Lone worker policy

Template for UK security companies (guarding, mobile patrol, keyholding and alarm response)

How to use this template: fields in [square brackets] are yours to complete. No intervals or response times are pre-filled, because they must come from your own risk assessment. The structure follows the HSE's three parts for a health and safety policy (statement of intent, responsibilities, arrangements); the arrangements follow HSE leaflet INDG73(rev4), Protecting lone workers. Use it as a section of your health and safety policy or as a standalone procedure the policy refers to. If you have five or more employees the policy must be written down and shared with employees, including every change.

Part 1: Statement of intent

[Company name] recognises that many of our officers work alone, often outside normal working hours and in positions of authority over members of the public. We will assess and control the risks of lone working before anyone works alone, keep in touch with lone workers, and respond to any incident. This policy is signed by the most senior person in the company and reviewed regularly.

Signed: _____ Name and position: [ ] Date: [ ] Next review: [ ]

Part 2 and 3: Responsibilities and arrangements

1. Purpose and scope

- This section sets out how [company name] controls the risks to staff who work alone, meaning without close or direct supervision (HSE definition).
- It applies to: [employees / subcontracted officers / self-employed officers engaged by us] working on [static guarding, mobile patrol, keyholding and alarm response, reception and other services].
- The HSE's duty to manage lone working risks covers anyone contracted to work for us, including self-employed people. Subcontracted officers are covered by: [this policy / the subcontractor's policy, checked by role].

2. Responsibilities

- Director responsible for health and safety: [name, role]. Responsibility for lone workers cannot be transferred to the lone worker (INDG73).
- Operations manager: [name] keeps site risk assessments current and sets the contact arrangements per post.
- Control room / duty supervisor: [role] monitors check-ins and alarms and runs the escalation in section 8.
- Officers: take reasonable care of their own safety and others', follow this policy, report incidents, hazards and near misses, and co-operate with the arrangements (worker duties, INDG73).

3. Risk assessment

- Lone working risks are part of our general risk assessment for each site; no separate legal assessment is required (INDG73), but significant findings are recorded because we employ five or more people.
- Each assessment considers: violence, manual handling, medical suitability of the officer, the workplace itself (isolated or rural location, safe way in and out outside normal hours), and whether the officer has adequate and reliable means of communication and a way to call for help.
- Officers working the post are involved in the assessment. It is reviewed [at least every ___ months] and after any significant change: new staff, new processes or equipment, a new contract, or an incident.

4. Limits on working alone

- The following are never carried out by one officer alone: [list call types, areas and tasks, e.g. alarm response where intruders are reported, entry to confined spaces, roof access].
- An officer stops a round and calls the control room instead of continuing when: [list conditions].
- Where an assessment cannot show a response within a time we can defend, the post is [double-crewed / changed / not accepted].

Template: COREDINATE GmbH, coredinate.de. Adapt to your own risk assessment and have it approved by whoever signs your health and safety policy. Not legal advice.

5. Competence and fitness to work alone

- Before working alone, officers complete: [site induction, conflict management, use of the lone worker device or app, first aid where the assessment requires it].
- New starters, trainees and officers facing a new situation are [accompanied / supervised] until [condition].
- Where we are unsure whether a health condition means an officer can work alone safely, we take medical advice and consider both routine work and foreseeable emergencies.
- We consider whether an officer may be more vulnerable, for example because they are young, pregnant, disabled or a trainee (INDG73).

6. Communication and language

- Officers whose first language is not English receive instructions and emergency procedures in a form they understand: [method]. We confirm understanding by: [method].

7. Contact and monitoring

- Contact method per post: [phone / radio / lone worker app or device].
- Check-in interval per post type: [static post: __ min; internal patrol: __ min; mobile patrol: __ min; alarm response: __]. Intervals come from the site risk assessment.
- Automatic alarm: [device/app] raises an alarm [manually / automatically after inactivity].
- Return to base: every shift ends with a confirmation that the officer has finished and left the site: [method].
- Supervisors visit lone posts [frequency].

8. Raising the alarm and response

- A missed check-in is escalated after [__ minutes].
- Step 1: [role] tries to contact the officer by [method] for [__ minutes].
- Step 2: [role] sends [mobile patrol / nearest colleague / client contact] to the last known location.
- Step 3: [role] calls the emergency services when [condition].
- Step 4: [role] informs the client and records the incident.
- Site keys and access codes for responders are held at: [location].

9. Violence and abuse

- The HSE defines work-related violence as any incident in which a person is abused, threatened or assaulted in circumstances relating to their work, including verbal threats.
- Officers may withdraw from a situation where they feel at risk and report it to [role]. Withdrawal for safety is not a disciplinary matter.
- All incidents, including verbal abuse, are reported via [method]. Support after an incident: [arrangements].

10. Working at a client's premises

- Before deployment we ask the client about risks on their site and the controls in place, and share our arrangements with them (INDG73).
- Client contact for site hazards: [name, role per site].

11. Dynamic risk assessment

- Officers may need to make on-the-spot decisions about risks that could not be foreseen. This does not replace the site risk assessment (INDG73).
- Officers expected to make dynamic assessments are trained to do so, know the range of possible controls and actions, and are supported in their decisions.

12. Testing, records and review

- Lone worker devices, apps and the full escalation chain are tested [frequency] with a test alarm, timed from trigger to response, and the result recorded.

Template: COREDINATE GmbH, coredinate.de. Adapt to your own risk assessment and have it approved by whoever signs your health and safety policy. Not legal advice.

- Records kept: check-ins and alarms, test results, incidents, training, risk assessments. Retention: [period].
- This policy is reviewed [at least every ___ months] and after any incident, and every change is shared with employees.

Record of tests and reviews

Date	Type (alarm test / review)	Device or post	Trigger to response (time)	Findings and actions	By

Sources

HSE, Protecting lone workers: How to control the risks of working alone, INDG73(rev4), 03/20, hse.gov.uk/pubns/indg73.htm. HSE, Lone working: protect those working alone, hse.gov.uk/lone-working. HSE, Prepare a health and safety policy, hse.gov.uk/simple-health-safety/policy. Management of Health and Safety at Work Regulations 1999, regulation 3. Checked on 10 November 2026.

Template: COREDINATE GmbH, coredinate.de. Adapt to your own risk assessment and have it approved by whoever signs your health and safety policy. Not legal advice.