



LONE WORKING POLICY

Objectives

To protect staff from the risk associated with working alone on whatever premises or location in the United Kingdom or Commonwealth and other Territories that they are tasked with, at venues used by groups, travelling alone on work duties or working in an isolated setting.

To ensure that staff understand that Zodiac Arts as an employer, does not expect staff to expose themselves to unnecessary risks in the course of their work duties and that Zodiac Arts will support all members of staff if they leave a situation in which they feel at risk.

Definition

For this policy, lone working will be categorised into three distinct types of work:

1. working alone in Zodiac Arts premises or venues frequently used by Zodiac Arts.
2. Venues and Locations that are not known to Zodiac Arts or its employee
3. Travelling alone between the two categories above.

GENERAL RULES

Zodiac Arts must have details of your (work and personal) mobile number, your home contact number and a person to be contacted in case of emergencies.

It is required by Zodiac Arts that the employee should always have a mobile phone or communication device in their possession always whilst on the tasked allocation and preferably always for their own safety and reassurance of personal safety.

A record of daily movements should be kept by both Zodiac Arts and the employee that the work alone policy covers.

In all situations a good form of communication should be maintained to include mobile and/or landline communication facilities throughout the task in hand and the travel to and from the tasked location.

1. WORKING ALONE IN THE ORGANISATION PREMISES/VENUES

Having one person working alone in Zodiac Arts premises or venues is undesirable. However, as it is not practical to always ensure that two people are present then the office at all time.

Emphasis of this policy is to reduce risk. When there is more than one person in the premises, there is still need for vigilance.

Before entering the building ensure that the premises look as you would expect them to do – no signs of damage or occupancy and no signs of doors or windows forced or unlocked when you expect them to be locked. If you have concerns do not enter but contact your line manager or ask a second person to enter the building with you. Do not enter alone.

On entering the building

Ensure that the building and contents are as you would expect them – If you have any concerns leave the premises and contact your manager.

Whilst working alone in the building

Work as near as possible to the telephone or insure if at all possible that you have either a mobile phone or relevant communications device on or near your persons. Ensure that the front door is locked and that the security door and emergency fire exit doors are closed.

Do not pull the security guard across the fire door until you leave. Do not open doors unless you know or have checked the identity of any visitor. When talking to anybody you do not know on the phone, do not tell them you are alone in the building.

If you hear the fire alarm, apart from the regular test, exit the building in the usual way and contact the fire brigade firstly and then your operations manager to inform them of the situation. If we are notified that there will be a fire alarm and it is known that you are scheduled to be the only person in the building you will be warned.

If anybody appears in the office that you do not know, remain calm and nonthreatening – ask who they are and who they are looking for, explain that the person they are looking for is not present and escort them from the premises.

Then contact your operations manager and if you feel it deemed necessary call the police or relevant authorities.

Always trust your instincts – if you do not feel comfortable about letting a person in the building, then ask them to return at a time when you will not be alone.

If you make an appointment with somebody for the first time or with somebody who you are not comfortable being with then arrange for somebody else to be in the office, or in the meeting with you, at the time of the appointment.

On leaving the building

Ensure all doors are shut, close the grill on the fire exit door and lock the front door, setting the alarm as relevant.

If an incident takes place,

If an incident occurs where there is a breach of your personal safety, the first thing you should do is move to a safe and secure location and then immediately call the relevant authorities for urgent and immediate assistance, then once the situation is dealt with you should complete an incident report including the date, time, location and description of the incident including names and contact details of any witnesses if known.

This should be given to your operations manager.

This should be done no matter how minor the incident as the policies stated here may need to be reviewed. Please remember if you feel at risk call the police or local authorities immediately.

2. WORKING ALONE AT THE VENUES OF OTHER ORGANISATIONS OR BUSINESS'S

Try to only arrange appointments at the premises of other organisations if you know that there will be more than one other person present.

If this is not possible, arrange the appointment at Zodiac Arts premises or known premises and locations used by Zodiac Arts personnel.

If you arrive at the premises of another organisation and you are not comfortable with going ahead with the appointment, then leave and report this to your operations manager.

3. TRAVELLING ALONE DURING WORKING HOURS

Travelling alone holds the same risks whether or not you are travelling for work purposes or pleasure.

However, it is far more likely that during working time you will be travelling in unfamiliar areas and therefore the planning of the travel is far more important.

Planning is essential for all journeys and tasks whether home or abroad Plan everything you possibly can and always seek the advice of your operations manager, family and friends.

“Prepare yourself for the journey”

“Look confident”

“Avoid unnecessary risks to both you and your team”

“Never assume anything always prepare for the unexpected”

Prepare yourself for your journey

Know exactly where you are going and how you are going to get there and the task at hand Ensure that you have informed and agree a plan of travel with your operations manager where you are going and the task you are to complete.

Assess any risks there may be in doing the journey you are about to undertake Ensure you have your personal belongings (e.g. keys, travel card) in your pocket and other items in a bag which sits close to your body with fastening innermost

Look confident

Stand tall and look as if you know what you are doing and where you are going. Be alert to what is going on around you.

Ensure that you have either a mobile phone or mobile communications device for your personal safety.

Avoid risk

Do not take short cuts unless they are as safe as the longer route Do not change plans at the last minute, if you do have any deviation to your route please insure that you have informed your operations manager and friends and family for your own safety

Never Assume

It won't happen to me do not ignore your instincts

REMEMBER NEVER PUT YOURSELF AT RISK – TRUST YOUR INSTINCTS!