency responders.

Where there is reason to believe a person is in immediate danger, emergency services must be contacted without waiting for routine escalation intervals.

In the UK, call **999 or 112** in an emergency.

The monitoring contact must not enter a hazardous area or attempt a rescue beyond their competence.

All significant missed-contact events must be recorded and reviewed.

10. Emergency Procedures

Workers must be familiar with the relevant Edventures First Aid and Emergency Procedures and the emergency arrangements for the activity or venue.

Before beginning work, they must understand:

- How to summon assistance.
- How to identify and communicate their location.
- Available first aid and emergency equipment.
- Safe access and evacuation routes.
- Site-specific emergency arrangements.
- Any limitations on self-rescue or assistance.

For outdoor activities, appropriate location information, including grid references or coordinates where necessary, must be available to the worker and monitoring contact.

A lone worker must not attempt hazardous rescue operations that create additional danger.

11. Equipment and Competence

Lone workers must hold the qualifications, experience and competence required for their duties.

Where activities require relevant national governing body qualifications, those requirements continue to apply.

Edventures verifies relevant qualifications and does not use internal safety briefings as a substitute for formal instructor training or qualifications.

Equipment must be suitable, inspected where required and used within its intended limits.

Workers must not undertake specialist, hazardous or high-risk tasks alone unless the risk assessment establishes that this is safe and the arrangement has been expressly authorised.

12. Personal Safety and Welfare

Edventures will consider the effects of fatigue, workload, stress, medical emergencies and environmental conditions when assessing lone-working arrangements.

Workers must be able to access appropriate rest breaks, drinking water, welfare facilities and emergency support.

Workers are encouraged to report relevant circumstances affecting their ability to work safely. Personal information must be handled confidentially and in accordance with the Edventures Privacy Policy.

No worker will be required to continue work where they reasonably believe that serious or imminent danger exists.

13. Hired Premises and Site Security

Before lone working at a hired venue, Edventures must confirm:

- Permitted access times and areas.
- Opening and locking arrangements.
- Site emergency contacts.
- Fire alarm and evacuation arrangements.
- Security and intruder alarm procedures.
- Availability of first aid and emergency assistance.
- Any restrictions imposed by the venue.

Where a school or other host has its own lone-working restrictions, these must be followed.

The host's presence or emergency arrangements must not be relied upon without prior agreement.

Responsibilities must be consistent with the Edventures School and Venue Hire Provider Arrangements Policy and completed Premises Hire Schedule.

14. Incident Reporting and Safeguarding

Accidents, injuries, near misses, threatening behaviour, failed check-ins and failures of communication arrangements must be reported under the Edventures Incident and Accident Reporting Procedure.

Safeguarding concerns must be reported through the Edventures Safeguarding Policy.

The responsible manager will determine whether further notifications are required, including those relating to RIDDOR, insurers, the venue or relevant authorities.

Where a significant incident occurs, the lone-working arrangement must be reviewed before similar work resumes.

15. Records and Data Protection

Edventures will maintain records of:

- Lone-working risk assessments and approvals.
- Check-in and emergency escalation arrangements.
- Significant missed contacts.
- Incidents, near misses and corrective actions.
- Reviews and changes to authorised arrangements.

Records must be stored securely, with access restricted to those who require the information.

Retention and disposal must follow the Edventures Data Retention Schedule and Privacy Policy.

16. Monitoring and Review

This policy will be reviewed at least annually and sooner following:

- A significant incident or near miss.
- A safeguarding concern affecting lone-working arrangements.
- A change in activity, venue or equipment.
- Relevant changes in legislation or recognised guidance.
- Evidence that existing controls are ineffective.

The responsible manager will ensure that corrective actions are recorded, assigned and completed.

17. Related Documents

This policy must be read alongside:

- Edventures Health and Safety Policy.
- Edventures Safeguarding Policy.
- Edventures First Aid and Emergency Procedures.
- Edventures Incident and Accident Reporting Procedure.
- Edventures School and Venue Hire Provider Arrangements Policy.
- Edventures Privacy Policy and Data Retention Schedule.
- Activity-specific risk assessments.
- Lone Working Risk Assessment and Authorisation Form.
- Lone Worker Check-In and Emergency Escalation Plan.
- Lone Working Register and Review Log.

Document Approval

Approved by: Edward Fairnington

Position: Director

Signature: *Original signed*

Date: 16 October 2026

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