**Lone Working Policy**

1. **Aims**
   1. We are responsible for the health, safety and welfare at work of our staff and volunteers.
   2. We aim to:
      1. assess and reduce the health and safety risks for people working by themselves (lone working);
      2. alert staff and volunteers to the risks presented by lone working;
      3. provide written guidance for lone workers which will:
      * give lone workers a framework for managing potentially risky situations;
      * describe procedures to minimise such risks;
      * identify the responsibilities of each lone worker in risky situations.
2. **Scope**
   1. This policy applies to our staff and volunteers. It also applies to contractors and other self-employed people working for us.
   2. More detailed instructions about the management of identified health and safety risks are provided to staff and volunteers.
3. **Areas of Relevance**
   1. This policy applies to lone working in the Toy Library premises.
   2. It applies to escorting wheelchair users, attendance at meetings and other off-site activities when working for the Toy Library.
4. **Procedure**
   1. External security within the Shopping Centre is provided by:
      1. CCTV outside the doors which is connected to the Shopping Centre security office;
      2. security guards patrolling the mall;
      3. an automatic fire escape exit door to Rennell Street.
   2. Internal security within each unit is provided by:
      1. a panic alarm next to the front desk in the shop with a direct connection to the Shopping Centre security office;
      2. the telephone number of the shopping centre security office displayed on the telephone on the front desk. If an incident arises which puts anyone in the units at risk, security guards should be summoned immediately;
      3. a clear view of people at the door which is made of clear glass;
      4. keeping the door locked at all times when the shop is not open, particularly when using the back office. This keeps the individual and the office secure;
      5. keeping the internal doors closed as much as possible;
      6. The premises are fitted with integral fire and smoke alarms and sprinklers.
   3. In emergencies (either drill or actual) there are instructions for evacuation of the units clearly displayed in the office.
   4. A record will be kept of any incidents which relate to this policy.
5. **Monitoring and Review**
   1. A designated member of the Management Committee is responsible for monitoring incidents and for reporting with recommendations as they occur and at least annually.
6. **Responsibilities**
   1. The Toy Library Manager is responsible for recording any incidents and for reporting immediately to the Management Committee or if necessary the Shopping Centre security office.
   2. The Management Committee is responsible for this policy and its implementation and review. They are responsible for investigating any incidents and for liaising with the Shopping Centre management. The Management Committee is responsible for maintaining adequate insurance cover for employees and volunteers.
7. **Related Documents**

Lone Working Guidance for Staff and Volunteers

Health and Safety and Lone Working Work Activity Risk Assessment

Health and Safety Policy

Health and Safety Guidance for Staff and Volunteers

**Adopted:**

**Reviewed:**

**Date of Next Review:**