



نظام الشارقة للسلامة والصحة المهنية  
Occupational Safety & Health Sharjah

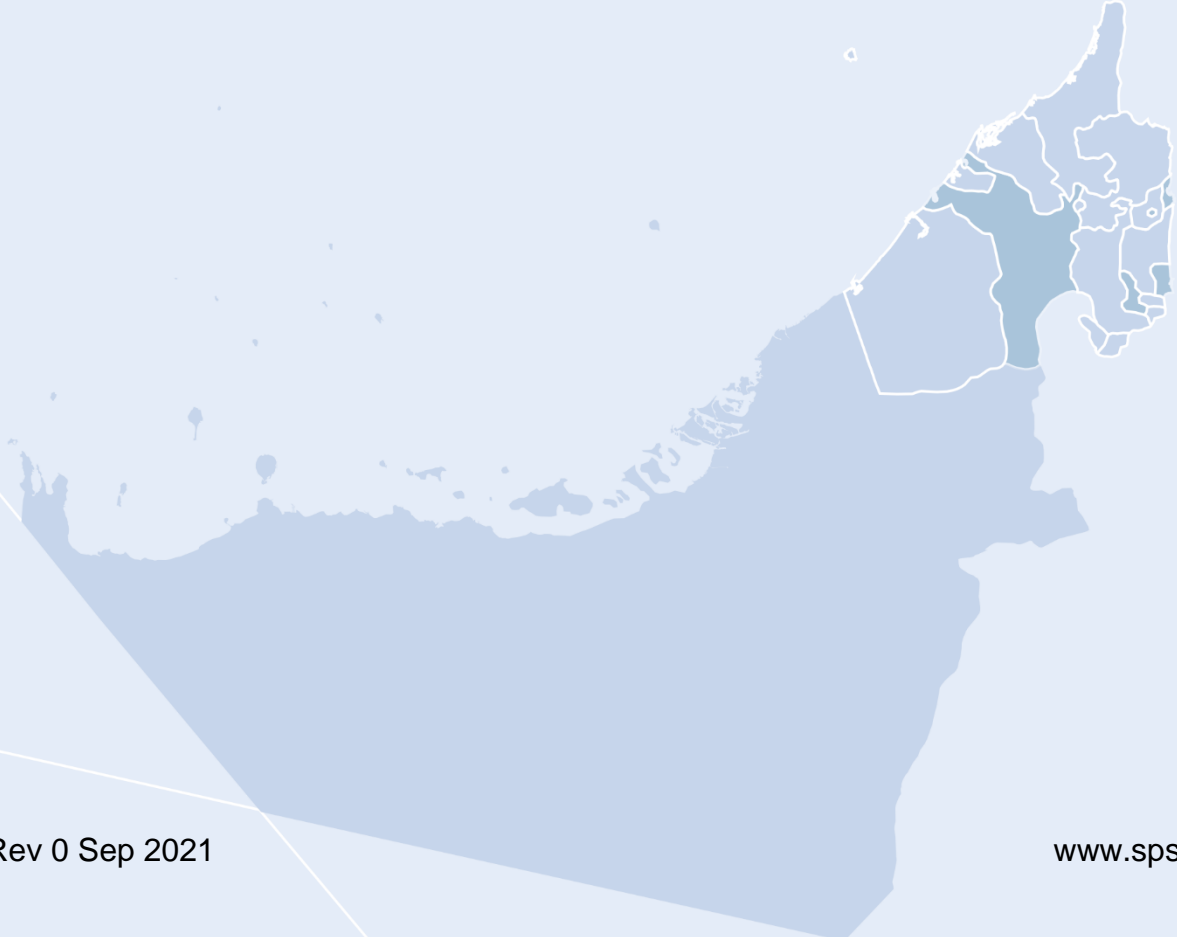
حكومة الشارقة  
هيئة الوقاية والسلامة  
Government of Sharjah  
Prevention And Safety Authority



# Guideline

## Lone Working

### OSHJ-GL-09



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## 1 Introduction

Lone working is when employees are working by themselves without close or direct supervision, and without other people being present in the same place. The main risks for lone working employees are illness and injury, abuse or assault, or environmental dangers. The fact that they are unsupervised and alone makes them more vulnerable to the sorts of hazards that are more manageable where the employee is accompanied, or someone is available to call for help.

## 2 Purpose and Scope

This Guideline document has been developed to provide information to entities to assist them in complying with the requirements of the Occupational Safety and Health System in Sharjah.

To achieve compliance in the Emirate of Sharjah, all entities are required to demonstrate a standard of compliance which is equal to or higher than the minimum acceptable requirements outlined in this Guideline document.

## 3 Definitions and Abbreviations

<b>Entities:</b>	Government Entities: Government departments, authorities or establishments and the like in the Emirate.  Private Entities: Establishments, companies, enterprises and economic activities operating in the Emirate in general.
<b>Risk:</b>	Is the combination of likelihood of the hazard causing the loss and the severity of that loss (consequences).
<b>Risk Assessment:</b>	The systematic identification of workplace hazards and evaluation of the risks associated. This process takes existing control measures into account and identifies and recommends further control measures where required.
<b>Hazard:</b>	Anything that has the potential to cause harm or loss (injury, disease, ill-health, property damage etc).
<b>Competence:</b>	The combination of training, skills, experience and knowledge that a person has and their ability to apply all of them to perform their work.
<b>Lone Working Employees:</b>	Employees who work by themselves without close or direct supervision.

