

## Lone Worker/Working alone Policy and Procedures

The British Horse Society is committed to ensuring, so far as is reasonably practicable, that employees and volunteers who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Working alone is not against the law, but it can bring additional risks to a work activity. Through the process of risk assessment, The British Horse Society will identify activities that have a significant level of risk attached to them. The British Horse Society will, so far as is reasonably practicable, employ controls to reduce the exposure to those risks or eliminate the risk all together.

### Who is at risk?

Employees and volunteers who will be expected to work alone, as part of their role. These will include:

- National and Regional Managers.
- Welfare and Access Field Officers.
- Participation Managers.
- Independent Contractors (assessors).
- Approvals Business Development Managers.
- Welfare Advisers (volunteer role) and Access volunteers.
- Events Manager and Events Assistant.
- Contracted full or part time home workers that live alone.
- Volunteer Support Team and volunteer co-ordinators.

From time-to-time other employees and volunteers will be travelling or working alone. These include:

- Senior Management Team.
- Employees working within the British Riding Clubs team.
- Employees travelling to and attending a place of work other than Head Office e.g., travelling to and attending a British Horse Society convention or other external event.
- Volunteers travelling to and attending events/activities.
- Employees working alone at home as part of Agile Working.

### What tasks are being undertaken?

- Travelling alone to meetings and events.
- Attending events as a sole employee/volunteer e.g., equestrian competitions, training events, conventions etc.
- Inspecting riding schools and livery yards.
- Visiting riding schools and livery yards to offer support with British Horse Society products and activities.

- Attending horse welfare concerns.
- Carrying out access work including assessments of rights of way as well as physical work involved in maintaining a right of way.
- Setting up the British Horse Society stand at events.
- British Horse Society filming and photo shoots.

### **What are the potential risks?**

- Being involved in an accident or breakdown whilst travelling.
- Meeting with unknown individuals.
- Meeting with individuals whose behaviour could be hostile or threatening.
- Working in unfamiliar locations.
- Carrying out manual tasks alone.
- Being out of contact with colleagues.
- Working alone with a known medical condition e.g., extreme allergy.
- Handling horses whilst alone.
- Working outdoors in bad weather or on rough terrain.
- Attempting to do something having little or no experience.

### **What procedures should be followed?**

It is the responsibility of all employees and volunteers to provide up to date information on their whereabouts and how to be contacted in an emergency. It is the line manager's responsibility to identify employee requirements and ensure lone working employees follow the appropriate procedures detailed below.

#### **FOR EMPLOYEES -**

Consideration in the first instance should be given to completing any of the tasks listed on page 1 and 2 alongside an employee or another volunteer. This would remove lone working as a hazard and its associated risks. If this is not practical the procedures below should be followed.

The electronic calendar should show and be accessible to all check in contacts:

- Nature of visit e.g., site visit, team meeting.
- Timings of meeting or visit.
- Name of the person being visited.
- Venue or site address.
- Estimated leaving and arrival times from home or office.

The check in contacts should also have access to:

- How you can be contacted in an emergency e.g., work mobile phone, personal mobile phone, home phone number.

Arrange that you will check in with your line manager during office hours when returning home.

Use of a lone working device for employees when working out of office hours, regularly driving alone within and outside of office hours, contracted home workers that live alone and those more likely to encounter situations of conflict should be considered by their line managers with Director approval.

**Check in contacts for employees should be Line Manager (primary) and Director (secondary). If Director is the Line Manager, then another director will be secondary contact. Chief Operating Officer will be third contact point for all employees.**

#### **FOR VOLUNTEERS –**

Consideration in the first instance should be given to completing any of the tasks listed on page 1 and 2 alongside an employee or another volunteer. This would remove lone working as a hazard and its associated risks. If this is not practical the procedures below should be followed.

Before you set out, let someone e.g., family member or friend know:

- When you are going,
- Where you are going,
- What you are doing,
- Who, if anyone, you are meeting,
- When you expect to return,
- How to contact you.

Make sure this person knows what to do in the event of you not returning by the expected time and not being contactable (escalation process flow chart on page 4). Remember to let this person know if your plans change. When you return, check in with this person to let them know you have returned safely.

If a family member or friend is not available to be your lone working contact, it may be possible to arrange for a member of the BHS Home Team to act as a lone working contact. Please contact a member of the BHS Home Team as early as possible to discuss this.

Use of a lone working device for volunteers who live alone, those more likely to encounter situations of conflict and those that volunteer out of office hours with no check in contact should be considered by their line managers with Director approval.

