



POLICY

LONEWORKING

1 INTRODUCTION

1.1 This Policy provides guidelines for employees and volunteers in respect of potential Lone Working situations which may endanger personal safety. The welfare and safety of all employees within RBLI is of paramount importance and these guidelines should be adhered to in order to minimise the potential for employees to be put in a position of risk.

1.2 Employees are encouraged to discuss with their manager or in his / her absence their manager's manager, any concerns which they may have with a particular individual, preferably before meeting with them for the first time.

1.3 Definitions:

1.3.1 Lone working

Lone working is defined as circumstances or situations in which individual employees / volunteers work with little or no direct contact with colleagues and may have implications in terms of violence or aggression. Whilst not prohibited nor automatically deemed to be unsafe, each incidence of contact outside of the office environment should be considered on an individual basis.

1.3.2 Central Contact

The nominated person whom you are to make contact with when lone working. This will be agreed with your line manager and within your departmental procedures and risk assessments for each Lone working situation.

2 CIRCUMSTANCES TO BE CONSIDERED WHEN WORKING ALONE

- Location of premises to be visited – geographical, parking, passageways, walkways, high rise blocks
- Safe access and egress
- Communication system
- Unhealthy or dangerous environment / premises
- Behaviour pattern and history of individual to be visited
- Likelihood of additional aggressive or volatile persons at meeting place not known to the employee
- Unfamiliarity with individual
- Suspicious persons in vicinity
- Time of day
- Equipment to be utilised on visit (laptop, phone, Sky Guard device etc.)



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3 RECOMMENDATIONS FOR LONE WORKING

- 3.1 If possible meetings should be undertaken in a public venue
- 3.2 If a home visit cannot be avoided a risk assessment must be completed, and your departmental procedures followed which can be obtained from line manager.
- 3.3 In Lone working situations notify the Central Contact as and when agreed with your line manager in departmental procedures and risk assessment.
- 3.4 Where you are lone working, all meetings should be clearly recorded in your RBLI outlook diary and accessible by your line manager, even if being held in a public venue, giving concise details of exact location, transport arrangements, your contact details, and the customer's contact details.
- 3.5 When carrying out meetings ensure, where possible you can see and access the door / exit.
- 3.6 In the event where an employee is in a lone working situation with an individual and the employee feels threatened or endangered in any way they should terminate the meeting immediately and withdraw themselves from the situation. In the event where this is not possible the following steps should be followed:
 - 3.6.1 If the employee is attending with an activated Sky Guard Device, they should activate the My SOS button on the device
 - 3.6.2 For other appointments, they should make an excuse to call the Central Contact and during the course of the conversation should use the code words 'red book' which will automatically alert the Central Contact that they may be in danger and the following action will be taken:
 - 3.6.3 The Central Contact will endeavor to ask them if they are ok, if the answer is positive then the employee must call the Administrator / Manager back as soon as they have extricated themselves from the situation.
 - 3.6.4 If the employee does not call within a reasonable period of time, the Administrator / Manager will call them and take any appropriate action.
 - 3.6.5 If the Central Contact receives a negative response when asking if the employee is ok, the Central Contact will confirm with the employee the details of the venue at which the employee / employee is situated.
 - 3.6.6 The Administrator / Manager will then alert the police.

It is envisaged that if the policy is followed correctly, the above action should not need to be taken.

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4 MONITORING EMPLOYEE / VOLUNTEER WHEREABOUTS

4.1 A register of employee details will be maintained by the individual on the MyHR system which will include:

- An emergency contact name and number
- Home phone number
- Details of vehicle –colour, make, model, registration

4.2 The system for collecting details of employees / volunteers whereabouts will include:

- Copy diary system
- Details of where employees / volunteers are going and who they are seeing on a regular basis
- A contact telephone number for each location where available
- Appointment times
- Whether they expect or plan to return to the office following their last appointment.

4.3 In cases where employees are lone working away from the office at either a home visit, or outreach / other location, details of when they are required to contact their Line Manager/ Contract Contact prior to or after appointments to 'log off' will be agreed within their risk assessment and departmental procedures.

4.4 Any deviations from a pre-circulated itinerary should be notified to the Central Contact and line manager and recorded.

4.5 Where staff are intending to undertake any significant periods of work out of office hours, department procedures should be followed.

5 Procedure to be applied where employees fail to return or log off:

5.1 The Central Contact / Line Manager will ensure that:

- The employee is contacted on their mobile phone or home number to ascertain whether they are still engaged in appointments or have completed their work for the day and simply forgotten to log off
- Contact is made by phone, where available, with the client(s) visited during the day commencing with the last and working backwards
- Contact is made with the emergency contact listed in the personal details



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- Where the attempts listed above fail to pinpoint the employee / volunteer's location or indeed generate cause for concern, the Manager will be informed and will raise this with the Director / HR
- Where all other possibilities have been exhausted the police should be contacted and provided with all relevant information

5.2 Such procedures will only take place where the employee has been in a lone working situation, failed to make contact with the office and it is deemed necessary.

6 GENERAL GUIDELINES

6.1 Any incidents or accidents caused as a result of lone working should be reported and investigated where appropriate

6.2 All personal communication equipment (mobile telephones, Sky Guard Devices etc.) should be maintained in full working order

6.3 In general employees should avoid placing themselves in situations in which they may be deemed to be 'at risk'

6.4 Mobiles must be charged and switched on at all times

Originator's Signature:

A handwritten signature in black ink, appearing to read "Steve Sherry", written over a horizontal line.

Name:

Steve Sherry

Position in Company:

Chief Executive