

AFSSA™

Annual Floor Safety Standard Assurance

LONE WORKING POLICY

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1. Purpose

This Lone Working Policy sets out the arrangements AFSSA has in place to protect the health, safety and welfare of assessors who carry out site visits alone.

AFSSA assessors regularly attend client premises unaccompanied. Lone working is a routine part of the assessment role and must be managed with appropriate care and planning to reduce the risk of harm.

2. Scope

This policy applies to all individuals carrying out AFSSA assessment activity alone, including site visits, travel to and from sites and any other lone working activity undertaken in connection with AFSSA.

3. Policy Statement

AFSSA is committed to protecting the safety of lone workers. Lone working will not be permitted in situations where the risk cannot be adequately managed. Where lone working does take place, AFSSA will ensure that appropriate precautions, communication arrangements and emergency procedures are in place.

4. Risk Assessment

Before attending any site alone, the assessor should consider the risks associated with the visit, including:

- The nature of the premises and environment being assessed
- Any known hazards or access risks at the site
- Whether the site is occupied or vacant at the time of the visit
- The availability of assistance in the event of an emergency
- Any personal circumstances that may affect the assessor's ability to manage risk alone

Where a site presents risks that cannot be adequately managed by a lone assessor, the assessment should be rescheduled with appropriate support or additional precautions.

5. Pre-Visit Check-In Procedure

Before attending a site alone, the assessor must:

- Inform a named contact of the site address, expected arrival time and expected completion time
- Confirm the contact details of the client or site representative who will be present or available
- Ensure their mobile phone is charged, working and carried throughout the visit
- Confirm the agreed check-in procedure with their named contact

The named contact may be a colleague, a trusted associate or any other responsible adult who is available to respond in the event of a missed check-in.

6. During the Visit

During a lone working site visit, the assessor must:

- Keep their mobile phone accessible at all times
- Be alert to changed conditions or emerging risks on site
- Not enter areas that present an unacceptable risk without prior authorisation or appropriate safety measures
- Contact their named check-in contact if the visit is significantly delayed or if circumstances change
- Leave the site and contact the client if conditions make it unsafe to continue

7. Post-Visit Check-In

On completion of each site visit, the assessor must confirm their safe departure to their named contact. If the assessor fails to make contact within a reasonable time following the expected completion of the visit, the named contact should attempt to contact the assessor and, if unsuccessful, follow the agreed escalation procedure.

8. Emergency Procedures

In the event of an emergency during a lone working visit, the assessor should:

- Call 999 if immediate emergency assistance is required
- Contact the client or site representative where available
- Notify their named check-in contact as soon as it is safe to do so
- Report the incident to AFSSA following the visit

9. Unacceptable Lone Working Situations

Lone working will not be considered appropriate in the following circumstances:

- Sites that have been identified as presenting a serious and unmanageable risk to the lone worker
- Assessments in locations where mobile phone coverage is unavailable and no alternative communication method is in place
- Situations where the assessor has reason to believe they may be at risk of violence, aggression or threatening behaviour

In any of the above situations, the assessment must be postponed or alternative arrangements made before proceeding.

10. Reporting and Review

Any lone working incident, near miss or concern must be reported to the Founder promptly. This policy will be reviewed annually or following any lone working incident.

11. Related Documents

- Health & Safety Policy
- Code of Conduct
- Assessor Standards Policy

12. Document Control

Policy Owner	Sonny Webb, Founder & Lead Assessor, AFSSA
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