

Lone Worker Policy

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1. Purpose and Scope

A significant proportion of Promont Limited's workforce works alone — mobile patrol officers, keyholding and alarm response staff, domiciliary care workers, and static security officers on single-person sites. Lone working is not inherently dangerous, but it removes the immediate support and protection that comes from working alongside colleagues. This policy establishes how Promont Limited assesses and manages the risks of lone working to keep every worker safe.

A **lone worker** is any worker who carries out their work activities without close or direct supervision and without immediate access to assistance from a colleague. This includes:

- Mobile patrol officers conducting patrol routes between sites
- Keyholding and alarm response officers attending call-outs
- Static security officers on single-person sites, particularly during night shifts
- Domiciliary care workers visiting service users' homes
- Managers and supervisors conducting solo site visits or inspections
- Any worker required to remain at or travel to a site alone outside normal working hours

2. Legal and Regulatory Framework

- **Health and Safety at Work etc. Act 1974 Section 2:** Employer duty to ensure health, safety, and welfare of all employees — this extends to employees working alone.
- **Management of Health and Safety at Work Regulations 1999 Regulation 3:** Risk assessment must specifically consider whether a task can be safely carried out by a lone worker, taking account of their individual capabilities.
- **ISO 45001:2018 Clause 6.1.2:** Psychosocial hazards including isolation, violence, and the absence of immediate support must be identified in the hazard assessment. Lone working is an explicit psychosocial and physical hazard category.
- **BS 8484:2022 — Provision of Lone Worker Device Services:** The British Standard for lone worker device services. Specifies the requirements for devices, monitoring centres, and escalation procedures. Compliance with BS 8484 is increasingly required by clients and by the police for priority response.
- **SIA Approved Contractor Scheme:** Requires documented lone working risk assessment and monitoring arrangements for all operational staff working alone.

3. Lone Working Risk Assessment

Before any worker is deployed in a lone working role, a **lone working risk assessment** must be completed. This assessment considers:

- **The nature of the work:** What tasks will be performed alone? What are the hazards — violence and aggression, manual handling, driving, medical emergency, environmental hazards?
- **The environment:** Is the site known, unfamiliar, or variable? What time of day? What is the crime risk profile of the area? Are there specific hazards at the site (height, chemicals, machinery)?
- **The individual:** Does the worker have the training, experience, and physical and psychological capability to work safely alone in this role? Are there any health conditions that increase the risk?

- **Communication:** Can the worker communicate reliably from their lone working location? Are there known signal blackspots?
- **Response time:** If the worker requires assistance, how long would it take to reach them? What emergency services are available?
- **History:** Has the site or role experienced previous incidents involving lone workers?

Some tasks carry a risk so high that they must **never be performed by a lone worker** regardless of other controls. These include:

- Entry to confined spaces
- Work at height without fall arrest provisions
- Restraint of a person without backup
- Attendance at a site known to be an active scene of violence without police support

4. Lone Worker Monitoring Systems

Promont Limited operates a tiered monitoring system for lone workers, calibrated to the risk level of the role:

Risk Level	Role Examples	Monitoring Requirement
High risk	Keyholding / alarm response, night patrol in high-crime areas, door supervision alone	BS 8484-compliant lone worker device with 24/7 ARC monitoring; GPS tracking via HitDesk; check-in no less than every 30 minutes; buddy system or rapid response protocol
Medium risk	Static guarding alone, daytime mobile patrol, domiciliary care visits	HitDesk GPS check-in at defined intervals (minimum every hour); mobile phone contact; supervisor awareness of location and schedule
Lower risk	Office-based lone working outside hours, site visits in known safe environments	Manager awareness of location and expected return time; mobile phone contact; check-in on arrival and departure

5. Check-In Procedures and Missed Check-Ins

The following escalation procedure applies to any missed check-in or welfare check:

Time Since Missed Check-In	Action
0-5 minutes	Attempt contact by mobile phone (call and text)
5-10 minutes	Check GPS location via HitDesk; attempt contact via any known alternative number
10-15 minutes	Escalate to duty Operations Manager; attempt contact via client site if applicable
15 minutes — no contact	Dispatch nearest available colleague or supervisor to last known location; consider calling 999 if welfare concern is serious
Where immediate risk to life	Call 999 immediately; do not wait through the escalation timeline

All missed check-in events are logged in HitDesk as a welfare incident, regardless of outcome. Where the missed check-in was the result of the worker forgetting to check in rather than a genuine welfare incident, this is still logged and the worker is reminded of their obligations.

6. BS 8484:2022 Lone Worker Devices

For high-risk roles, Promont Limited uses BS 8484-compliant lone worker devices and Alarm Receiving Centre (ARC)

services. BS 8484 compliance means:

- The device and ARC service meet the requirements of the British Standard — including encrypted communications, redundant infrastructure, and defined response times
- The ARC is registered with the police as a BS 8484 provider, enabling Category 1 police response when an alarm is activated
- Workers can trigger a silent alarm (man down, amber alert, or red alert) in an emergency without alerting an aggressor
- GPS location is transmitted to the ARC on alarm activation
- The ARC follows a defined escalation procedure before contacting emergency services

Workers using BS 8484 devices must be trained in their use before deployment, including how to activate all alarm types and how to cancel a false alarm.

7. Lone Working at Night

Night lone working carries additional risks including reduced visibility, fatigue, reduced emergency response times, and potentially lower footfall and witnesses. Additional controls for night lone workers include:

- Pre-shift welfare check confirming the worker is fit for duty
- Reduced check-in intervals during night hours (no less than every 30 minutes for high-risk roles)
- Confirmation that the worker has a charged, functioning communication device before the shift begins
- Clear briefing on the emergency contact number and who is monitoring their welfare throughout the night
- Post-shift confirmation of safe end-of-shift — the monitoring arrangement does not end until the worker has confirmed they have left the site safely

8. Lone Working in Domiciliary and Community Care

Care workers visiting service users' homes face specific lone working risks distinct from security operations. Additional requirements for care lone workers include:

- Visit schedule shared with the Promont Limited coordinator before the shift, including address, expected duration, and contact details
- Check-in on arrival at and departure from each service user's home
- Clear guidance on what to do if access is denied or a service user is found in a medical emergency
- Immediate reporting to the coordinator if a visit reveals a safeguarding concern, unusual circumstances, or a deterioration in the service user's condition
- Workers must not enter a home where they feel unsafe — they must contact the coordinator and await further instructions

9. Worker Responsibilities

Workers lone working must:

- Carry out a dynamic risk assessment before and during every lone working activity
- Use the designated monitoring system and comply with all check-in requirements
- Carry a fully charged communication device at all times on duty
- Inform the duty supervisor immediately if their circumstances change in a way that increases their risk
- Never attend a location or situation they assess as unsafe without backup or police support
- Complete a welfare report via HitDesk if they experience any incident, near-miss, or welfare concern during a lone working deployment

10. Related Policies

- **P-08** — Health and Safety Policy
- **P-12** — Risk Assessment Policy
- **P-30** — Fatigue Management Policy
- **P-34** — Violence at Work Policy

- **P-41** — Mental Health and Wellbeing Policy
- **P-75** — Fitness for Work Policy
- **P-78** — Safeguarding Adults at Risk Policy (care lone working)

11. Review

This policy is reviewed annually and following any lone worker incident, near-miss, or missed check-in escalation that revealed a gap in the procedure.

This policy was reviewed and approved in 2026.



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