CITY & ESSEX

2026

Lone Working **Policy**

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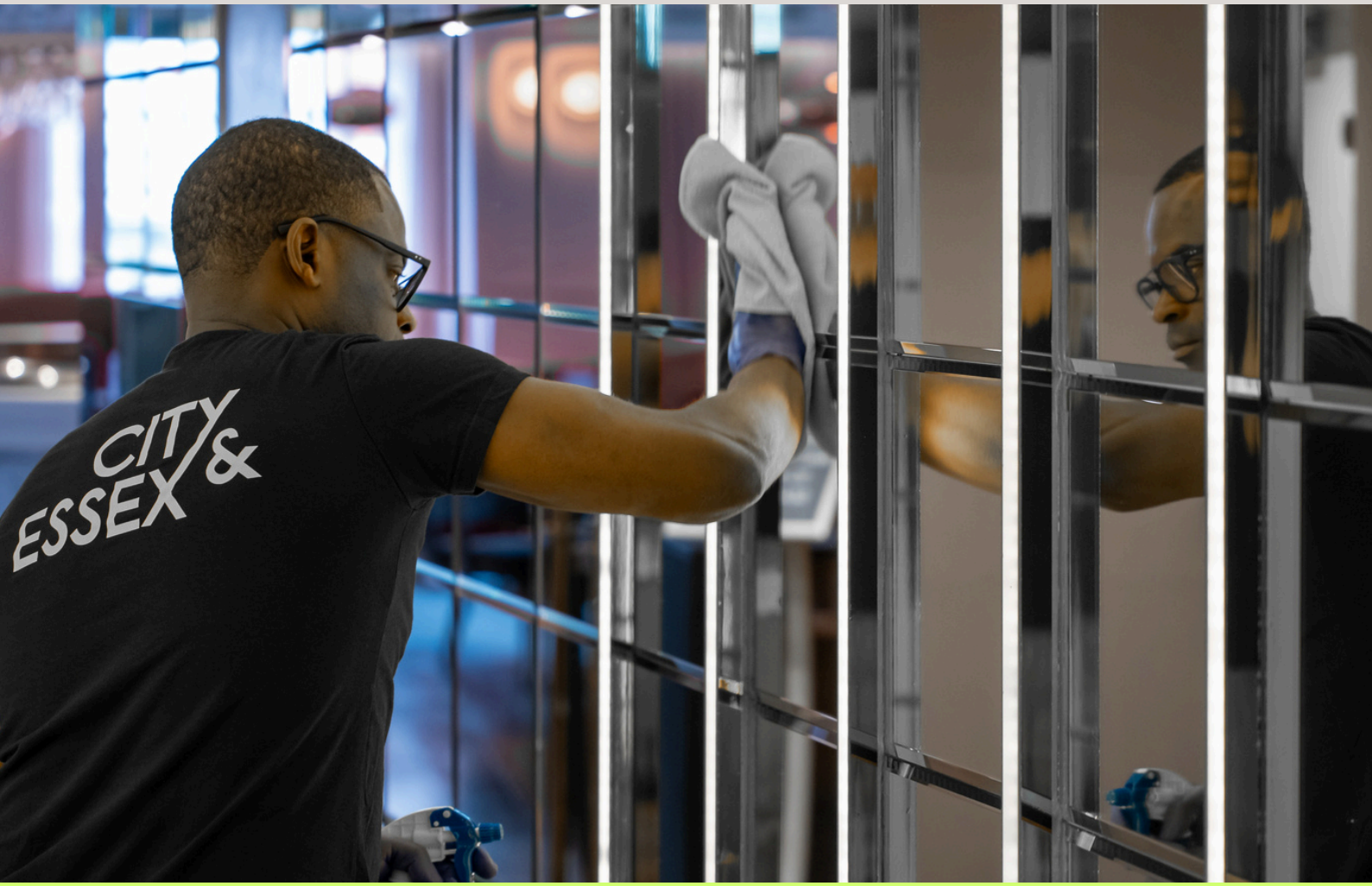

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1. PURPOSE

This policy sets out City & Essex Limited's requirements for the safe planning, authorisation and execution of lone working activities.

The purpose of this policy is to ensure that lone working is properly assessed, controlled and monitored, taking account of the work activity, location, working environment, individual circumstances and reasonably foreseeable emergency situations.

City & Essex recognises that employees and other persons working on its behalf may be required to work independently across office, estate, residential, back-of-house, plant room, external and other client environments, including outside normal working hours.