**Volunteers should make sure that the BHS holds up to date contact information for both themselves and for a friend or family member who can be contacted in the event of an emergency e.g., personal mobile phone number, home phone number, work phone number and family/friend phone numbers.**

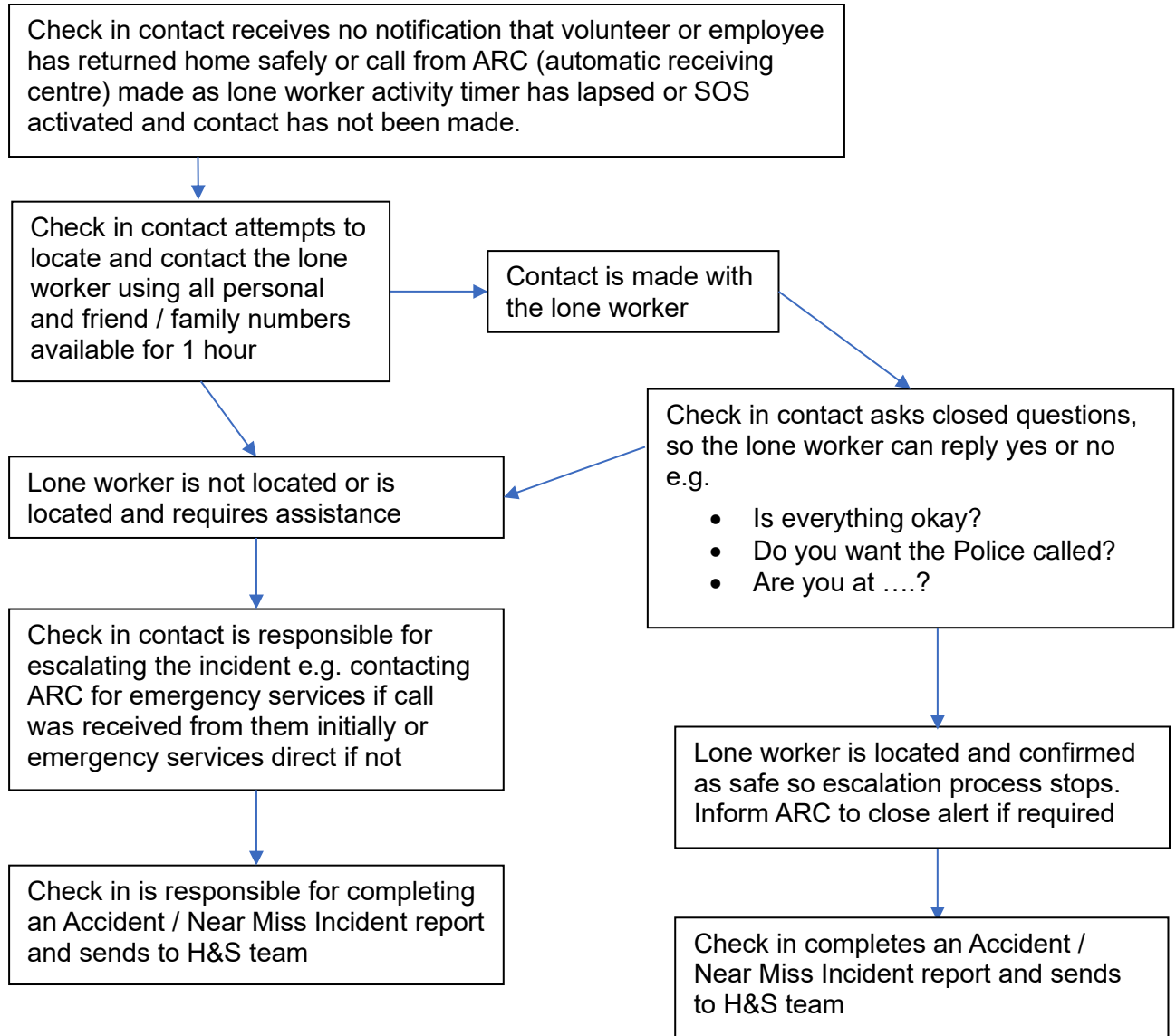
#### **Risk Assessments**

Risk assessments that consider lone working should be in place to assess the risks of the lone working activity. A general employee Lone Working Risk Assessment is available here

[\\SOL\Shared\Health and Safety\Risk Assessment\RA 2023\All other Risk Assessment\Lone Workers Risk Assessment.doc](#). Volunteer role level Risk Assessments that consider Lone Working are available from the relevant employee Volunteer contact. Specific risk assessments can be carried out by the individual but must be checked by their line manager/volunteering point of contact:

- Does the location pose a specific risk to the individual?
- Does the task involve using machinery or dangerous equipment?
- Does the task involve lifting heavy weights which are too much for one person?
- Are hazardous substances involved?
- Is there a risk of aggressive or intimidating behaviour?
- Is the individual likely to be more vulnerable than other employees or volunteers? e.g., young, pregnant, disabled, have a known medical condition.

