

Lone Working Policy

Our approach

Some of our colleagues work alone — on site, on the road, or at remote locations. If that is you, your safety is our priority. This policy sets out how we keep lone workers safe.

Who is a lone worker?

You are a lone worker if you work on your own without close or direct supervision. This includes:

- Working alone on site outside normal hours
- Working at a location where you are the only person present
- Travelling alone for work
- Working from home

Risk assessment

Before you work alone, your manager will carry out a risk assessment. This looks at the specific risks of the task, the location, and your personal circumstances. If the risk cannot be adequately controlled, we will not ask you to work alone.

Your safety

If you work alone, please:

- Make sure someone knows where you are and when you expect to finish
- Keep your phone charged and accessible
- Follow any check-in procedures your manager has set up
- If something does not feel safe, stop and contact your manager. You will never be penalised for prioritising your safety

What managers must do

- Carry out and review risk assessments for lone working activities
- Set up appropriate check-in arrangements
- Make sure lone workers have the right training and equipment
- Respond promptly if a check-in is missed

Emergencies

If you are working alone and there is an emergency – an accident, a medical issue, a security concern – call 999 first, then your manager as soon as you can.

Questions

If you have concerns about lone working, contact peopleteam@milbank.co.uk or speak to your manager.

milbankgroup.co.uk

Version	Date	Author	Changes
V1	Aug 2024	Milbank Group	Creation
V2	30/04/2026	Milbank Group	Review