



# NSA Lone Working Policy

To be read alongside the NSA Employee Handbook

## 1. Purpose

This guidance sets out NSA's approach to lone working to ensure the health, safety and wellbeing of staff.

It applies to:

- Working alone in the office
- Working from home
- Working off-site or travelling

Lone working is not prohibited, but it must be safe, reasonable, and appropriately managed through clear communication and awareness.

## 2. What is Lone Working?

Lone working refers to any situation where a member of staff is working without direct supervision or immediate support from colleagues.

This includes:

- Alone in the office
- From home
- Travelling or working off-site

NSA recognises lone working as a potential risk, particularly where support may not be immediately available.

## 3. NSA Position

Lone working is permitted at NSA, including being alone in the office, provided appropriate communication and safety measures are followed. There is no rule preventing staff from working alone, but this guidance sets out expectations to ensure a consistent and safe approach.

## 4. General Principles

All staff are expected to:

- Take reasonable care of their own health and safety
- Avoid unnecessary risk
- Follow this guidance and raise concerns where needed
- Ensure others are aware of their working location where appropriate

Managers are responsible for:

- Promoting a consistent approach
- Ensuring appropriate oversight and communication
- Using judgement where additional controls may be required

## 5. Lone Working in the Office



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Lone working in the office is permitted, provided it is safe and reasonable.

Staff should:

- Inform a colleague or manager if they will be working alone
- Ensure they have access to:
  - A phone
  - Emergency contact details
- Remain contactable (e.g. via Teams/phone)
- Notify a colleague when they leave the office

Additional expectations:

- Do not admit unknown visitors when alone
- Avoid higher-risk activities (e.g. working at height, moving heavy items)

Good practice:

- Communicate departure times openly, particularly on quieter days (e.g. Fridays)
- Avoid leaving colleagues unexpectedly alone without prior awareness

## **6. Lone Working from Home**

NSA manages home working through existing risk assessments and processes.

Staff should:

- Remain contactable during working hours
- Maintain visibility via calendars/Teams where appropriate
- Inform their manager if unavailable for a period

Existing controls include:

- Regular check-ins with line managers
- Escalation processes if contact cannot be made

## **7. Lone Working Off-Site / Travel**

Where working alone (e.g. events, visits, travel), staff should:

- Maintain appropriate communication with management
- Share location and expected timings where appropriate
- Carry a charged mobile phone

Additional care should be taken when:

- Working in unfamiliar locations
- Working outside normal hours
- Travelling long distances alone

## **8. Safety Measures (Applies to All Lone Working)**

Before working alone, consider:

- Do I feel safe carrying out this work alone?
- Can I easily contact someone if needed?
- Does someone know where I am?

If the answer to any of the above is no, speak to your manager before proceeding.

## **9. If Something Goes Wrong**

If a colleague cannot be contacted:

- Managers will attempt contact
- If unsuccessful, escalation may include:
  - Contacting emergency contacts
  - Contacting emergency services (if required)

## **10. Raising Concerns**

If you feel unsafe working alone at any time:

- Speak to your line manager immediately
- Or raise with the Operations Director

## **11. Review**

This guidance will be kept under review and updated as required to reflect best practice and organisational needs.

## **Key Message**

Lone working is allowed at NSA, including being alone in the office, but must always be: Planned, communicated, and safe.