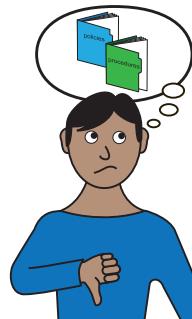


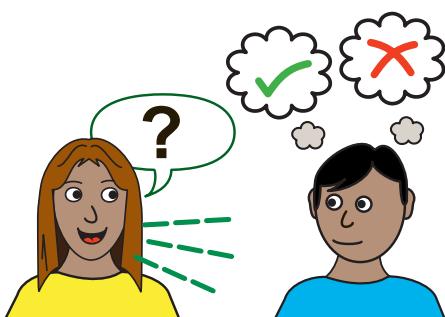
policies and procedures

Our 'policies and procedures' are the rules about how we do things at Pyramid.

Following our policies and procedures helps to keep everybody safe.

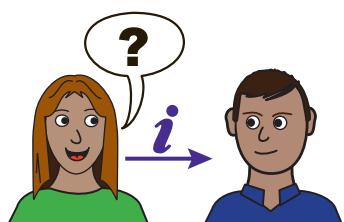


The policies and procedures also tell us what to do if something goes wrong.

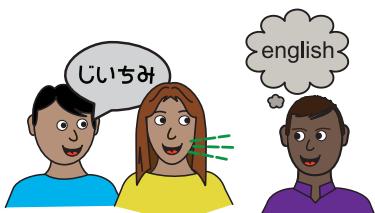


It is important that everybody at Pyramid can access and understand our policies and procedures.

The office team can help with this.



Please contact us if you would like support to read or understand this policy.



We can meet with you to talk about it. Or we can provide information in different format / language to suit your needs.



phone: 0113 234 6040
text: 07531 215 999
email: governance@pyramid.org.uk

Lone Working Policy

Pyramid is committed to making sure that our workers are safe when they are working alone. This policy explains the risks of working alone and how we minimise these risks.

Key terms / words	Please use the glossary of policy terms for definitions of key terms used in our policies and procedures.	
Clarifications	The term 'worker' is used in this policy to refer to anyone doing work for Pyramid, in any capacity, whether paid or voluntary.	
Who does this policy / procedure apply to?	Employees. It also applies to freelance workers if working alone at Pyramid.	
Related policies and procedures	Health and Safety Policy Risk Assessment and Management Policy Safeguarding Adults at Risk Policy	Disciplinary Procedure Working From Home Policy
Who is responsible for this document?	<p>The Operations Manager is responsible for making sure that this document is kept up-to-date with accurate information, and that it is made available to anyone who wants to read it.</p> <p>The Board of Trustees have a legal responsibility to ensure that Pyramid has appropriate policies and procedures in place.</p>	
When was this document last checked?	<p>The Trustees review all Pyramid policies and procedures on a rolling basis, and more often as required (for example, if there is a change in the law, or an incident review).</p> <p>This document was last checked by the Trustees on 03 March 2025.</p>	
Who to contact	<p>If you have a question about this policy, or need support to understand it, please contact the Operations Manager.</p> <p>Email governance@pyramid.org.uk</p> <p>Phone 0113 234 6040</p>	

The law says employers have a duty to ensure the safety and welfare of their employees "so far as reasonably practicable". The Health and Safety Executive (HSE) define a lone worker as someone who "works by themselves without close or direct supervision".

Risk Assessments

We will carry out risk assessments in advance for all types of lone working. We will consider:

- The training and experience of the worker.
- The location and remoteness of the workplace.
- The risk of violence.
- How they will obtain help in an emergency situation.
- Their proximity to help in an emergency situation.
- Stress and the mental health or wellbeing of the lone worker.
- A person's medical suitability to work alone.
- The equipment and materials that they are using.

Working alone with a medical condition

We will ensure that the lone worker is capable of undertaking the work unsupervised.

It is important that workers inform us of any medical conditions that may make them unsuitable for working alone. They will need to be appropriately risk-assessed.

We will consider both routine work and possible emergencies that may put additional physical and mental burdens on the lone worker.

First aid and emergencies

We will ensure emergency procedures are in place, and we will train all lone workers in how to use them.

- They will receive first aid training.
- If required, they will be issued with portable first-aid kits.
- They will know how to obtain assistance if required.
- They will have the contact details of an on-call staff member for emergencies

Lone workers' responsibilities for their personal safety and care

All lone workers must follow these guidelines:

- You must have your line manager's permission to work alone.
- You must provide your working location.
- Avoid working outside Pyramid's typical office hours (weekdays 9-4) where possible.

- You must have a mobile phone with you and keep it switched on.
- You must inform the manager of your contact number and ensure you have the number of the on-call member of staff saved.
- Familiarise yourself with the location, fire safety procedures, and escape routes in the event of an emergency, as well as any alarm systems.
- Where possible, ensure you have keys to all entrances and exits, and keep them locked.
- Unexpected visitors must not be allowed into the building.
- If you feel unwell, seek immediate help.
- Report any accident, incident, or illness, however minor, to your manager.
- Minimise risk by carefully assessing tasks and not putting yourself in danger.

Supervision and control measures

Lone workers are by definition not under constant supervision. We will ensure that they understand the risks associated with their work, the relevant safety precautions and have training that covers lone working where appropriate.

An individual plan of action will be made, depending on the circumstances of the lone working. The action plan will include:

- an agreement on how and when the worker will report-in to their manager.
- a record of the travel / working hours / appointments planned.
- a copy of the risk assessment.

All lone workers must comply fully with this policy and with any additional instructions received. Failure to do so may constitute a disciplinary offence.

Incident reporting

Any incidents or accidents must be reported to the manager so that action can be taken, and our risk management and procedures can be reviewed.

Applicable laws and references

[The Health & Safety at Work Act 1974](#)

[HSE Lone Working](#)