UCQ UNIVERSITY CENTRE QUAYSIDE

Appendix G: Working Alone

Version: 9
Revision date: 18 September 2026
Document owner: Health and Safety Officer
Due for review: 18 September 2027

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1. Purpose

1.1 The purpose of this guidance is to provide practical advice to ensure that any lone working carried out for the purpose of UCQ's business is undertaken in a controlled and coordinated manner, minimising any health and safety risks to members of the UCQ community.

2. Introduction

2.1 It is inevitable that at certain times, staff and others will find themselves working alone. These occasions can occur, for example, at the beginning and end of flexible working periods, during holidays, evenings and weekends. There is no overall legal prohibition on working alone, but the general duties of the Health and Safety at Work Act 1974, and the specific duties of the Management of Health and Safety at Work Regulations 1999 (the Management Regulations) will apply.

2.2 These duties require the identification of the hazards in the work, formal assessment of any significant risks involved, and devising and implementing safe working arrangements to ensure that the risks are either eliminated or adequately controlled.

2.3 Staff will occasionally work alone at some point during their time at UCQ and in most cases they do so without significant risk. For example, persons working alone in offices carrying out typical office activities outside normal working hours are unlikely to be at significant risk, provided appropriate precautions and communications are in place.

2.4 Hybrid workers, home workers and staff undertaking work-related travel may be considered lone workers where they do not have immediate access to assistance in the event of an emergency.

3. Definition of lone working

3.1 A lone worker for the purposes of these arrangements is defined as someone who works on their own, an individual who undertakes work activities without direct or close supervision or direct contact with other colleagues.

3.2 In practical terms, persons are considered to be working alone if they have neither visual nor audible communication with someone who can summon assistance in the event of an accident, emergency or illness. Lone working does not include transient situations where individuals are temporarily alone, for example working in an office while colleagues are attending a meeting nearby.

3.3 Lone working is undertaken by a range of UCQ staff and by virtue of either their working hours, remote location or methods of working. Some common examples include:

- Cleaning staff
- Individuals who work on their own in the office
- Home workers
- Members of staff travelling alone on UCQ business
- Members of staff working outside of core hours may also be lone working

4. Roles and responsibilities

4.1 Under the Health and Safety at Work Act 1974, UCQ as an employer has a duty to ensure, so far as is reasonably practicable, the health, safety, and welfare at work of all its employees. There is also a general duty of care to protect students and members of the public. These requirements are applicable to all work situations, including where staff (and others) are working alone, both on or off site or outside normal working hours.

5. Health and Safety Strategic Lead

5.1 The Health and Safety Strategic Lead will ensure arrangements are in place to mitigate the risk from lone working and effectively manage lone working in their areas of responsibility.

5.2 They will maintain oversight of lone working activities taking place across UCQ.

5.3 They will ensure that appropriate resources for the safety of the lone worker(s), including appropriate supervision, and lone working accountability arrangements are in place.

6. Health and Safety Officer

6.1 The Health and Safety Officer will formally identify all lone working activities and ensure appropriate risk assessments are undertaken which identify the risk to lone workers and the control measures necessary to minimise those risks, as far as reasonably practicable.

6.2 They will communicate these arrangements to all staff and visitors.

6.3 They will ensure the lone worker is made aware of the hazards and understands all the necessary control measures that need to be put in place.

6.4 They will ensure adequate supervision, instruction and training are in place and that the lone worker is competent.

6.5 They will ensure monitoring of lone working practices is in place to ensure that control measures identified in the lone working risk assessment are being adhered to, including monitoring agreed check-in and emergency escalation arrangements.

6.6 They will review lone working risk assessments at appropriate periodical intervals.

7. Line Managers

7.1 Line Managers will work with the Health and Safety officer to complete appropriate risk assessment for the lone working activity, which identify the risk to lone workers and the control measures necessary to minimise those risks, as far as reasonably practicable.

7.2 They will agree communication, check-in and emergency arrangements.

8. Employees

8.1 Employees will take care of their own safety and co-operate with UCQ procedures.

8.2 They should not knowingly place themselves in situations which expose them to additional risk by working alone. If a person finds that they are placed in a situation, which may be considered to be that of a 'lone worker', then they should ensure that the Health and Safety Officer is made aware of the circumstances at the earliest opportunity.

8.3 They will assist in the process of identifying the steps needed to either prevent the lone worker situation from arising, or, if this is not possible, assist in developing the precautions necessary to ensure their own safety.