### Suggested Check in Escalation Process



### What happens if a person becomes ill, has an accident or there is an emergency?

- The risk assessment should identify any situations which could result in an accident or emergency e.g., a Welfare Advisor handling an unknown horse.
- Individuals should be familiar with emergency procedures e.g., using the lone worker service if available, calling emergency services direct and informing their line manager.
- First aid training and first aid kits should be provided where necessary.

## Recording Incidents

Anyone experiencing a lone working incident must report it to the H&S Team as soon as practicable. Consideration must be given as to whether to contact the police.

The Society's Accident/Incident/Near miss form must be used to record all incidents, regardless of the circumstances.

Where appropriate, e.g., for incidents of a violent nature and / or involving threatening behaviour, the information should also be considered for inclusion on the appropriate 'high risk' list to safeguard others.

## Lone Worker Precautions

There are many things that employees and volunteers can do to assist themselves to reduce risks. Some are role specific but there are general rules that employees and volunteers should follow when working alone, if possible, which include:

- Plan ahead, making sure that you know where you are going and how to get there.
- Ensure someone always knows where you are, how you are getting there, what you are doing, when you are attending and the leaving/returning times.
- Keep any allocated lone working devices and a mobile telephone on you at all times when working alone, ensuring that they are fully charged.
- Park vehicles in well-lit areas and where possible park them in the direction of travel on leaving.
- When walking, stick to busy well-lit areas whenever possible avoiding danger spots like quiet badly lit areas.
- Wear appropriate clothing and footwear and where appropriate, high viz if outside.
- Stay alert, keeping your mind on your surroundings especially if you are wearing headphones or using a mobile telephone.
- Avoid keeping all valuables in one place and visible.
- Keep the exit route easily accessible.
- Always assess the situation around you, be alert and trust your instincts – if you feel uncomfortable, signs of aggression exist, leave immediately and report back.
- Be aware of what to do in an emergency.
- Never assume that it will not happen to you.

Refer to BHS lone working guidance for further advice <https://www.bhs.org.uk/support-us/volunteering/volunteer-resources/you-your-role/> or access [\\SOL\Shared\Health and Safety\Guidance and policy statement\Guidance and policy statement 2022\BHS Lone Working Guidance Note 2022.docx](#)

## Training

It is essential that employees and volunteers receive sufficient training which must include any lone working systems and procedures, along with the emergency and escalation process.

Risk assessments and safe systems of work may require training to be carried out to ensure that employees are competent in the use of equipment and technology.

Training must be provided in the chosen lone working system and include when to use it, how to use it, charging and emergency situations.

It is the line manager's or relevant volunteer coordinator's responsibility to ensure that all lone working employees and volunteers are identified and provided with and attend any lone working training as well as any additional suitable training, for example dealing with violence and aggression and conflict management.

Employees and volunteers should be prepared to set the limits to what can and can't be achieved by working alone and what advice and support is required to complete the task.

Consideration should be given to employees and volunteers who are new in post and whether they need to be accompanied by a more experienced colleague or volunteer.

### **Data Protection**

The ARC (automatic receiving centre operated by Peoplesafe) is the monitoring centre for the Lone Working Service and the lone working devices. Although the lone working devices are GPS enabled, they are not to be used as tracking devices but are personal safety devices for employees which enable ARC employees to establish the last known location of lone workers in an emergency. This information is accessed only when an alert is raised.

### **International**

International travel and visits can be undertaken by employees and contractors (Assessors). Volunteers are not expected to undertake international travel. Where international travel is being undertaken the following procedures should be followed:

- A specific international risk assessment should be undertaken for each overseas trip  
<\\SOL\Shared\Health and Safety\Risk Assessment\RA's 2023\All other Risk Assessment\Overseas Travel Risk Assessment Form v3.doc>
- Where possible travel and undertake tasks with a colleague.
- Pre book all flights and onward travel.
- Pre book all accommodation.
- Agree the itinerary in advance and share with colleagues and line manager.
- Only attend prearranged meetings and functions which are with known businesses and associates.
- Check in daily by email with a colleague or line manager in a prearranged timeframe.
- Advise colleague or line manager of any changes to the itinerary or accommodation arrangements.
- Plan any excursions, outside of the work to be undertaken, with care and do not go alone.
- Do not travel to any countries where travel is not advised. This information can be found at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)