



# Garland Mountaineering

## Lone Worker Policy

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## Lone Working Policy

### Definition

“Any situation or location in which someone works without a colleague nearby; or when someone is working out of sight or earshot of another colleague.

“Lone working may be a constituent part of a person’s job or it could occur on an infrequent basis.”

- 1) Lone Working (absolute) completely alone.
- 2) Lone Working (group) no colleague present.

In the outdoor industry we are rarely completely on our own, but there may be occasions IE remote supervision, moving from one part of a crag to another, walking in/out of an area, where this may be necessary. We are often Lone Working with a group and no colleague present.

This document outlines procedures and considerations for absolute Lone Working, and includes notes on Lone Working with a group.

Lone working is not unique to any activity, working environment or time of day. It is vitally important that Lone Worker procedures are kept under constant review to take account of changes in the external environment, introduction of new technologies and the lessons learned from the investigation of incidents that occur – where they cannot be deterred or prevented. Lone working procedures must offer a framework for the assessment of the risks that any instructor could face.

### Personal Safety

Under no circumstances should staff compromise their personal safety. If an instructor feels unsafe at any point whilst in a lone worker situation they should remove themselves from the situation immediately.

The environment - hazardous conditions such as moving water; crag edges; poor visibility, poor weather or an isolated working venue:

The work activities – Scrambling; abseiling, solo navigation, delivering unwelcome information, offering a lift to a singular person.

### Areas (absolute)

Weather. It is necessary for the Lone Worker to carry/wear the correct equipment to protect them and to handle the expected conditions. They should also have suitable spares in case of an incident.

Environment. It is necessary to have the appropriate physical capability to carry out Lone Working in the role you are undertaking, anything such as, personal fitness, being pregnant, a physical disability or inexperience must be declared.

PPE. An estimation and assessment of ‘emergency’ equipment that may be required must be carried: this includes items such as but is not limited to, a torch, a map of the local area, bothy, a first aid kit, harness, helmet, telephone numbers and understand call out procedures for mountain rescue.

Dangerous Terrain. Anytime a Lone Worker is near hazardous terrain they must complete a dynamic risk assessment of the situation and always air on the side of caution. No unnecessary risks should be taken. Hazardous terrain includes, water margins, broken ground, cliffs, ridges, open moorland, close proximity to animals etc. Staff should have read and have knowledge of the appropriate risk assessment before carrying out Lone Work.

## Mobile Phones

- A mobile phone should always be kept as fully charged as is possible.
- Instructors should ensure they know how to use the mobile phone properly, by familiarising themselves with the instruction manual.
- A mobile phone should never be relied on as the only means of communication. Lone Workers should always check the signal strength before entering into a situation where they are alone. If there is no signal, the Lone Worker should leave details of their work with a colleague or family member, along with an estimate of the time they think they will need to spend at the visit. Once that visit is completed they should let their colleague or family member know that they are safe. (See exemplar form below, Appendix A). Emergency contacts should be kept on speed dial as this will speed up the process of making a call to raise an alarm.
- The phone should be kept close at hand in case an emergency arises and protected from rain/cold to ensure efficiency.
- The use of a mobile phone could potentially escalate an aggressive situation and the Lone Worker should use it in a sensitive and sensible manner.
- Tracker Apps such as find my friends and GPS locators could be considered and shared with emergency contacts.

## Areas (group)

Allegations. Instructors should always protect themselves from unwanted attention or allegations by avoiding situations where one on one scenarios occur. Avoid offering lifts to single people, being one on one out of view, discussing private events, offering personal details which could be misconstrued, favouritism, physical contact without permission or sexualised conversations and innuendo. Any suspicion of a situation or incident that could result in an allegation should be written down and discussed with a colleague as soon as possible. Some of these details are expanded on in the safeguarding policy.

Conflict. Sometimes as instructors we have to give unwelcome information, for example, questioning someone's performance, correcting somebody's practice, or telling someone they have deferred or failed a qualification course. If you suspect someone is not going to respond well to any feedback, ensure it is given in the most professional way and in a safe environment, yet not in earshot, but in view of other people. If the situation is unavoidably one on one, suggest you need to collect your thoughts and will offer feedback or assessment decision via the phone or email at a later point.

Instructor injury. If you the instructor become incapacitated, both you and the group become vulnerable. It is worth considering informing the group of the emergency equipment you are carrying and giving them a crib card (example Appendix B) so they can raise an alarm. A more detailed example that could be shared is also included below. (Appendix C)

Policy Name	Lone Worker Policy		
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Written by	Mark Garland		

Appendix A.

Lone Worker Details

Name		Mobile No		Medical info	
Venue		Return Time		Equipment	
Rough Route					
Emergency Contact Names		Emergency Contact number			
In the event of me not returning by my return time please call the police on 999 and ask for mountain rescue giving the above details.					

It is recommended this is completed and handed to a colleague or family member if Lone Work is expected. They should be called once you are safe and resuming normal duties.

Appendix B.

Group Details

Group		Leader name		Mobile No's	
Venue		Return Time		Equipment	
Rough Route					
Emergency Contact Names		Emergency Contact number			
In the event of an incident please call the police on 999 and ask for mountain rescue giving the above details.					

It is recommended this is laminated and details completed prior to the activity. It should be stored in the top pocket of a Ruck Sack and the group shown where it is, and talked through it.