



## Lone Worker Policy

## Policy Control

Version	Description	Date
1	Lone Worker Policy	13-1-21
2	Lone Worker Policy	25-1-21
Board Approved		5-5-22
For Review:		January 2024

## Aim

This policy explains Faversham Foodbank's commitment to ensuring the safety of our staff and/or volunteers whom at times work alone whilst undertaking their duties. This policy aims to provide clear processes for monitoring personal safety including lone working.

## Definition

Lone working & personal safety may be defined as any activity undertaken in performance of a role, which is carried out in isolation from others by an individual.

## Statement

For safety reasons Faversham Foodbank aims to ensure that no staff or volunteers are ever at risk working alone.

We recognise our responsibilities for the health, safety and welfare of our staff and volunteers and will operate in accordance with relevant legislation and statutory and regulatory guidance namely:

- Health and Safety at Work Act 1974; and
- Management of Health and Safety at Work Regulations 1999.

Therefore, all volunteers and employees have the right to refuse to work in lone working situations if they consider that it may cause them harm.

Where it is not appropriate for a staff member or volunteer to work alone, suitable alternative arrangements will be made, for example working in pairs.

## Procedure

Risk assessments covering any potential lone working must be undertaken. The risk assessments will establish the appropriate security measures necessary to improve the safety of a lone worker.

The level of supervision and communication required to manage personal safety situations including lone working will be based on the outcome of the risk assessment and a decision will be made by the appropriate line management.

Staff and volunteers should avoid visiting a foodbank distribution centre or the warehouse when no-one else is present. If it is necessary to do so, they must notify *the Project Manager or Warehouse Manager* of their arrival, and again when they leave or are joined by a colleague. There will also be an escalation process in place if an individual that is lone working cannot be contacted.

Appropriate security measures must be taken when working alone such as locking doors/shutters, carrying a mobile phone, remaining in well-lit locations and wearing/carrying personal alarms.

Ladders, steps and other equipment such as pallet lifters and steps must never be used unaccompanied.

Lone workers must not exceed safe lifting weights (refer to moving and handling procedure), even if this means that a job will have to wait until other people are present.

Any food deliveries to client or donor home addresses must have the permission of *the Project Manager or Warehouse Manager* before making a delivery and the delivery made at an agreed time. And where possible the delivery must be undertaken by two volunteers. Please refer to our delivery policy [FFB Delivery-Policy] for further guidance on delivery protocol.

Food bank centre sessions always require more than two adult workers to be present when open to the public. Sessions must be conducted in an open space, such as a hall or assembly room, and must be visible to other people.

### **Implementation, monitoring and review of this policy**

This policy will take effect from 5/5/22 The Project Manager and Warehouse Manager have overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis by the Board of Trustees following its implementation and may be changed from time to time.

Any queries or comments about this policy should be addressed to the Board of Trustees.

*Signed:*

*Date:* ...../...../.....