

11 Additional Policies

11.07a Lone Working Policy - Staff

A) INTRODUCTION

Due to the nature of your position with us, it will be necessary for you to work alone on our premises or visiting any of our clients and it is important that you take the necessary steps to ensure your personal safety at all times.

B) WORKING ALONE ON OUR PREMISES

- 1) You should ensure that all visitors to our premises sign the visitor's book when entering and leaving the building.
- 2) Employees should only be alone in the building when absolutely necessary.
- 3) There should be no face-to-face client contact when working alone in the building.
- 4) During any telephone contact when working alone, you should not disclose the fact you are alone.
- 5) Doors should be locked at all times when you are working alone.
- 6) Intercom system must be used and you should not answer the door if you are unsure of your safety.
- 7) You should check that the building is empty when you leave.
- 8) You should notify a colleague of the time you expect to leave the building and inform them if this differs.
- 9) Any problems regarding building, alarm etc. must be reported to Jo Logan and/or Lisa Perrott.

C) VISITING CLIENTS

You should always ensure that we are aware of the address of the client you are meeting, the time and expected duration of the meeting.