
Lone working policy

V1

December 2025

Policy Reference Sheet

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Document Properties	
Version	1.0
Author/Owner	S Chakraborty
Date of Issue	19.12.2025
Review Date	December 2026
Circulation	Public
Internal or External	Both

Change Control			
Version Number	Page	Reason for changes made	Date

Policy Component		Description	Check
1	Policy Statement	<p>This document is the British Horse Society's policy for Lone workers.</p> <p>The policy aims to outline our general approach and commitment, along with the arrangements we have established to ensure the health and safety of lone workers at BHS, in accordance with the Health and Safety at Work etc. Act 1974.</p>	
2	Policy Audience	All internal employees, volunteers, and contractors of BHS.	
3	Review Programme	<p>The next review date is December 2026</p> <p>Policy will be reviewed and approved by the Policy Review Group</p>	

Sign Off	
Signed By:	
Signature:	
Date:	

1.0 Policy Summary

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 identifies activities that may have a significant level of risk attached to them and introduces control measures to reduce the exposure to those risks or eliminate the risk all together.

2.0 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.
- Business Support Managers.
- Independent Contractors (BHS Assessment Assessors or Approved Centre Inspectors).
- Welfare Advisers (volunteer role) and Access volunteers.
- Events Manager and Events Assistant.
- Volunteer Support Team and volunteer co-ordinators.
- Contracted full or part time home workers who live alone.
- Employees who are hybrid workers and may work alone from home
- Employees who may be undertaking a site visit away from their usual workplace
- Employees who may be travelling alone

2.1 What tasks are being undertaken?

- Employees working from home alone under hybrid working arrangement.
- Attending events as a sole employee/volunteer e.g., equestrian competitions, training events, conventions, stakeholder meetings 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.
- BHS assessors conducting assessment at BHS assessments.
- 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.

2.2 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.
- Undertaking tasks with no previous experience of the situation

3.0 What procedures should be followed?

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

The BHS also has responsibility to provide sufficient information and cooperate with contractors and self- employed individuals in terms of managing their own risk while involved in BHS activities.

3.1 For Employees -

The line managers ensure that employees receive lone working training available on BHS wise that provides adequate information about the hazards they might encounter and how to mitigate them. The employees are working from home are well communicated and all relevant information are provided. The line managers ensure that employees are completed all mandatory H&S training including DSE assessment and PAT testing whenever they are due. It is also employee's responsibility to complete all mandatory training and H&S requirements on time.

If the BHS employees are attending an event organised by a third party, the event organiser should ensure that the BHS employees receive sufficient information in relation to parking, any potential hazards that they might need to be aware of, fire safety & evacuation process, first aid information and any other information relevant to their safety. This is also the responsibility of the lone workers to liaise with the organisers to know the information they require and ask for a copy of their risk assessment if needed.

The lone worker must share the details of the activity and location of the site, personnel involved etc with their line manager including the following

- Nature of visit e.g., site visit, team meeting.
- Timings of meeting or visit.
- Types of activities involved
- Venue or site address.
- Estimated leaving and arrival times from home or office.
- Additional training requirements if appropriate
- Means of communication e.g., work mobile phone, personal mobile phone, home phone number, lone worker device.

It is normally recommended for all lone workers(employees) to use a lone working device 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.

3.2 For Volunteers –

The BHS has the same responsibility for volunteers in terms of ensuring their health and safety while attending events. The BHS should assess the risks in line with their role and provide tools, information, instructions and supervision required for the job. The BHS volunteer manager should keep information of next of kin in case of emergency contact and the appropriate method of communication with them. The BHS volunteer manager is responsible to provide them necessary H&S training and other relevant training according to their role. The event organiser should provide sufficient information in relation to parking, PPE, first aid, fire exist & evacuation, and any other potential hazards that they might need to be aware of or precautions need to be taken according to the dynamic risk assessment in the form of safety briefing.

If a family member or friend is not available, it may be possible to arrange for a member of the BHS Home Team to act as a lone working contact. The BHS event organiser provides volunteer with a emergency contact number of the BHS Home Team if required.

It is also the volunteer responsibility to ensure that the BHS holds up to date contact information for both the volunteer and their close 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.

The BHS ensures that volunteers receive the following information prior to attending the event

- When they are going,
- Where they are going,
- What they are doing,
- Who, if anyone, they are meeting,
- When they expect to return

The BHS needs to assess the requirement for lone working devices for volunteers who may live alone, are more likely to encounter a situation of conflict or where they may work out of office hours with no check in contact. Director approval is required before a lone worker device is issued to a volunteer.

3.3 For Contractors, Assessors and Self-Employed Personnel Working on Behalf of the BHS

Individuals who are involved with lone working at BHS events and activities at sites either as a contractor, assessor or self-employed person, are expected to submit their risk assessment that highlight their competency on lone working, manual handling (where appropriate to their role) and awareness on slips, trips and fall hazards, fire and electrical hazards, and other risks that may be associated with their daily tasks. The BHS requires them to submit updated risk assessment document annually.

