



## Wirral Foodbank Lone Working policy for Volunteers

1. The food bank has a duty of care to ensure the health, safety and welfare of all volunteers.
2. A risk assessment MUST be carried out to assess the security, lighting and suitability of the entrance area.
3. For safety reasons we aim to ensure that nobody works alone.
4. Under no circumstances will Warehouse or Office volunteers work alone.
5. Where possible Distribution Centre Leaders, when opening or closing a Distribution Centre, should ensure that another volunteer is present. This provides a degree of security and protection. If this is not possible, the Centre Leader should ensure that upon entering the building the entrance door is locked from the inside until a second volunteer arrives.
6. Volunteers at Distribution Centres MUST never be alone when meeting clients.
7. Centre Leaders will be responsible to ensure sufficient numbers of volunteers are present to ensure the safe operation of the Distribution Centre. If there are not enough volunteers available, the Distribution Centre cannot open and must follow the procedures for notifying the Wirral Foodbank Office and display appropriate notices outside the centre. The Centre Leader must contact Wirral Foodbank on (office hours) 0151 638 7090 (outside office hours 07947387930). N.B. The actual minimum number of volunteers is dependent on the size of the centre, as recorded on the risk assessment for each centre.
8. The General Manager and the Distribution Centre Leader will:
  - Assess the potential risks volunteers may face in their role and reduce these as much as possible considering:
    - The environment – location, security access
    - The context - nature of the task, any special circumstances
    - The individual concerned – indicators of potential or actual risk
    - History – any previous incidents in similar situations
    - Work load
    - Any special circumstances
  - Implement procedures that help ensure health, safety and wellbeing of employees
  - Maintain contact with Distribution Centre Leader
  - Ensure all volunteers are aware of this policy.
9. Volunteers are expected, where possible, to:
  - Take reasonable care of their own safety and that of others
  - Comply with any personal safety procedures
  - Raise any concerns with the Distribution Centre Leader
  - Report any accidents, incidents or near misses
  - Report any safety practices that need to be improved or risks not otherwise identified.

Examples of reasonable precautions include:

- Avoiding poorly lit areas as much as is possible
- Never using ladders or steps unaccompanied
- Ensuring that doors remain locked
- Taking care when leaving or entering empty buildings, especially at night

- Ensuring that equipment such as laptops or mobile phones is carried discreetly
- Never visiting home addresses of clients.

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