



A SAFETY GUIDE TO **LONE WORKING** STAYING SAFE WHEN WORKING ALONE

A lone worker is defined as someone who works by themselves without close or direct supervision.

Lone workers include:

- **Working from a fixed base** – one person working alone on a premises (e.g. shops, petrol stations etc.)
- **Work separately from others on the same premises** - (e.g. security staff) or work outside normal hours
- **Work away from a fixed base** (e.g. maintenance workers, health care workers, environment inspectors etc.)
- **Workers at home**
- **Mobile Workers** (e.g. taxi drivers)

To help ensure lone workers are not put at risk, employees should consider

- **Secure personal possessions** – keep them safe and out of sight
- **Have a lone working plan** – Make sure someone knows you are working alone including the time you arrive and when you are expecting to leave.
- **Make Sure You Are Secure** – Work securely and ensure exits are accessible in an emergency
- **Know What To Do** – Keep calm and react quickly to a potential volatile situation. Ensure you always have access to a phone
- **Assess A Situation and React Accordingly** – Always try to defuse a volatile confrontation early and remove any danger
- **Know Who to Call** – Have a list of emergency numbers close to hand and know who to call
- **Be Self Confident** – Meet and Greet customers and engage in clear conversation e.g. “Can I help you”
- **Be Aware of the Exits** – Make sure you have a clear escape route and ensure it is not blocked
- **Use Physical Security Measures** – Have access to and use CCTV, door locks, panic buttons and personal alarms
- **KEEP CALM AND DON'T PANIC** – In any volatile situations, don't panic and try to calm the situation

IN AN EMERGENCY

always call 999 with the business name and full address.

Alternatively, contact 101 (non-emergency) or 0800 555 111 (CrimeStoppers, anonymously)
Website - www.lancashire.police.uk • Twitter @LancPolBusCrime