

# Cambridge City Foodbank

## Lone Working Policy

Lone working should be discouraged but may be necessary from time to time in order to maintain the smooth operation of the charity. While we recognise that in the vast majority of cases lone working takes place without any problem; in order to ensure staff and volunteers stay safe whilst working for the Charity, we ask that everyone abides by the following:

- You should only be lone working on CCFb premises, or when undertaking CCFb work when authorised to do so by your Team Leader.
- Always carry your mobile phone with you and keep it secure on your person.
- When working alone, remain behind locked doors whilst working, and do not allow anyone unknown to you personally to enter the building.
- If you feel at risk of danger, phone the police on 999, and then call the Foodbank mobile phone (07772 538628). Note, the police must be the main responder as the Foodbank mobile isn't staffed 24/7.

### Offices & Warehouse

- (a) Where there are others working in the offices or warehouse, inform them that you are there, and maintain regular contact with them throughout your stay. Inform them when you leave. If you are left working alone, follow (b) below.
- (b) If there is no one else in offices or warehouse, send a text to the Foodbank mobile phone (07772 538628) stating <NAME> of who is working alone, and <HOW LONG> they expect to be working alone. When leaving, send a LEAVING text to the Foodbank mobile. If another person arrives, send an OTHERS HERE text to the Foodbank mobile, and follow point (a) above.

### Foodbank Welcome Centres

Foodbank Welcome Centres must never operate a session with a single worker. If attending a FWC venue as a lone worker to undertake preparation tasks, follow (a) and (b) above.

### Fairbite Food Clubs

Fairbite Food Clubs must never operate a session with a single worker. If attending a Fairbite venue as a lone worker to undertake preparation tasks, follow (a) and (b) above. NOTE: Fairbite Food Clubs managed by a partner organisation should have their own lone working policy.

### Drivers

When driving on behalf of CCFb (excluding commuting) ensure you check-out and check-in with your line manager\* or another colleague based at the centre you are operating from. If this is not possible then:

send a text to the Foodbank mobile phone (07772 538628) stating <NAME> of who is working alone, <WHERE> you are going, and <HOW LONG> you expect to be working alone. When finishing, send a FINISHED text to the Foodbank mobile.

If in doubt, discuss with your Team Leader before you start to lone work.

### **Working Other Duties**

There may be other duties that you perform for CCFb where you find yourself in a lone working situation. In such cases, ensure that you are abiding by the main bullet points above, and if appropriate:

send a text to the Foodbank mobile phone (07772 538628) stating <NAME> of who is working alone, <WHERE> you are, and <HOW LONG> you expect to be working alone. When finishing, send a FINISHED text to the Foodbank mobile.

If in doubt, discuss with your Team Leader before you start to lone work.