NOT A LONE WORKER

Lone-worker risk assessment template

For UK employers

This template is a starting point. Tailor it to your organisation's activities and risks, and take competent advice where needed.

This is an independent template. It is not an official HSE document and does not replace legal or health and safety advice.

Organisation / site	
Role or activity assessed	
Assessor	
Date of assessment	
Review date	

How to use this form

1. List the tasks the person does alone, and where and when they do them.
2. Use the prompts on the next page to identify hazards specific to lone working.
3. For each hazard, say who might be harmed and how, and what controls are already in place.
4. Rate the risk using the matrix (likelihood × severity), decide whether it is acceptable, and record any further action with an owner and a date.
5. Share the outcome with the lone worker, and review when things change or after any incident.

Employers have a legal duty to make a suitable and sufficient assessment of the risks to employees (Management of Health and Safety at Work Regulations 1999, regulation 3). If you employ five or more people you must record the significant findings. See HSE, Protecting lone workers (INDG73): www.hse.gov.uk/pubns/indg73.htm.

Section 1. Risk assessment table

Hazard	Who might be harmed, and how	Existing controls	Likelihood (1–5)	Severity (1–5)	Risk rating	Further action needed	Owner	Due date
Example: aggressive member of the public on a home visit	Lone worker; injury, distress	Pre-visit check of known risks; check-in before and after; can leave at any time	2	4	8 Medium	Add a second-person rule for flagged addresses	Team manager	[date]

Section 2. Prompts for lone working

Use these questions to spot hazards. They are not a full list. Add anything specific to your work.

Area	Questions to ask
Violence and aggression	Could the person meet hostile, confused or intoxicated people? Do they handle cash, stock or valuables? Is there a history of incidents at this site or address? Can they leave safely, and do they know when to do so?
Medical conditions	Does the person have a condition (for example epilepsy, diabetes, a heart condition, or a mental health condition) that could make working alone riskier? Have reasonable adjustments been considered? Is first aid cover available?
Remote locations	How far is the work from help? How long would an ambulance take? Is the exact location known to someone else, and can the worker describe it to the emergency services?
No signal or no contact	What happens if there is no mobile signal, the battery fails or the device is lost? Is there a back-up way to check in? When is a missed check-in treated as a concern?
Driving and travel	How far and how long do they drive alone? Is the vehicle roadworthy and the journey planned? Is fatigue a risk? What happens if the vehicle breaks down, especially at night?
Manual handling and equipment	Are there loads or tools that need two people? Can the task be done safely alone? Could an injury leave the person unable to call for help?
Out-of-hours working	Is the building secure and well lit? Are there fewer people around to notice a problem? Are fire, alarm and lock-up procedures clear for one person?
Wellbeing and isolation	Does working alone affect the person's stress, mental health or morale? Is there regular contact with a manager and the team?
Training and competence	Is the person trained for the task and for working alone? Do they know what to do in an emergency and how the check-in process works?
Emergency arrangements	Who is told if the worker cannot be contacted? Are the contact details current? Does everyone know to call 999 where there is genuine concern?

Section 3. Risk matrix

Multiply likelihood by severity to get the risk rating. Each cell shows the rating and its band, so the matrix does not rely on colour alone.

Severity (rows) × likelihood (columns)

Severity \ Likelihood	1 Rare	2 Unlikely	3 Possible	4 Likely	5 Almost certain
5 Fatal / life-changing	**5** Medium	**10** High	**15** High	**20** Very high	**25** Very high
4 Serious	**4** Low	**8** Medium	**12** High	**16** High	**20** Very high
3 Moderate	**3** Low	**6** Medium	**9** Medium	**12** High	**15** High
2 Low harm	**2** Low	**4** Low	**6** Medium	**8** Medium	**10** High
1 Minor	**1** Low	**2** Low	**3** Low	**4** Low	**5** Medium

Rating	Band	What to do
1–4	Low	Acceptable. Keep existing controls and review as planned.
5–9	Medium	Check that the controls are adequate. Add further action where reasonably practicable.
10–16	High	Do not start or continue the work alone until more controls are in place.
20–25	Very high	Stop. The work should not be done alone.

Likelihood: 1 rare, 2 unlikely, 3 possible, 4 likely, 5 almost certain. Severity: 1 minor, 2 first-aid injury or minor harm, 3 injury needing time off or medical treatment, 4 serious injury or illness, 5 fatality or life-changing harm.

Section 4. Review and sign-off

Assessor name	Signature	Date	Shared with worker (date)	Next review

Want help setting up a check-in procedure? See how Not A Lone Worker works — www.notaloneworker.com