The company is committed to preventing, so far as is reasonably practicable, injury, ill health, violence, isolation and other foreseeable risks associated with lone working.

2. SCOPE

This policy applies to City & Essex Limited and all employees, agency workers, supervisors, managers, subcontractors and contractors undertaking work on behalf of the company.

It applies to working arrangements at:

- City & Essex premises
- Client offices and commercial properties
- Residential properties and communal areas
- Estate and facilities management environments
- Back-of-house areas
- Plant rooms and service areas
- External areas and isolated locations
- Client premises accessed outside normal operating hours
- Any other location where an individual is required to work without close or direct supervision or without suitable assistance being reasonably available.

The policy applies to both individuals who routinely work alone and those who may occasionally work alone as a result of operational requirements.

Where City & Essex does not have direct control of the premises, employees and contractors must comply with applicable client site rules in addition to this policy.

3. DEFINITION OF LONE WORKING

For the purposes of this policy, a lone worker is a person who carries out work without close or direct supervision, or without another person readily available to provide assistance should an incident, accident or emergency occur.

A person may be considered a lone worker where they:

- Work alone in a building, area or location where immediate assistance from another person is not reasonably available
- Work outside normal operating hours when other workers, managers or responsible persons are not readily available
- Work at a client or residential property without another City & Essex employee or suitable person readily available to provide assistance
- Work in isolated areas, including external areas, back-of-house areas, basements, plant rooms or other areas where assistance may not be immediately available or
- Travel or work away from their normal base where the nature of the work or location means that assistance may not be readily available.

A person is not necessarily considered to be a lone worker simply because they are working independently or are temporarily out of sight of colleagues, where other suitable persons are present on the premises and reasonably available to provide assistance.

Whether an activity constitutes lone working must be determined by considering the actual working environment, the nature of the task, the availability of assistance and the reasonably foreseeable risks.

Where a risk assessment identifies that a task requires more than one person, suitable supervision, or immediate assistance, the activity must not be undertaken alone regardless of whether other people are present elsewhere on the premises.

The level of control required for lone working will be proportionate to the level of risk. Low-risk routine cleaning in a suitable environment may require only basic communication and emergency arrangements, while higher-risk activities or locations may require additional supervision, paired working or other specific controls.

4. RELATIONSHIP WITH SUPPORTING PROCEDURES

This policy establishes the overarching requirements for lone working.

It is supported by site-specific risk assessments, method statements, safe systems of work, dynamic risk assessments, emergency procedures, working at height procedures, violence and aggression controls, fire procedures, incident reporting arrangements, training records and client-specific site rules.

Where a task or location presents additional risks, the relevant task-specific risk assessment and safe system of work must be followed.

5. LEGISLATION, GUIDANCE AND STANDARDS

This policy is informed by applicable UK legislation and guidance, including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations 1992, where applicable
- Provision and Use of Work Equipment Regulations 1998 (PUWER), where applicable
- Work at Height Regulations 2005, where applicable
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where applicable
- HSE guidance on lone working and protecting lone workers
- HSE guidance on violence at work
- Relevant fire safety legislation and client emergency arrangements
- Other applicable legislation, guidance and recognised standards relevant to the activity being undertaken.

6. POLICY COMMITMENTS

1. Lone Working Risk Assessment

City & Essex will ensure that the risks associated with lone working are assessed before work is undertaken and that appropriate controls are implemented. Risk assessments will consider, as appropriate:

- The location and working environment
- Access and egress arrangements
- Security of the premises
- The nature and duration of the work
- Working hours and whether the premises are occupied
- Potential for violence, aggression or unwanted contact
- Fire and emergency arrangements
- The availability of communication
- The possibility of sudden illness or injury
- The use of cleaning equipment, machinery or chemicals
- Working at height or access to elevated areas
- Plant rooms, service areas or restricted-access locations
- Environmental conditions
- The worker's competence, experience and suitability
- Previous incidents or known site-specific risks
- Any other circumstances that could increase the risk to a lone worker.

Risk assessments must be reviewed where there is a significant change to the activity, location, working arrangements, equipment, personnel or level of risk.

2. Authorisation of Lone Working

Lone working must only be undertaken where the relevant risk assessment confirms that the activity can be completed safely by one person.

Where there is reasonable doubt about the safety of lone working, arrangements must be made for additional supervision, a second worker or alternative means of completing the task safely.