The individual department is responsible for ensuring that the contractor/assessor/self-employed person's annual risk assessment is up-to-date. The department must also provide all necessary information regarding the nature of the job and the health and safety requirements, ensuring they understand the H&S standards expected to be maintained by the BHS. The risk assessment checklist is available on the Health and Safety shared drive and can be accessed through the link <\\sol\\shared\\Health and Safety\\Risk Assessment\\Contractor risk assessment.docx>

3.4 Risk Assessments

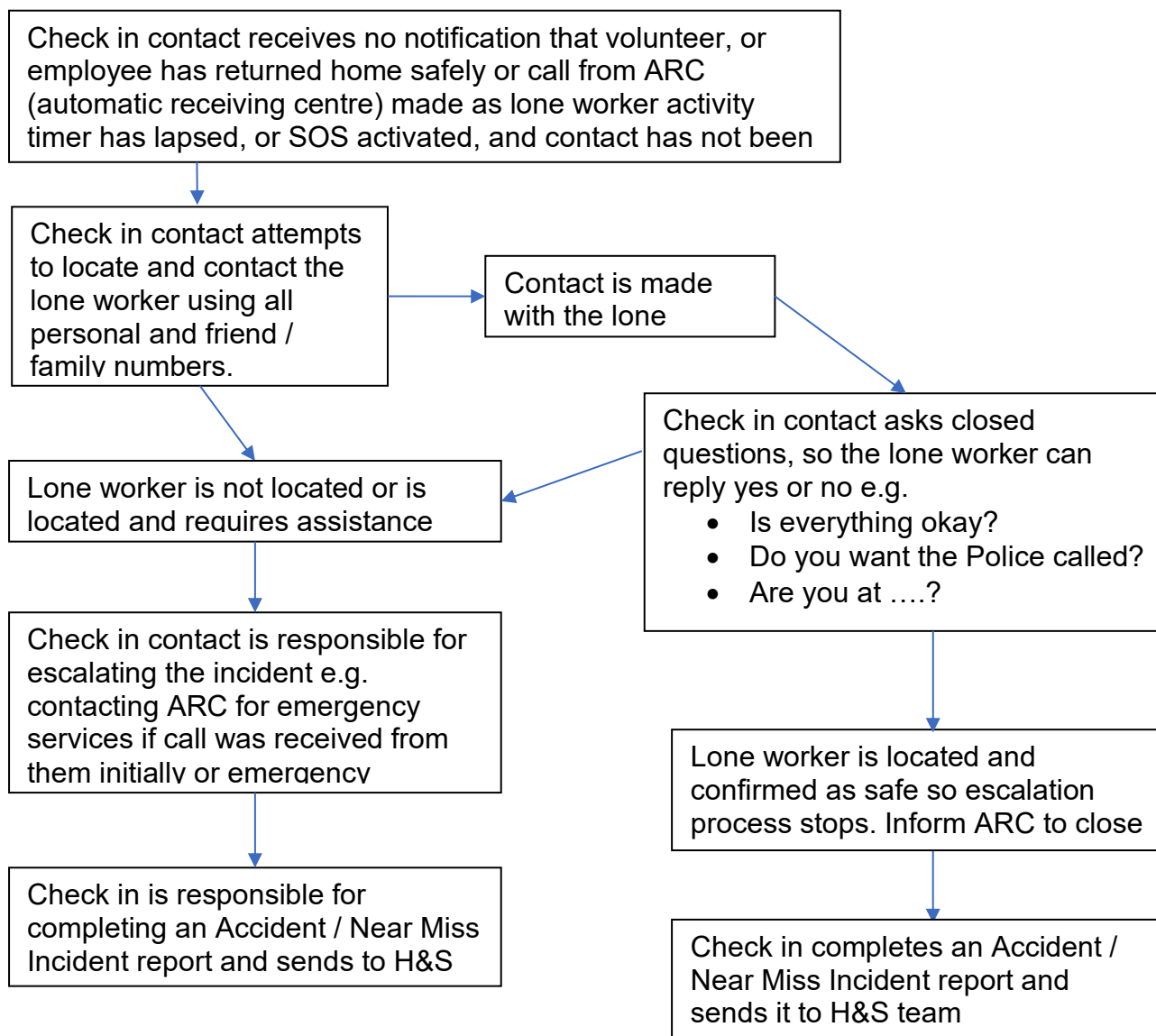
Risk assessments that consider lone working should be assessed properly to identify risks of the lone working activity.

Volunteer role level risk assessments that consider lone working, are available from the relevant employee volunteer contact. If lone working is involved in any event, a risk assessment produced by the event organiser should consider the following information. The organiser should liaise with the volunteer to assess if the tasks allocated to them are suitable in relation to their age, health and experience.

- 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.

4.0 Guidance/procedures

4.1 Suggested Check in Escalation Process



4.2 Responds to incidents and recording Incidents whilst lone working

The BHS accident/incidents procedures apply to all lone working employees, volunteers and contractors while involve in an incident working at sites or events.

Anyone experiencing a lone working incident must report it to the event organiser/H&S team as soon as practicable.

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

Where appropriate, e.g., incidents relate to a violent nature and / or involve a threatening behaviour, and subject to the severity of the accident/incident, consideration must be given as to whether to contact the police

4.3 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:

- Speak to your line manager or the relevant authority if you believe your ability to perform your duties might be affected by any medical conditions.
- 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.
- 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.

Refer to BHS lone working guidance for further advice <https://www.bhs.org.uk/support-us/volunteering/volunteer-resources/you-your-role/> or access to [\\sol\shared\Health and Safety\Policies\Vehicle and Safe driving policy guide.docx](#) for safe driving.

4.4 Training

It is essential that employees and volunteers receive lone working training, along with the emergency and escalation process.

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 in the use of equipment and technology, dealing with violence and aggression and conflict management etc.

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.

4.5 Data Protection

The ARC (automatic receiving centre operated by People safe) 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.

4.6 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. A generic risk assessment for overseas travel can be access through the below link <\\sol\shared\Health and Safety\Risk Assessment\RA's 2024\Overseas travel\Overseas Travel Risk Assessment.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