## 4 Responsibilities

### 4.1 Entity Responsibilities

- Identify employees that are working alone and are classed as lone working employees;
- Undertake a risk assessment, identifying lone working hazards, reduce risks and introduce adequate control measures;
- Have safe work procedures in place to ensure the safety and health of lone working employees;

- Ensure lone working employees have access to adequate welfare facilities;
- Have an emergency response procedure in place for incidents during lone working;
- Have a process in place to allow lone working employees to report emergencies and other incidents.

## 4.2 Employee Responsibilities

- Not endanger themselves or others;
- Follow precautionary control measures to ensure lone work activities are performed safely and without risk to health;
- Cooperate with the entity and receive safety information, instruction, supervision and training;
- Report any activity or defect relating to lone working which they know is likely to endanger the safety of themselves or that of any other person.

## 5 Guidelines

The entity should identify where reasonably practicable, alternatives to lone working, or steps taken to reduce the amount of time spent working alone. The entity when planning safe working arrangements for lone working employees should consider the following, including but not limited to:

- Ensuring that they have no medical conditions which may make them unsuitable for working alone;
- Providing training where there is limited supervision to control, guide and assist in situations where employees have limited experience;
- Ensuring they are sufficiently experienced and understand the risks and precautions;
- Set the limits to what employees can and cannot do whilst working alone;
- Ensuring that the employees are competent to deal with circumstances which are new, unusual or beyond the scope of training.

Lone working, includes but not limited to:

- Working alone within premises;
- Working separately from other people on the same premises or outside normal working hours;
- Working away from the entity premises, including but not limited to:
  - Health and social care employees visiting members of the public in their homes;
  - An employee involved in construction, maintenance and repair including engineers, plant installation and cleaners;
  - Engineers, assessors and delivery drivers of equipment and supplies who attend construction projects;

- Service employees, such as postal couriers, taxi drivers, engineers, real estate agents, and sales/service representatives visiting domestic and commercial premises;
- Delivery drivers including Heavy Goods Vehicle drivers and couriers using vans and bikes;
- Agricultural and gardening employees.

## 5.1 Risk Assessment

The entity should conduct a risk assessment to identify and evaluate the hazards and introduce effective control measures to reduce the risk to a lone working employee. Specific risks to lone working, include but not limited to:

- Violence;
- Physical or verbal abuse;
- Lack of supervision;
- Lack of welfare facilities;
- Incidents or emergencies arising from work activities;
- Sudden illness with no access to first aid or medical assistance.

The risk assessment should take into consideration the following factors, including but not limited to:

- Identifying the hazards present during the type of work activities being conducted at each lone working location;
- The equipment or materials being used;
- The length of time an employee will be lone working;
- Location of the work activities;
- The supervision and monitoring of lone working;
- Access to emergency services;
- Competency of the lone working employee;
- Communication process between the lone working employee and their supervisor;
- Identification of any employee with specific medical conditions, pre-existing physical conditions or the taking of certain medications.

Further information on identifying hazards and risk assessments can be found in OSHJ-CoP-01: Risk Management and Control.

## 5.2 Supervision and Monitoring

The extent of the supervision and monitoring required will depend on the risks involved and the ability of employees to identify and deal with safety and health issues. There are some

work activities where at least one other person may need to be present, such as confined space work where a supervisor or stand-by person will have to be present.

The level of supervision required should be based on the findings of risk assessment. The higher the risk, the greater the level of supervision and monitoring required.

Procedures should be put in place by the entity to monitor lone working to ensure employees remain safe, including but not limited to:

- Periodically visiting and observing a lone working employee;
- Regular contact and communication between the lone working employee and supervisor using either a communication aid;
- Devices designed to raise the alarm in the event of an emergency and which are operated manually or automatically by the absence of activity;
- Checking that an employee has returned to their base or home on completion of a lone working activity or task;
- Emergency procedures should be established and employees trained in them;
- Employees should have access to adequate first aid facilities and mobile employees should carry a first aid kit suitable for minor injuries.

## 6 Training

The entity should provide information and training on lone working in languages and in a format that employees understand. Training for employees performing lone working activities, include but not limited to:

- Significant hazards identified due to lone working;
- Procedures to ensure the safety and health of employees performing lone working activities;
- Procedures to cope with an emergency.

Periodic refresher training should be conducted to ensure employees competency is maintained, including but not limited to:

- Where training certification has expired;
- Where identified as part of a training needs analysis;
- Where risk assessment findings identify training as a measure to control risks;
- Where there is a change in legal requirements;
- Where incident investigation findings recommend refresher training.

The entity must record and maintain accurate training records of OSH training provided to employees.

Further information on training can be found in OSHJ-GL-26: Training and Competence.

## 7 Emergency Preparedness and Response

The entity should have an emergency plan for lone working in place and ensure that it is communicated frequently to all lone working employees, including but not limited to:

- Establishing and implementing emergency procedures for lone working;
- Access to first aid provisions and the ability to perform first aid on themselves.

Further information on first aid can be found in OSHJ-CoP-16 First Aid at Work

Further information on developing an emergency plan can be found in OSHJ-CoP-18: Emergency Preparedness and Response.

## 8 References

OSHJ-CoP-01: Risk Management and Control

OSHJ-CoP-16: First Aid at Work

OSHJ-CoP-18: Emergency Preparedness and Response

OSHJ-GL-26: Training and Competence



## 9 Document Amendment Record

<b>TITLE</b>	Lone Working		
<b>DOCUMENT AMENDMENT RECORD</b>			
<b>Version</b>	<b>Revision Date</b>	<b>Amendment Details</b>	<b>Pages Affected</b>
1	15 SEP 2021	New Document	N/A