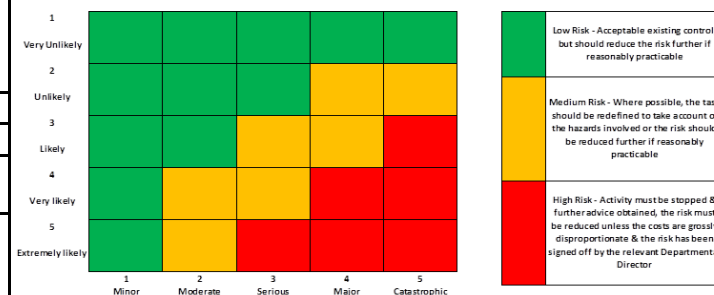


Assessment Title (Task, process, equipment or facility)		Working Alone	
Location	Customer Premises & all applicable areas in TMHUK	Date	01/04/2026
		Review date	31/03/2027
Prepared By (Team)		QHS Team, Elaine Greaves (QHS Manager), Service Group	
Legal / Best Practice Requirements / links to other assessments (eg COSHH)		Management of Health and Safety at Work Regulations	



Hazard	Risk	Effect (Who / what affected)	Initial Risk			Current Controls (inc practices/ procedures)	Actual Risk			Additional Controls (inc practices/ procedures)	Action by and when
			Likelihood	Severity	Risk Level		Likelihood	Severity	Risk Level		
Note: All risks normally associated with engineering work apply and are dealt with in supporting WPRA's. However the risks associated with lone working may be increased in the following areas and are the focus of this assessment.											
Slip, trips & falls	Various injuries to the human physique / possibility of death	TMHUK employees / property & equipment damage	2	5	M	1. Specific training on Lone Working is supplied via the TMHUK training programme. 2. The training will be supported by SM-20 "Welfare" which includes the instruction to issue a Lone Working Permit. 3. All technicians are to follow the procedure detailed in SM-20 "Welfare". 4. All other relevant SWP's & WPRA's should be observed and followed where appropriate. 5. Lone workers will only carry out such tasks that can be safely undertaken by one person. 6. Working at height must be avoided unless absolutely necessary, if unavoidable a further assessment may be required and further controls introduced. 7. No live electrical work is permitted.	1	5	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	Technician, STM, ESM
Becoming unwell / onset of existing medical conditions	Risk to lone workers short and long term health	UKTMH Employees / visitors / contractors	2	4	M	1. If a team member who is likely to lone work has any underlying medical condition which may require monitoring then an individual risk assesment is to be conducted and a plan devised.	1	4	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	Technician, STM, ESM
Falling from height	Various injuries to the human physique / possibility of death	TMHUK employees / property & equipment damage	2	5	M	1. Specific training on Lone Working is supplied via the TMHUK training programme. 2. The training will be supported by SM-20 "Welfare" which includes the instruction to issue a Lone Working Permit. 3. All technicians are to follow the procedure detailed in SM-20 "Welfare". 4. All other relevant SWP's & WPRA's should be observed and followed where appropriate. 5. Lone workers will only carry out such tasks that can be safely undertaken by one person. 6. Working at height must be avoided unless absolutely necessary, if unavoidable a further assessment may be required and further controls introduced.	1	5	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	Technician, STM, ESM

Hazard	Risk	Effect (Who / what affected)	Initial Risk			Current Controls (inc practices/ procedures)	Actual Risk			Additional Controls (inc practices/ procedures)	Action by and when
			Likelihood	Severity	Risk Level		Likelihood	Severity	Risk Level		
Electric shock	Electric burns / possibility of death	TMHUK employees / property & equipment damage	2	5	M	1. Specific training on Lone Working is supplied via the TMHUK training programme. 2. The training will be supported by SM-20 "Welfare" which includes the instruction to issue a Lone Working Permit. 3. All technicians are to follow the procedure detailed in SM-20 "Welfare". 4. All other relevant SWP's & WPRA's should be observed and followed where appropriate. 5. Lone workers will only carry out such tasks that can be safely undertaken by one person. 6. Working at height must be avoided unless absolutely necessary, if unavoidable a further assessment may be required and further controls introduced. 7. No live electrical work is permitted.	1	5	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	Technician, STM, ESM
Risk of becoming trapped or crushed	Various injuries to the human physique / going into shock / lack of ventilation / becoming unconscious	TMHUK employees	2	4	M	1. Specific training on Lone Working is supplied via the TMHUK training programme. 2. The training will be supported by SM-20 "Welfare" which includes the instruction to issue a Lone Working Permit. 3. All technicians are to follow the procedure detailed in SM-20 "Welfare". 4. All other relevant SWP's & WPRA's should be observed and followed where appropriate. 5. Lone workers will only carry out such tasks that can be safely undertaken by one person. 6. Working at height must be avoided unless absolutely necessary, if unavoidable a further assessment may be required and further controls introduced.	1	4	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	Technician, STM, ESM
Basic MHE Manoeuvring	Physical injury, crushing, various injuries to the upper or lower body, property damage, equipment damage.	TMHUK Employees / customer / 3rd party contractors / site visitors	2	4	M	1. All team members required to undertake basic manoeuvring of MHE are required to complete the TMHUK driver training program 2. Team members must adhere to all site safety rules, specifically in regard to pedestrian and transport movement, at all times. 3. TMHUK holds specific training records to evidence driver training and qualifications. 4. Driver training is refreshed every 5 years 5. Correct PPE must be worn at all times when operating MHE, eg Hi-Viz, safety shoes etc in accordance with SWP-32 PPE 6. All team members are to observe all MHE safety features when operating, including seat belts when driving if appropriate.	1	4	L	The team member must not use any MHE equipment they have not been trained for and inform their immediate manager and site contact if asked to do so.	

Hazard	Risk	Effect (Who / what affected)	Initial Risk			Current Controls (inc practices/ procedures)	Actual Risk			Additional Controls (inc practices/ procedures)	Action by and when
			Likelihood	Severity	Risk Level		Likelihood	Severity	Risk Level		
Technician becoming unable to raise the alarm or call for assistance	No aid in the event of an emergency for trapped, crushed or injured personnel	TMHUK employees	2	4	M	1. Specific training on Lone Working is supplied via the TMHUK training programme. 2. The training will be supported by SM-20 "Welfare" which includes the instruction to issue a Lone Working Permit. 3. All technicians are to follow the procedure detailed in SM-20 "Welfare". 4. All other relevant SWP's & WPRA's should be observed and followed where appropriate. 5. Lone workers will only carry out such tasks that can be safely undertaken by one person.	1	4	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	Technician, STM, ESM
Non use of PPE	Various injuries to the human physique / possibility of death	TMHUK employees	2	5	M	1. Specific training on the use of PPE is supplied via the TMHUK training programmes. 2. The training will be supported by a Safe Working Practice (SWP 32-PPE). 3. It is mandatory for all technicians to wear industrial shoes/boots & company overalls as a minimum. 4. All technicians will adhere to the customers site procedure and instructions regarding PPE requirements.	1	5	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	Technician, STM, ESM
Young persons, by virtue of physical limitations, inexperience & the inability to recognise, or youthful disregard, for danger	Various injuries to the human physique / possibility of death	TMHUK employees / customer / 3rd party contractors / site visitors	2	5	M	1. Children & young persons are not permitted to work alone under any circumstances. 2. Reference must be made to HR Policy PS-029 in regard to any young persons.	1	5	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	Technician, STM, ESM