Employees must not undertake work alone where the risk assessment or safe system of work requires more than one person. Particular consideration must be given to activities involving:

- Significant work at height
- Equipment or activities requiring two-person operation
- Restricted or hazardous areas
- Plant rooms or areas containing significant mechanical, electrical or other hazards
- Activities where emergency assistance may not be readily available
- Tasks involving a significant risk of violence or aggression
- Activities requiring specialist rescue arrangements
- Any other task identified through risk assessment as unsuitable for lone working.

3. Communication and Check-In Arrangements

City & Essex will provide suitable means of communication for lone workers based on the level of risk.

Where required by the risk assessment, lone workers must maintain regular contact with their nominated supervisor, manager or designated contact. Communication arrangements may include:

- Mobile telephone contact
- Scheduled check-ins
- Site sign-in/sign-out procedures
- Electronic monitoring or communication systems where provided
- Client security or reception arrangements
- Other suitable means identified by risk assessment.

The frequency and method of contact must reflect the level of risk and duration of the lone-working activity.

Where a lone worker fails to make a required check-in, reasonable steps must be taken to establish their safety in accordance with the applicable communication or escalation procedure.

4. Access, Security and Egress

Before commencing lone working, employees must understand the arrangements for entering, working within and leaving the premises.

Lone workers must:

- Follow client and City & Essex security procedures
- Ensure doors, gates and access points are managed appropriately
- Maintain awareness of their surroundings
- Ensure that suitable means of exit remain available
- Report defective access, lighting, security or emergency arrangements
- Never knowingly place themselves in a situation where they could become trapped
- Report any concern regarding site security to their supervisor or manager.

Employees must not enter areas that they are not authorised or competent to access.

5. Violence, Aggression and Personal Safety

City & Essex recognises that lone workers may be at increased risk when working in occupied, public-facing or residential environments.

Employees must not knowingly place themselves in situations where there is an unacceptable risk of violence, aggression, harassment or confrontation.

Where a lone worker encounters threatening, aggressive or suspicious behaviour, they must prioritise their personal safety and, where necessary, withdraw from the area and seek assistance.

Any incident, threat or concern involving violence or aggression must be reported to the appropriate manager or supervisor as soon as practicable and recorded in accordance with the company's incident reporting arrangements.

Where the risk assessment identifies a significant risk of violence or aggression, additional controls such as paired working, enhanced supervision, restricted access arrangements or alternative working times must be considered.

6. Emergency Arrangements

Lone workers must be provided with appropriate information regarding emergency arrangements before commencing work. This must include, as applicable:

- How to raise an alarm
- How to contact emergency services
- Site evacuation arrangements
- Fire alarm and emergency procedures
- First aid arrangements

- Emergency contact details
- Location of emergency exits
- Procedures for reporting accidents and incidents and
- Any specific client emergency arrangements.

Lone workers must not undertake work where an adequate emergency response cannot reasonably be provided for the level of risk identified.

If an accident, illness, fire, violence, security incident or other emergency occurs, the lone worker must take immediate action to protect themselves and others, contact the appropriate emergency service where necessary, and report the incident to City & Essex as soon as reasonably practicable.

7. Working at Height and High-Risk Activities

Lone working must not be used as a substitute for appropriate working-at-height controls.

Where cleaning activities involve ladders, steps, elevated work areas, roof access, specialist access equipment, vertical cleaning or other work at height, the applicable risk assessment and safe system of work must determine whether lone working is permitted.

Activities requiring rescue, specialist equipment, two-person operation or immediate assistance must not be undertaken alone.

Where there is any doubt regarding the suitability of lone working for work at height, the work must not commence until the arrangement has been reviewed and suitable controls implemented.

8. Rooms, Restricted Areas and Back-of-House Locations

Plant rooms, service areas, basements, roof spaces and other restricted or isolated areas must be assessed before lone working is permitted. Consideration must be given to hazards including:

- Electrical equipment
- Mechanical equipment
- Hot surfaces or hot environments
- Noise
- Restricted access and egress
- Poor lighting
- Slips, trips and falls
- Moving machinery
- Water or other environmental hazards
- Emergency access and rescue arrangements and
- Any specific hazards identified by the client or site risk assessment.

Employees must only enter plant rooms or other restricted areas where they are authorised, trained and competent to do so. Where the risk assessment identifies that assistance may be required in an emergency, lone working must not be permitted unless suitable additional controls are in place.

9. Out-of-Hours and Isolated Working

Additional consideration must be given to work undertaken outside normal client operating hours.

