

LONE WORKING POLICY

1. ABOUT THIS POLICY

- 1.1 This policy covers situations whereby employees may be required to work alone either in the office, at home, or at customer premises.
- 1.2 This policy applies to the board of trustees, employees, volunteers, workers, agency staff, or anyone working on behalf of Community Action Isle of Wight.
- 1.3 This policy does not form part of any employee's contract of employment and we may amend it at any time.

2. OVERVIEW

- 2.1 All employees have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with the Company in meeting our legal obligations.
- 2.2 Lone workers are those who work by themselves without close or direct supervision.
- 2.3 Employers have a duty to assess risks to lone workers and take steps to avoid or control risks where necessary.
- 2.4 The Company will involve employees when considering potential risks and measures to control them; take steps to ensure risks are removed where possible, or putting in place control measures, instruction, training and supervision; reviewing risk assessments periodically or when there has been a significant change in working practice
- 2.5 The Company will consult employees on health and safety matters including lone working.

3. LONE WORKING PROCEDURE

- 3.1 All employees are advised to carry their mobile telephones when working alone.
- 3.2 All employees should trust their instincts. If you feel uneasy about anything – whether when first speaking to the customer on the phone or when meeting them in person – don't tell yourself, it's fine; take action to improve your safety. For example, arrange for a colleague to attend with you or make an excuse to leave.
- 3.3 All employees are responsible for ensuring that they report into the office and inform their Line Manager of their whereabouts and any delays or changes to their itinerary by mobile phone or by leaving a note on a colleague's desk when leaving the office.

4. EMERGENCY CALL PROCEDURE

- 4.1 In the event that an employee feels threatened or is physically assaulted they should telephone the police immediately before calling the office.

5. REPORTING

- 5.1 In the event of abusive or unacceptable behaviour from any customers, potential customers or visitors to the office, employees are required to report the details to the Chief Executive Officer without delay.
- 5.2 The Chief Executive Officer will record the details and, if necessary, take action necessary to prevent future reoccurrence.
- 5.3 We will not accept any abusive behaviour from customers or potential customers and we reserve the right to refuse to do business with anyone who demonstrates such unacceptable behaviour.