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# Lone Worker Review

## Product summary

### Background

There is growing concern about the risks associated with lone working in most organisations as it's recognised that the potential exists for physical injury, illness or accidents to occur when staff are working alone. Lone working includes unaccompanied visits to other sites, meetings with customers, working out of hours or meeting with customers or service users in enclosed interview rooms.

Your organisation should introduce corporate guidelines and cascade them to encourage managers and staff to adopt the procedures and practices. It is also important for an organisation to establish awareness among managers and staff and provide them with adequate support and safe systems of work to reduce the risks.

Failing to implement and maintain adequate procedures and records could mean that if an incident occurs the organisation may face both prosecution by the Health and Safety Executive (HSE) and a civil case for damages.

### Summary

We will arrange an initial meeting with your organisation's personnel/human resources area, health and safety officer/adviser and any relevant managers or staff (for example, health and safety committee representatives) to identify the lone working activities. We will then review existing lone working policies and guidelines.

We will carry out interviews with selected managers and staff to establish if your organisation's corporate or local lone working policies and arrangements are being implemented/adopted.

### Objectives

The review will cover:

- Corporate and local health and safety policy, procedures and relevant documentation
- Awareness of and attitudes towards the risks associated with lone working
- Risk assessment
- Emergency procedures
- Training
- Sharing of information across the organisation.

### Features

- Provision of a written report addressing the areas outlined above with supporting recommendations and guidance specific to the organisation
- An additional option of a presentation of the report to key representatives within the organisation to review and discuss the recommendations in more detail
- A follow-up session can be arranged to analyse the progress made, usually six to twelve months after the initial review
- The product stands alone but can be delivered in conjunction with other lone worker services eg. Lone Working Awareness Training and Lone Worker Perception Survey, which can be incorporated as part of the review or as a separate exercise.

#### Duration

Three to eight days.

#### Provider

A fully trained and experienced Zurich Risk Management Consultant.

#### Format

We will hold initial meetings with key personnel to determine which staff carry out lone working activities. We will then carry out a review of lone working policies and all other relevant procedures and documentation and conduct interviews with relevant managers and staff.

## Benefits

- Provides an independent critique of internal procedures and advice on good practice
- Reviews the effectiveness of the organisation's lone working policy and procedures
- Assesses the current attitudes towards the risks associated with lone working
- Helps to reduce incidents by increasing awareness of the risks
- Identifies areas of weakness to enable the organisation to target areas for improvement
- Is a cost-effective way to monitor lone working.
- Reports back with workable recommendations on making necessary improvements
- Complies with current legislation and HSE guidance.

## Where this would be useful

This product is useful for all organisations whose staff work alone. It will assess the effectiveness of your organisation's lone working arrangements and associated procedures to identify any further action it can take to improve lone working practices and support lone workers.

## Who is it aimed at?

Risk managers, insurance managers, personnel managers, health and safety officers/advisers and departmental managers.

### Case studies/quotes

After a union raised concerns about its lone worker arrangements an organisation commissioned Zurich to review them. Together those at risk were identified and the organisation introduced a policy, procedures and a tracking system that not only reduced the risk for lone workers but also allayed the fears of the union.

For further information  
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