

LONE WORKING PROCEDURE

Lone Working should be avoided when possible. No work will be booked or programmed as lone working. Where there is a potential for lone working then two employees will be allocated to the job.

G&L Consultancy understands that site conditions do change; therefore, all employees must ensure that a risk assessment is carried out prior to starting work at all sites. If it is identified as part of this risk assessment that working on the site will be classed as 'Lone Working' then it is the employee's duty to inform their Manager immediately as part of the risk assessment.

The company's definition of lone working is:

'if you are working on a site or in an area of a site and there is no one else working in sufficiently close proximity to you to come to your aid if you had an accident, then this is classed as lone working.'

When completing the risk assessment, if the 'Likelihood of Incident' for Lone Working is selected at a level which is sufficient to require a Control Measure, the control measure to apply is as follows:

'I have informed my manager that I am working alone at a site and have given details of my estimated time of leaving. I will phone / text when I leave the site. I will ensure my mobile phone remains switched on and will inform the office immediately if I am in an area of poor signal (by moving to an area with a stronger signal to send this message).'

When using this control measure you need to text/email your line Manager to inform them that you are working alone and the approximate time you will be leaving the site. If your line Manager is unavailable then you must contact an alternative Manager or a Director. Your Manager will then set a reminder alarm to contact you if this time passes and they have not heard from you. When you leave the site, you must remember to text/email to state that you have left – otherwise, the Manager will call you to check you have left the site safely.

If your manager has not heard from you by the expected time of leaving the site, the following steps will be followed until a response is received:

- Text you to confirm you have left the site
- If no response after 10 minutes – phone to confirm you have left the site
- If no answer, check the tracker report to see the last known location of your site vehicle.

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- If you are in a private vehicle with no tracker then continue trying to phone.
- If unable to check vehicle location, phone your home to check whether you have arrived home.
- If your vehicle is at the site location and we are unable to get an answer by phone then a decision will be made to drive to the site to find you.

It is vital that you inform your manager when you leave the site in order to avoid undue concern if we are unable to contact you.

Training on the Lone Working Procedure, Communications Procedure, and Accident Procedure will be addressed during Initial Induction training, built on during individual departmental training and refreshed on an at least annual basis during annual refresher training sessions

Accident Procedure

If you have an accident whilst on site you must take the following actions, depending on the severity of the accident:

- If you need urgent assistance then phone an ambulance and then inform your Line Manager as soon as any immediate danger has passed.
- In all other situations, immediately phone your line Manager to inform them of the accident.
- Your line Manager must then inform the Health and Safety Manager – or a Director – immediately after an accident is reported so an accident form can be issued.
- If you are unable to contact your line Manager then phone any other Manager or a Director. If you are still unable to get a response, phone any colleague who can continue to attempt to contact a Manager on your behalf.
- If you are unable to continue with your work, you **MUST** inform your Manager so that cover can be arranged.
- If you do not feel fit to drive, you **MUST** inform your Manager so that arrangements can be made to collect you from the site.
- As soon as you return to the office you must inform the Health and Safety Manager and request an accident so that full details can be recorded.

This policy has been endorsed by Julie Lewis and has the full support of the management team.

MANAGEMENT POLICY

LONE WORKING PROCEDURE

The policy was reviewed and approved on 12th January 2026 following consultation with senior managers and workers.

Overall responsibility for the effectiveness of the policy lies with Julie Lewis, Managing Director. For more information, please contact this person: 01823 443 898

Director	Name	Signature	Date
Managing Director	Julie Lewis	<i>Julie Lewis</i>	12 th Jan 2026
Somerset Office	Name	Signature	Date
Somerset Director Health, Safety, Environment and Quality Manager	Mark Skinner	<i>Mark Skinner</i>	12 th Jan 2026
Finance Director HR Manager	Sally Monger	<i>Sally Monger</i>	12 th Jan 2026
Deputy Director Compliance Manager	James Ooyman	<i>James Ooyman</i>	12 th Jan 2026
Deputy Director Operations Manager	Jason Monger	<i>Jason Monger</i>	12 th Jan 2026
Lab and Training Manager	Abigail Cartwright	<i>Abby Cartwright</i>	12 th Jan 2026
Northern Ireland Office	Name	Signature	Date
Northern Ireland Director	Alan Lewis	<i>Alan Lewis</i>	12 th Jan 2026
Business Development & Personnel Manager	Karen Lewis	<i>Karen Lewis</i>	12 th Jan 2026
Lab Manager	Colin Webb	<i>Colin Webb</i>	12 th Jan 2026
Deputy NI Branch Manager	John McAleenan	<i>John McAleenan</i>	12 th Jan 2026