Lone and Remote Working Policy

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Lone and Remote Working Policy

- Introduction 1
- Legislation 1

Key Legislation 2

- Aims and Objectives 2
- Application 3
- Communication 3
- Definitions 3
- Categories of Work 4
- Responsibilities 5

Introduction

This policy sets out how the Whamos Training and Development CIC will manage the risks associated with lone and remote working. The policy reflects the Whamos Training and Development CIC commitment to protect the health and safety of its staff and students and must be referred to when conducting risk assessments for work involving lone working on and off the premises.

This policy supports the Whamos Training and Development CIC Health and Safety Policy and provides guidance to all line managers responsible for staff who may work on their own.

This policy applies to Whamos Training and Development CIC employees who may work alone or in remote situations on or off the premises or who work outside core working hours on campus. It also applies to any students undertaking fieldwork, surveys, interviews or practical/experimental projects without direct supervision and who are exposed to a significant risk because they are working alone or in remote situations. Whamos Training and Development CIC Health and Safety Office provides competent support to the Whamos Training and Development CIC and is responsible for ensuring policies and procedures meet statutory requirements and the provision of information and training to staff.

Legislation there is no specific legislation on lone or remote working but there is a general duty on employers under the Health and Safety at Work etc. Act 1974 (HASAWA) to ensure the health and safety of employees, so far as is reasonably practicable, and where working alone or in remote situations is identified, [The Management of Health and Safety at](https://www.legislation.gov.uk/uksi/1999/3242/contents/made)[Work Regulations 1999](https://www.legislation.gov.uk/uksi/1999/3242/contents/made)(MHSWR) require employers to assess the associated risks and put in place suitable and sufficient control measures to mitigate the risks to ensure lone workers are not at any additional risk than other employees.

Although there is no overall statutory prohibition on working alone, there are some circumstances when there is a legal requirement for at least two people to be involved in the work e.g. work at or near live electrical cables.

Key Legislation

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Corporate Manslaughter and Corporate Homicide Act 2007
- Safety Representatives and Safety Committees Regulations 1977
- The Health and Safety (Consultation with Employees) Regulations 1996
- Regulatory Reform (Fire Safety) Order 2005
- The Reporting of Injuries, Diseases and dangerous Occurrences Regulations 1995 (RIDDOR)
- Control of Substances Hazardous to Health (COSHH) Regulations 2002

Aims and Objectives

Aims

The aim of this policy is to ensure, so far as is reasonably practicable, that employees and students who work alone or in remote situations are not exposed to risks to their health and safety, and outline the precautions that should be considered in the course of risk assessment.

Objectives

The objectives of this policy are to ensure:

- Lone and remote workers are identified.
- The risks inherent in working alone and remote situations are assessed, and suitable precautionary measures taken.
- There is a local safe system of work which:
- Records and tracks the whereabouts of lone and remote workers.
- Follows an agreed system for identifying when a lone or remote worker deviates

from their expected activities.

- Contains a procedure for responding to a reported or suspected emergency involving

alone or remote worker.

- Identifies when lone or remote working is no longer appropriate.

Application

This policy applies to all employees, including temporary and contract workers who are provided through an agency, and to students who are undertaking any fieldwork or practical/experimental projects during their academic programme without direct supervision. It is not intended to apply to employees who work in an office on their own during core working hours, unless their working alone presents a significant risk, it is also not intended to apply to students residing in halls of residence. Where relevant, departments are required to have in place local arrangements that comply with this policy.

Communication

It is important that all line managers ensure that this policy is communicated effectively to all their staff, and that all academic supervisors of students to whom this policy applies ensure that they communicate this policy effectively to them. It is also important for line managers to discuss with those in their teams who feel isolated at work or vulnerable working or access certain areas on their own. Guidance is available from Whamos Training and Development CIC Health and Safety Office.

Definitions

A lone worker can be anyone who works by themselves. A lone worker, for the purpose of this guidance, is defined as a member of staff or student who, for significant periods of their working or research time, is engaged in activities which places them in a situation without direct contact with other staff/students, or without direct supervision, during an activity that places that person at significant risk of exposure to a hazard or number of hazards.

A remote worker is any person that undertakes an activity in a situation where they are separated by significant distance or travelling time from shelter, medical or police/ security assistance, or where communication links are difficult or do not exist. Remote workers include groups that meet these criteria, but it is also possible for a person to be a lone and remote worker.

Normal working hours are as defined in individual employee contracts and may vary depending upon the role. Core working hours can be taken as falling between 0900 and 1700hrs on weekdays.

Out of hours is anytime outside of the core working hours, including weekends, public holidays and University closure days.

Hazardous areas are areas where an employee or student may be exposed to hazards that are considered greater than those normally encountered within working environments such as offices or teaching spaces. These may include, for example, field work, or workshops.

