

Crystal Health Group Policy

Lone Worker Policy

 CRYSTAL Health Group	Document name	Version
	Lone worker Policy	v08.03.26

1. Purpose

This policy sets out how Crystal Health Group manages lone working activities to ensure the health, safety, and wellbeing of staff.

The aim is to:

- Identify and minimise risks associated with lone working.
- Provide clear guidance on responsibilities and safe working practices.
- Ensure appropriate oversight and reporting mechanisms are in place.
- Support compliance with the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and HSE guidance on lone working (INDG73).

2. Scope

This policy applies to all employees, contractors, and sub-contractors undertaking work on behalf of Crystal Health Group where activities are carried out alone.

This includes:

- Sample collection appointments (in-hours and out-of-hours).
- Home, workplace, or third-party site visits.
- Any situation where staff are working without direct supervision.

3. Responsibilities

- **Company Directors** – approve the policy and any significant updates.
- **Director of Operations** – oversees day-to-day application of the policy.
- **Employees / Lone Workers** – comply with this policy, assess risks, and follow reporting requirements.

4. Policy

4.1 General Principles

Crystal Health Group adopts a proportionate and practical approach to lone working. Activities are managed through planning, visibility, staff competence, and structured review, rather than reliance on continuous real-time monitoring.

The company is committed to:

- Ensuring lone working activities are planned and recorded.
- Assessing and mitigating risks.
- Providing training and clear guidance.
- Enabling staff to make safe decisions.
- Maintaining oversight through review and escalation processes.

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4.2 Planning and Risk Management

All lone working activities must be:

- Pre-planned and recorded within company systems (e.g. booking systems).
- Risk assessed where appropriate, particularly for home or unfamiliar environments.

Relevant risk assessments include:

- CRA02 – Sample Collection Activities.
- CRA04 – Handling of Biological Fluids.

Staff must:

- Plan travel and appointments in advance.
- Be aware of location-specific risks.
- Avoid high-risk situations where reasonably practicable.

4.3 Personal Safety

Lone workers are responsible for taking reasonable care of their own safety.

This includes:

- Assessing risks before and during appointments.
- Remaining alert to environmental or situational risks.
- Not proceeding with an activity if they feel unsafe.
- Leaving any situation that presents a risk to personal safety.
- Provide Crystal Health Group with a current direct contact number and an emergency contact name and telephone number prior to undertaking lone working activities, and ensure these details are kept up to date.

Staff must inform Crystal Health Group of any concerns relating to:

- Locations.
- Individuals.
- Environmental risks.

4.4 Reporting and Incident Management

All lone workers must report:

- Accidents and incidents.
- Near misses.
- Situations where they felt unsafe.
- Any concerns relating to clients or locations.

During business hours, contact head office.

Out-of-hours, staff must use the emergency contact details provided with booking information.

Serious or urgent incidents must be reported immediately where possible.

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4.5 Monitoring and Oversight of Lone Working

Crystal Health Group does not rely on continuous real-time monitoring of lone workers. Instead, a structured and proportionate system is in place:

- All appointments are pre-scheduled and visible within company systems.
- Lone working activity is monitored through operational oversight and reporting.

A **next working day review process** is carried out to:

- Confirm that scheduled appointments have taken place.
- Identify missing or incomplete records.
- Confirm submission of required documentation.
- Identify any welfare or safety concerns.

Where any issue is identified:

- The staff member will be contacted.
- Appropriate follow-up action will be taken.
- Escalation will occur where required.

4.6 Escalation and Exceptions

An exception-based approach is applied.

Action will be taken where:

- An appointment has not been completed.
- A staff member cannot be contacted.
- Documentation is missing without explanation.
- A concern is raised by any party.
- Any potential welfare issue is identified.

This ensures focus is applied where risk is present.

4.7 Higher Risk Activities

Additional controls may be applied where risk is increased, including:

- Out-of-hours appointments.
- Unfamiliar or isolated environments.

These may include:

- Additional communication prior to or following appointments.
- Increased oversight or follow-up.

Controls will always be proportionate to the level of risk.

4.8 Training

All lone workers must receive training on:

- Lone working procedures.
- Personal safety and situational awareness.
- Risk assessment and decision-making.
- Incident reporting and escalation.

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Refresher training will be provided where required.

5. Version Control

Previous Version	Changes	Last Effective Date	Reviewed and authorised by:
V07.06.25	Complete restructure to new policy template. Removal of real-time check-in/check-out system. Introduction of next working day review model.	19/03/2026	John McChrystal
v06.05.23	Complete review and update. Addition of section 5.6.	30/06/2025	John McChrystal
v05.04.22	Addition of request for emergency contact details.	02/05/2023	John McChrystal
v04.04.22	Update to business hours and out of hours contact details.	29/04/2022	John McChrystal
v03.04.20	Addition of point 2 in Section 3 of company responsibility, with reference to risk assessment when booking appointments.	30/04/2021	John McChrystal
v02.04.18	Section 5.4 - addition of risk assessment references. Section 5.5 - update to out of hours contact details.	30/04/2020	John McChrystal
v01.07.17	Review and update to format of policy.	04/04/2018	John McChrystal
NEW	N/A	N/A	

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