

LONE WORKING POLICY

Premier Windscreens Edinburgh

Automotive Glazing & ADAS Calibration

Issue Date: 18 June 2026 | Review Date: 18 June 2027

Responsible Director: David Conquer

Ref: PWE-LWP-001

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1 POLICY STATEMENT

Premier Windscreens Edinburgh recognises that many employees undertake work alone as part of their normal duties. The company is committed to ensuring that all lone working activities are carried out safely and that risks associated with lone working are identified, assessed and controlled.

The purpose of this policy is to minimise the risks to employees who work without direct supervision and to ensure suitable arrangements are in place to protect their health, safety and welfare.

This policy should be read in conjunction with the company's Health & Safety Policy and Risk Assessments.

2 DEFINITION OF LONE WORKING

A lone worker is any employee who works by themselves without close or direct supervision.

Examples within Premier Windscreens Edinburgh include:

- Mobile windscreen technicians attending customer locations alone.
- Technicians travelling between jobs.
- Employees opening or closing company premises.
- Employees working outside normal business hours.
- Technicians undertaking ADAS calibrations alone.
- Employees working in remote locations.

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RESPONSIBILITIES**Managing Director**

The Managing Director is responsible for:

- Ensuring lone working risks are assessed.
- Providing appropriate resources and support.
- Reviewing lone working procedures.
- Investigating incidents involving lone workers.

Managers and Supervisors

Managers are responsible for:

- Planning work safely.
- Monitoring lone working activities.
- Maintaining contact procedures.
- Responding to welfare concerns.
- Reviewing risk assessments.

Employees

Employees are responsible for:

- Following company procedures.
- Reporting concerns immediately.
- Maintaining communication with the office.
- Carrying out dynamic risk assessments.
- Taking reasonable care of themselves and others.

■ **Employees must not place themselves at unnecessary risk.**

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LONE WORKING RISKS

Potential risks include:

- Accidents and injuries.
- Medical emergencies.
- Aggressive or abusive behaviour.
- Working in unfamiliar environments.
- Vehicle breakdowns.
- Adverse weather conditions.
- Working near traffic.
- Working in isolated locations.
- Delayed emergency assistance.

Each technician is expected to assess risks continuously throughout the working day.

5 RISK ASSESSMENT

A dynamic risk assessment shall be undertaken before commencing work. Technicians shall consider:

- Location safety.
- Traffic hazards.
- Weather conditions.
- Access arrangements.
- Lighting conditions.
- Customer behaviour.
- Availability of mobile phone signal.
- Emergency access.

■ **Where a risk cannot be adequately controlled, work must not proceed until management has been consulted.**

6 COMMUNICATION ARRANGEMENTS

To support lone workers, Premier Windscreens Edinburgh maintains the following controls:

- Daily electronic work scheduling.
- Mobile telephone communication.
- Vehicle tracking systems where fitted.
- Office-based monitoring of work allocation.
- Emergency contact information.

Employees must ensure their mobile phones remain charged and operational throughout the working day.

7 CHECK-IN PROCEDURES

Technicians are expected to:

- Review daily schedules before commencing work.
- Maintain contact with the office where necessary.
- Inform management of significant delays or issues.
- Report incidents immediately.

Where concerns arise regarding a technician's welfare and communication cannot be established, management may initiate welfare checks.

8 CUSTOMER PREMISES

When attending customer premises, employees shall:

- Park safely.
- Assess the working environment.
- Remain aware of surrounding hazards.
- Avoid entering situations where personal safety may be compromised.

Employees should remain professional at all times and withdraw from any situation where they feel threatened or unsafe.

9 AGGRESSION, ABUSE OR THREATENING BEHAVIOUR

Premier Windscreens Edinburgh operates a zero-tolerance approach to violence, threats or abusive behaviour. Employees shall:

- Remain calm.
- Avoid confrontation.
- Leave the location if necessary.
- Contact management immediately.
- Contact emergency services where appropriate.

■ No employee will be expected to continue working in circumstances where they reasonably believe their safety is at risk.

10 ROADSIDE WORKING

Roadside work presents additional risks and shall only be undertaken where:

- Sufficient space exists to work safely.
- Traffic risks can be controlled.
- Appropriate visibility is available.

Employees must wear high-visibility clothing when working near live traffic.

Where conditions are unsafe, work shall be postponed or relocated.

11 VEHICLE BREAKDOWNS

In the event of a vehicle breakdown:

- Move to a safe location where possible.
- Activate hazard warning lights.
- Contact breakdown assistance.
- Inform management.

Employees shall not undertake unsafe roadside repairs.

12 MEDICAL EMERGENCIES

Employees must inform management of any medical condition that could affect their ability to work safely where disclosure is appropriate and lawful.

In the event of illness or injury:

- Stop work immediately.
- Contact emergency services if required.
- Inform management as soon as possible.

First aid kits are carried within company vehicles.

13 ADVERSE WEATHER

Employees shall assess weather conditions throughout the working day. Particular consideration shall be given to:

- High winds.
- Snow and ice.
- Heavy rain.
- Extreme temperatures.
- Poor visibility.

Work shall cease where conditions present an unacceptable risk.

14 TRAINING

Employees undertaking lone working activities shall receive appropriate training, including:

- Health and safety awareness.
- Dynamic risk assessment.
- Manual handling.
- Vehicle safety.
- Incident reporting procedures.

- Emergency arrangements.

Additional training may be provided where required.

15 INCIDENT REPORTING

All incidents, near misses, threats, accidents and safety concerns shall be reported to management as soon as possible.

Incidents shall be investigated where necessary and corrective actions implemented.

16 MONITORING AND REVIEW

Premier Windscreens Edinburgh shall review lone working arrangements:

- Annually.
- Following incidents.
- Following significant changes to work activities.
- Where improvements are identified.

The effectiveness of this policy shall be monitored through ongoing supervision and employee feedback.

17 POLICY COMMITMENT

Premier Windscreens Edinburgh recognises that lone working is a necessary part of providing a mobile service across Scotland.

The Company is committed to ensuring that lone workers are properly supported, protected and provided with the information, training and resources necessary to carry out their duties safely.

APPROVAL

Signed:

Date:

David Conquer

18 June 2026

Owner / Managing Director

Review Date: 18 June 2027

Premier Windscreens Edinburgh