



SINHA
SECURITY SERVICES LIMITED

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LONE WORKING POLICY AND PROCEDURES

Company Name: Sinha Security Services Limited

Effective Date: 1 September 2026

Review Date: 1 September 2027

1. Policy Statement

Sinha Security Services Limited is committed to ensuring the health, safety, and welfare of all its employees. We recognize that many of our security operations—including static guarding, mobile patrols, keyholding, and out-of-hours response—require our personnel to work alone without direct or close supervision.

The company believes that lone working is fully acceptable only when the specific risks have been thoroughly assessed, mitigated, and managed through strict communication and emergency escalation procedures.

2. Purpose and Scope

The purpose of this policy is to establish a secure framework that minimizes the risks associated with lone working.

This policy applies to all operations managed by Sinha Security Services Limited across the United Kingdom and covers all personnel who operate independently, including:

- Static security guards on solo shifts or out-of-hours deployments.
- Mobile patrol officers and alarm response drivers.
- Keyholders attending premises during out-of-hours activations.
- Management or supervisors conducting lone site audits.

3. Legal Framework & Industry Standards

This policy is drafted in accordance with the following UK legislation and security industry codes of practice:

- **Health and Safety at Work etc. Act 1974**
- **Management of Health and Safety at Work Regulations 1999**
- **BS 10800** (Provision of security services – Code of practice)
- **BS 8484** (Provision of lone worker device services – Code of practice)

Version: 06; Page 1 of 3 Date: 01.09.2026

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4. Definition of a Lone Worker

For the purpose of this policy, a lone worker is defined as any employee who performs their duties out of sight or earshot of a colleague, manager, or emergency assistance for significant periods.

5. Risk Assessments and Site Hazards

Before any employee is deployed to a lone working assignment, Sinha Security Services Limited will conduct a comprehensive, site-specific **Lone Worker Risk Assessment**. This assessment will evaluate:

- **The Environment:** Site access, lighting, weather exposure, structural hazards, communication blind spots, and fire risks.
- **The Task:** The nature of the patrols, handling of keys, locking/unlocking procedures, and interaction with the public or potential trespassers.
- **The Individual:** The physical capability, medical fitness, and competency/training level of the assigned officer.
- **The Risk of Violence:** The likelihood of encountering intruders, aggressive individuals, or anti-social behaviour.

6. Mandatory Operational Procedures & Check-ins

To ensure the continuous safety of lone workers, all solo operatives must adhere to the company's mandatory check-in system managed by our Control Room/Supervisor Team:

- **Booking On/Off:** Personnel must call or digitally log into the tracking app immediately upon arrival at the site ("Booking On") and immediately prior to departure ("Booking Off").
- **Hourly Welfare Checks:** All lone-working security officers must check in with the Control Room or logging system at designated intervals, which are strictly **every 60 minutes** (or every 30 minutes for designated high-risk sites).
- **Keyholding/Alarm Response Interventions:** When attending an active alarm activation, the mobile response officer must notify the Control Room *before* entering the building and *after* completing the internal search.

7. Escalation Procedure (Missed Check-ins)

If a lone worker misses a scheduled check-in, the Control Room/Supervisor Team will immediately execute the following emergency escalation plan:



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1. **T+5 Minutes (5 minutes late):** Attempt to contact the officer via primary radio or mobile phone.
2. **T+10 Minutes (10 minutes late):** Attempt contact via secondary communication channels (e.g., personal phone, messaging app, site landline, or client contact if available).
3. **T+15 Minutes (15 minutes late):** The nearest Mobile Patrol Supervisor is dispatched to the site immediately to conduct a physical welfare check.
4. **T+20 Minutes (20 minutes late):** If contact remains broken and suspicious circumstances are suspected, the Control Room will call the emergency services (999) to report a missing/endangered worker.

8. Technology and Safety Equipment

Sinha Security Services Limited provides lone workers with dedicated equipment to ensure their safety. Depending on the deployment, this includes:

- **Lone Worker Devices (LWDs) / Apps:** Smart devices featuring "Man-Down" (tilt/impact sensors), GPS live tracking, and panic buttons.
- **Body-Worn Video (BWV):** Deployed to deter aggression during public-facing interactions.
- **Communication Gear:** Reliable multi-network SIM mobile phones or two-way long-range radios.

Officers are responsible for ensuring all communication and tracking devices are fully charged and functional at the start of their shift.

9. Reporting Incidents and Near-Misses

All lone workers must report any incident, verbal threat, physical assault, or "near-miss" (a situation where harm could have occurred but was avoided) to the Operations Department within **24 hours**. These reports are vital for updating risk assessments and modifying site protocols to prevent future hazards.

Signed: _____

Date: _____

12/09/2026

Director, Sinha Security Services Limited

Version: 06; Page 3 of 3 Date: 01.09.2026

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