

QBD.09 Lone Working Policy

1. Purpose

Rayan Facilities Management Ltd is committed to protecting employees who work alone by ensuring risks are assessed, controlled, and monitored, and that clear communication and emergency arrangements are in place.

2. Scope

This policy applies to all employees who may be required to work alone, including security officers, cleaners, mobile staff, supervisors, and personnel attending sites without direct supervision.

3. Definition of Lone Working

A lone worker is anyone who performs duties without close or direct supervision and may not be seen or heard by another person for extended periods.

4. Responsibilities

Managing Director:

- Ensures adequate arrangements, resources, and competent persons are in place.

Managers & Supervisors:

- Complete lone working risk assessments.
- Provide site-specific instructions, emergency procedures, and communication requirements.
- Ensure lone workers are trained and competent.

Employees:

- Follow lone working procedures.
- Maintain required communication.
- Report hazards, incidents, or concerns immediately.

5. Lone Working Risk Assessments

A risk assessment must be carried out:

- Before any lone working begins.
- When site conditions change.
- After any incident.
- Annually as a minimum.

Assessments must consider risks including isolation, access/egress, violence, environment, medical issues, and communication limitations.

6. Communication Requirements

Lone workers must have a reliable communication method. The frequency and type of check-ins (e.g. hourly call, lone worker device, app, radio, scheduled check-ins) must be determined by the risk assessment.

If a check-in is missed:

- The Control Room will attempt contact.
- A Supervisor/Manager may be dispatched to site.
- If contact still cannot be made, emergency services will be notified.

7. Assignment Instructions

All lone workers must receive up-to-date assignment instructions including:

- Site hazards and high-risk areas.
- Emergency contacts and escalation steps.
- Access and lock-up procedures.
- Site-specific rules.

Instructions must be reviewed annually or when the client or site conditions change.

8. Emergency Procedures

Lone workers must know how to:

- Contact the Control Room or Manager.
- Contact emergency services.
- Follow site-specific evacuation and emergency processes.

9. Prohibited Lone Working

Lone working is not permitted where the risk assessment identifies an unacceptable level of risk that cannot be controlled.

Signed:



Naeem Bhatti
Managing Director
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