

Purpose

The purpose of this policy is to outline Acacium Group's principles on lone working and the procedures to be followed to mitigate health and safety risks associated with working alone.

Scope

This policy applies to all Acacium Group colleagues who may occasionally work alone in our offices, including those for whom lone working is not a regular part of their role, such as for field or home-based colleagues.

Introduction

Acacium Group is committed to avoiding the need for lone working wherever reasonably practicable. When lone working is unavoidable and necessary, we will take reasonable steps to ensure the health and safety of colleagues working alone.

Ensuring a Safe and Healthy Lone Working Environment

Safe and complaint lone working is dependent on the completion of a satisfactory risk assessment.

- **Risk Assessment** - Before any colleague is permitted to work alone, a **Lone Working Risk Assessment** must be completed collaboratively by the colleague and their manager. This assessment must address:
 - Risks to expectant mothers and/or young persons.
 - Health concerns related to working alone.
 - Evidence that the colleague is actively involved in the assessment process and the provision of safe working methods.
- The assessment should also consider:
- The remoteness of the workplace.
 - Potential communication problems.
 - Likelihood of a criminal attack.
 - Potential for verbal and physical abuse.
 - Vulnerability to feelings of isolation, stress, and depression.
 - Supervision methods (remote).
 - Emergency assistance procedures.
 - Adequacy of first-aid cover.

Lone working should only proceed if both the colleague and their manager are confident that identified risks can be effectively mitigated. If further support is required, managers should contact the people team at people@acaciumgroup.com.

- **Manager Responsibilities** - Managers have the following lone working responsibilities:
 - Ensuring lone working is avoided as much as reasonably practicable.
 - Conducting a risk assessment before lone working begins.
 - Confirming if colleagues can perform the work independently.
 - Communicating the assessment findings to colleagues.
 - Establishing emergency procedures to ensure colleagues can get help if needed.
 - Maintaining awareness of lone working colleagues' locations.
 - Providing sufficient information, instruction, and training on the hazards, risks, and safe working procedures associated with lone working.
 - Maintaining a record of the lone working assessment.
- **Colleague Responsibilities** - Colleagues who are lone working are responsible for the following:
 - Completing a **Lone Working Risk Assessment** with their line manager.
 - Following the safe working arrangements developed for lone working.
 - Taking reasonable steps to ensure their own safety.
 - Informing their manager of any incidents or safety concerns as soon as they become aware of them.
- **Office Procedures** - Information on safety and fire evacuation procedures is held in each office location. Colleagues must familiarise themselves with these procedures before commencing lone working.

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Committed to Equality, Diversity, and Inclusion

In line with our values, we strive to ensure every colleague is not disadvantaged or discriminated against given their individual needs or characteristics. To support this, an **Equality Impact Assessment** has been undertaken on this policy, the information from which can be requested from people@acaciumgroup.com.

APPENDIX A | Policy Control**Document Control**

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About Acacium Group	https://acaciumgroup.com

Document History

Version	Date	Changes made/comments	By whom
V3	May 2020	Annual Review	
V3.1	Oct 2021	Updated to New Template	CC
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