A hazardous task is a task where the hazards encountered within the task are considered to be greater than normal e.g. working at height, working with electricity, exposure to violent or aggressive behaviour etc.

Categories of Work

The level of risk will be determined from completing a risk assessment.

Low risk activities

Should only be undertaken by persons authorised to do so by their line manager or supervisor who conducted the risk assessment with the employee. Work falling into this category is deemed to be safe to be undertaken by lone workers (e.g. general office work during core hours, employee carrying out general maintenance activities).

Medium risk activities

Should only be undertaken if there is at least one other person present either in the same space or an adjoining space. The person should be competent at the task or activity and familiar with emergency procedures.

High risk activities

Can only be undertaken if there is at least one other person present in the same space, who is competent at the task or activity and familiar with emergency procedures. Suitable emergency arrangements, such as radio communication and immediate access to a first aid kit or rescue equipment, may be necessary.

Responsibilities

The Health and Safety Office

- Will provide advice and training where required on the implementation of this policy, assist with lone and remote working risk assessments and safe systems of work.
- Review this policy and associated arrangements every 3 years or, in the case of an incident occurring, where a review may be required.

Directors and TutorsShall ensure that:

- All employees, students and visitors in their departments are aware of this policy and any local arrangements for lone working.
- A risk assessment of lone/remote working for their departments is carried out and that a record is made of this, with any control measures that have been identified are implemented accordingly.

Line Managers/Managers

With responsibility for employees who work alone or in remote situations will:

- Ensure that lone and remote working is considered in all risk assessments carried out in their area of responsibility.
- Carry out a risk assessment with the employee(s) to identify and control risks associated with lone/remote working, based on the findings of the risk assessment.
- Avoid Lone working wherever possible.
- Draft the appropriate local department policy/procedure/arrangements for working alone or in remote situations. This may include requirements specified by the University's insurance policy.
- Communicate this policy to all their staff and provide support to those who raise lone working situations or feeling isolated at work.
- Check that appropriate precautions are being taken in accordance with the suggested control measures to reduce risks.
- Ensure that the necessary records are kept e.g. copies of risk assessments on lone/remote working, documented procedure to be followed by lone or remote workers, communication arrangements, supervision etc.
- Carry out a safety training needs analysis of lone or remote workers within their area of work; ensure all relevant staff receives core health and safety training.
- Complete accident reports on behalf of employees or others that are unable to report the accident, incident or dangerous occurrence themselves. Telephone the Health and Safety Office immediately if an accident/incident involving an employee working alone appears to come under RIDDOR.

Employees and Learners Shall ensure that:

- Medium and high risk lone/remote working is avoided wherever possible (outside of a normal office environment).
- They identify any activity carried out by them which will involve medium and high risk lone/remote working; and
- Comply with any precautionary measures including guidelines laid down by managers such as a 'buddy system'.
- Report any concerns to their line manager, or the Health and Safety Office

Employees undertaking academic research must consider the hazards and risks associated with lone/remote working during the study, research or in any field work.

Risk Assessment

All lone/remote working and normal work activities undertaken outside of core working hours must be subject to a risk assessment to consider the hazards. The assessment should be carried out by a line manager or supervisor. The risk assessment should decide the right level of monitoring/supervision of lone/remote workers and those who habitually work outside core working hours. They must also identify high-risk activities where at least one other person may need to be present.

The risk assessment must consider the following:

- The individual's ability to carry out their activities safely on their own in their environment.
- The potential for the individual to be subject to violence or aggression.
- The individual's ability to request assistance or to withdraw safely from a dangerous situation.
- The individual's fitness to carry out the work alone or in a remote situation.
- The effectiveness of arrangements for dealing with sudden illness or emergencies.
- The effects of social isolation.
- Risks related to driving/travelling alone or in remote situations.
- The suitability and effectiveness of any existing precautionary measures and emergency arrangements, including fire and emergency response.

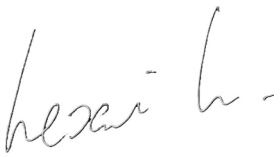
The above list is not exhaustive, each situation is different and individual hazards for those situations must be considered.

Examples of control measures are:

- Prevention of lone/remote working wherever possible
- Suitable training
- Suitable emergency equipment and emergency arrangements
- Adequate supervision
- Defined work activities including written safe systems of work

Approval & Review

This policy has been approved on behalf of the Directors:

Elizabeth Amos-Milburn *Co-Director*	**Alexandra Gager-Liebhart** *Co-Director*
	

Date of approval: 7th March 2026
Next review: 7th March 2027

Schedule 1 — Record of Changes

Version	Date	Nature of Change
001	7th March 2026	Initial published version included in the Combined Policies and Procedures 2026 edition.