8.4 Lone workers have a responsibility to inform the Health and Safety Officer if they have any concerns over the effectiveness and efficiency of the agreed arrangements and if there are any reasons why they would not be able to work alone or to continue to work alone in safety.

9. Risk Assessment

9.1 To satisfy the legislative requirements and ensure risks are as low as reasonably practicable, it is necessary for the risks associated with lone working to be assessed. A UCQ generic risk assessment covering all staff may be appropriate for a low risk environment e.g. lone working in an office completing desk based work. Specific risk assessments will be a requirement for high risk activities such as working in remote locations. Particular consideration should be given to lone workers who are inexperienced, pregnant, have a disability, are travelling alone, or are working in unfamiliar locations.

9.2 It is expected that the risk assessment process is undertaken as a collaborative exercise by the Manager, lone worker and the Health and Safety Officer and the agreed safe working procedures are recorded and communicated to all persons who may be required to work alone and any staff who have a role to play in ensuring their safety. All lone working risk assessments are to be completed in advance of the lone working activity.

10. Summary of required actions

10.1 UCQ will assess the risks to the lone worker by means of a risk assessment.

10.2 Once the risk assessment has been carried out and agreed by both the lone worker and the Manager, the necessary controls identified are to be implemented.

10.3 If required, the lone worker will need the correct information and training with regards to the hazards identified and the controls in place.

10.4 Arrangements are in place to establish and maintain effective communication with the lone worker, including agreed check-in arrangements, where appropriate.

10.5 Periodical monitoring of lone working practices is to be carried out to ensure all procedures are correctly working.

10.6 Review lone working arrangements and risk assessments periodically, following changes or an adverse event.

Further information

11.1 HSE Guidance: Protecting Lone Workers - https://www.hse.gov.uk/pubns/indg73.pdf

12. Forms

- QD OPS 020 Lone Worker Checklist
- Lone working Risk Assessment

13. Initial equalities impact assessment

Department: All	**Completed by:** Tara Henderson, Head of Policy & Governance	**Date of initial assessment:** 12/02/2021 Reviewed: 03/09/2026
Area to be assessed:	HS-001 Appendix G Working Alone	
Existing or new policy/procedure:	Existing	
What evidence has been used to inform the assessment and policy? (please list only)		
External guidance and requirements: ➢ Health and Safety at Work Act 1974 ➢ Management of Health and Safety at Work Regulations 1999 ➢ **Internal guidance and requirements:** ➢ Consultation with Health and Safety Officer and Health and Safety Strategic Lead		

1. Describe the aims, objectives or purpose of the policy/procedure	The purpose of this guidance is to provide practical advice to ensure that any lone working carried out for the purpose of UCQ's business is undertaken in a controlled and coordinated manner, minimising any health and safety risks to members of the UCQ community.		
2. Which stakeholders/groups are intended to benefit from this policy/procedure?	Staff and students		
The Equality Act 2010 requires public bodies to have 'due regard' to the need to:- (1) Eliminate unlawful discrimination, harassment and victimization (2) Advance equality of opportunity between different groups; and (3) Foster good relations between different groups	**3. Could the policy/procedure have a disproportionately negative effect impact in terms of the aims set out in (1) to (3) of the Act on any of the protected characteristics?:-** **High** **Medium** **Low** **No effect**	**4. Briefly explain how the policy/procedure furthers or prevents the aims set out in (1) to (3).**	**5. If there is a disproportionately negative impact on any protected characteristics, can it be justified on the grounds of promoting equality or any other reason? If yes, please explain.**
Protected characteristics **Age**	No effect	Not applicable	Not applicable
Disability	No effect	Not applicable	Not applicable
Gender	No effect	Not applicable	Not applicable
Gender reassignment	No effect	Not applicable	Not applicable
Marriage and Civil Partnership	No effect	Not applicable	Not applicable
Pregnancy and Maternity	No effect	Not applicable	Not applicable
Race	No effect	Not applicable	Not applicable
Religion or Belief	No effect	Not applicable	Not applicable

	Sexual Orientation	No effect	Not applicable	Not applicable

6. Has there been any consultation/engagement with the appropriate protected characteristics?		Not applicable as no PC impact identified
7. What action(s) will you take to reduce any disproportionately negative impact, if any?		None required
8. Based on the information in sections 1 to 7, should this policy/procedure proceed to Full Impact Assessment? (recommended if one or more 'High' under section 2)		No
Assessor signature:	**Approved by:** **Michelle Elliott**	**Date approved:** 12/02/2021