Where cleaning is carried out during evenings, nights, weekends or other periods when fewer people are present, the risk assessment must consider:

- Reduced availability of assistance
- Building access and security
- Lighting
- Emergency response
- Communication arrangements
- The presence of members of the public or other individuals
- Travel to and from the premises
- The likelihood of encountering unauthorised persons.

Working arrangements must be adjusted where necessary to ensure that the level of risk remains acceptable.

10. Welfare and Fitness to Work

Employees must be fit to undertake lone working and must inform their manager or supervisor if they believe that a medical, physical, fatigue-related or other condition could affect their ability to work safely alone.

Managers and supervisors must consider whether additional controls or alternative working arrangements are required where a worker may be particularly vulnerable to the risks associated with lone working.

Lone workers must take reasonable care of their own health and safety and must not continue working where they believe that conditions have become unsafe.

11. Dynamic Risk Assessment

Lone workers must remain alert to changes in site conditions and the working environment.

Where circumstances change significantly from those considered in the original risk assessment, a dynamic risk assessment must be undertaken where appropriate.

Work must be stopped where the identified risk cannot be adequately controlled.

Employees must report changes in circumstances, new hazards, near misses, incidents or concerns to their supervisor or manager.

7. RESPONSIBILITIES

Managing Director
Ultimate accountability for this policy and approval of the final issue version.

Policy Owner (HSEQ)
Maintains the policy, monitors compliance, provides guidance, reviews incidents and leads periodic policy review.

Senior Managerment/Managers
Ensure appropriate risk assessments and controls are in place and that lone-working arrangements are suitable for the activities undertaken.

Supervisors
Implement controls on site, brief employees, monitor lone-working arrangements, conduct or support dynamic risk assessments and respond to reported concerns.

Employees
Follow risk assessments and safe systems of work, maintain required communication, use equipment correctly, report hazards and incidents, and stop work where conditions are unsafe.

Contractors/Subcontractors
Comply with applicable City & Essex requirements and provide evidence of competence and suitable arrangements where required.

8. TRAINING, AWARENESS AND COMMUNICATION

Relevant personnel will receive information, instruction and training appropriate to their role and the risks associated with lone working. Training and awareness may include:

- Lone-working hazards and control measures
- Site-specific arrangements
- Communication and check-in requirements
- Emergency procedures
- Fire and evacuation arrangements
- Personal safety
- Violence and aggression awareness
- Working-at-height restrictions
- Safe use of relevant equipment
- Incident and near-miss reporting
- Dynamic risk assessment

Additional training or supervision will be provided where an employee is new to a role, location or activity or where risk assessment identifies a need. Employees must be made aware of their right and responsibility to stop work and seek assistance where they believe that lone working has become unsafe.

9. SUPPORTING PROCEDURES AND EVIDENCE

Related document / evidence	Purpose or relationship	Owner / source
Lone Working Risk Assessment	Identification and control of lone-working risks	HSEQ / Site Management
Site Risk Assessments & RAMS	Task and location-specific controls	HSEQ / Site Management
Dynamic Risk Assessment	Control of changing or unexpected conditions	Supervisors / Operatives
Lone Worker Check-In Arrangements	Monitoring and escalation of lone workers	SiteManagement
Working at Height Procedures	Control of work at height	HSEQ
Emergency Procedures	Response to accidents and emergencies	HSEQ / Site Management
Violence & Aggression Procedures	Control of personal safety risks	HSEQ
Training Matrix	Competence and training records	HR / HSEQ
Incident / Near-Miss Reports	Monitoring and learning from events	HSEQ / Management
Client Site Rules	Site-specific access, security and emergency requirements	Client / Site Management

10. REPORTING , MONITORING AND REVIEW

Lone-working incidents, accidents, near misses, threats, security concerns and other relevant events must be reported in accordance with City & Essex incident reporting procedures.

Compliance with this policy will be monitored through:

- Site inspections and audits
- Review of risk assessments and RAMS
- Supervisory checks
- Review of lone-worker communication arrangements
- Incident and near-miss reporting
- Training and competency records
- Client feedback and operational reviews.

This policy will be reviewed annually or earlier where required due to legislative or guidance changes, significant incidents, audit findings, changes to operational activities, changes to client requirements or other relevant circumstances.

City & Essex will use findings from incidents, audits, inspections and employee feedback to continually improve its lone-working arrangements.

All employees and persons working on behalf of City & Essex are expected to support the effective implementation of this policy and comply with the controls applicable to their work.

Business Name: **City & Essex Ltd**
Approved and Signed By: **Ian Hookway, Managing Director**
Approval Date: **October 2026**

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