



LONE WORKING POLICY

Updated 01 December 2025

Introduction and Purpose

This policy sets out the approach that Stoke Lane Stables will undertake in managing Lone Working. Stoke Lane Stables has a legal duty to look after the health, safety and welfare of its associates¹ and this includes a duty of care to reduce, as far as reasonably practicable, the risks associated with lone working within the workplace. These duties are set out in the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Safety Representatives Safety Committee Regulations 1977.

Our Commitment

Stoke Lane Stables is committed to the provision of a safe place of work for all associates, clients², visitors, contractors, volunteers³ and those affected by or involved in organisational activities. We will ensure that lone workers are not exposed to additional or greater risk than any other workers. More specifically we will ensure that Lone workers are identified, hazards and risk are assessed, and appropriate action is taken to reduce these risks.

The Policy Aims to:

- Increase associate awareness of safety issues relating to lone working;
- Make sure that the risk of working alone is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable;
- Minimise the number of incidents and injuries to associates related to lone working.

Stoke Lane Stables will take reasonable and practicable steps to manage risks associated with lone working. The organisation aims to achieve this by:

- Carrying out suitable and sufficient risk assessments of all lone working activities.
- Implementing control measures identified within risk assessments, to reduce risks to the lone worker to a tolerable level. This includes the use of a regular check in system, and may include the provision of walkie talkies.

- Not allowing any activities to be carried out by lone workers where the risk assessment identifies that there is a significant risk of injury that can only reasonably practicably be controlled by having two or more people in attendance when that activity is performed.
- Ensuring the reporting of incidents is carried out and where necessary investigated.
- Providing suitable and sufficient training, information and instruction to associates with regards to personal safety, lone working and de-escalation techniques in accordance with our Behaviour Policy. This will be undertaken routinely every 3 years or sooner where incident investigation identifies it as needed.

Definition of Lone Working

The Health and Safety Executive (HSE) define lone workers as “those who work by themselves without close or direct supervision”. In the case of Stoke Lane Stables, this could include a 1:1 riding lesson or transporting a client to an event.

Roles and Responsibilities

The Proprietor is responsible for

- Making sure that there are arrangements for identifying, evaluating and managing risk associated with lone working;
- Ensuring that reasonable resources are provided to support the implementation of this policy and procedures;
- Making sure that there are arrangements for monitoring incidents linked to lone working and there are reviews on the effectiveness of the policy.
- Carrying out a risk assessment identifying any areas of concern.
- Making sure that all associates are aware of the policy;
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone
- Making sure that associates groups and individuals identified as being at risk are given appropriate information, instruction and training.
- Making sure that appropriate support is given to associates involved in any incident.
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.

- Carrying out disciplinary processes for individuals not adhering to the control measures put in place.

All associates are responsible for:

- Making sure that risk assessments are carried out and reviewed regularly and that they are involved in the process and copied into the risk assessment;
- Taking reasonable care of themselves and other people who may be affected by their actions
- Co-operating by following rules and procedures designed for safe working;
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- Taking part in training designed to meet the requirements of the policy
- Reporting any dangers they identify or any concerns they might have in respect of working alone.

Risk Assessment Procedure

- There is no general legal prohibition on lone working, however the Proprietor must identify the hazards, assess the risks involved, and put measures in place to avoid or control the risks. If the risk assessment shows that it is not possible for the work to be done safely by a lone worker, then other arrangements need to be put in place.
- Risk assessment is an integral management tool that should be completed to ensure that associates are safe in their work.

Dynamic Risk Assessment

- Whilst a lone worker risk assessment has been carried out, during lone working activities the employee should be reviewing their situation as part of a dynamic risk assessment.
- If at any time the lone worker is uncomfortable with their position, they should call for assistance or remove themselves from the risk. Personal safety training will cover dynamic risk assessments.

Review of Risk Assessment

All risk assessments must be reviewed at least twice annually or following a change in circumstance e.g. as reported incident, change in work pattern etc.

Lone Working Procedures and Processes

- From completion of the Risk Assessment document appropriate control measures should be put in place to manage the risk.
- The hierarchy of controls must be used when considering the risk reduction plan, i.e. avoid if possible, assess those activities that cannot be avoided, reduce the level of risk to the lowest level reasonably practicable ergonomically, by the provision of equipment, information, instruction and training.

Maintaining Contact with Lone Workers

All lone workers must make regular contact to confirm their safety carrying with them their First Aid Bag and Walkie Talkie.

Upon making routine contact, the nominated point of contact or system should record the following:

- Name
- Safety status Current Location
- Any other relevant details

Associates Training

Training is crucial for all groups of associates who undertake lone working and, it is the Proprietor's responsibility to ensure associates are booked on relevant courses that would enhance safety.

Where appropriate, personal safety training will be provided to associates lone working and cover:

- Advice and guidance not to go into a situation if you feel at risk.
- Use of conflict resolution or defusing techniques. These include being aware of non-verbal communication; how to behave in a non-confrontational way; the importance of good customer care; being polite; and listening to clients.
- To be aware of surroundings and your own actions and how others may perceive you.
- Dynamic risk assessments; If you feel threatened, make your excuses and leave. Make sure you can leave the premises quickly if you need.

Where associates have been issued with the approved lone working solution training will be provided on how and when to use the solution.

It is the employee's responsibility to attend any training specific to them, requested by the Proprietor.

Accident Reporting

Any accident / incident or near miss (this includes threat of violence and aggression whilst lone working) should be reported to the Proprietor and the incident recorded on the EC Pro app and in the accident book in accordance with the Accident Reporting Policy.

Review

This document may be reviewed at any time at the request of associates or after an incident has occurred.

¹ **Associate** - A self-employed individual engaged by Stoke Lane Stables to provide professional services, including instructors. Associates are not employees, and this term does not create an employment relationship.

² **Client** - Any person who engages the services of Stoke Lane Stables, including riders, parents, or guardians who book lessons, sessions, or other services.

³ **Volunteer** - Any individual who freely offers their time and services to Stoke Lane Stables without receiving payment or remuneration. Volunteers carry out activities in support of the operations or events of Stoke Lane Stables and are not employees or associates.