



## Medway Foodbank - Lone Working Policy

For safety reasons Medway Foodbank aims to ensure that no staff or volunteers are ever at risk working alone. This policy applies mainly to those times when someone is going to be alone for a longer period of time (e.g. more than hour before others arrive) in a foodbank centre/the warehouse or offices.

A risk assessment covering any potential lone working will be undertaken by the Project Manager. The risk assessment will establish the appropriate security measures necessary to improve the safety of a lone worker in a particular location.

Staff and volunteers should avoid visiting a foodbank centre or the warehouse/offices when no-one else is present.

If it is necessary to do so, they should notify the Project Manager/Office Manager/Warehouse Manager/Centre Manager or other person by text of their arrival, and again when they leave or are joined by a colleague.

Appropriate security measures must be taken when working alone such as:

- locking external doors/shutters
- carrying a mobile phone
- remaining in well-lit locations

Ladders must never be used unaccompanied.  
Lone workers should avoid heavy lifting tasks.

Food deliveries to home addresses of clients are not a normal part of our processes. Staff/volunteers must have the permission of the Project Manager before making a delivery and should inform the Project Manager once the delivery has been made.

Foodbank centre/warehouse/office sessions require more than one responsible adult to be present at all times when open to the public.

Agreed by trustees: Nov 2024

3yr review date: Nov 2027

For more information about lone working, foodbank staff and volunteers may wish to refer to the Health and Safety Executive's 'Working Alone' document:

<http://www.hse.gov.uk/pubns/indg73.pdf>