

## Ealing foodbank - Personal Safety Policy

### 1. Policy Control

Version	Description	Date
1.0	Created	06/11/2024
1.1	Update	19/03/2025
2.0	Annual Review	01/09/2025

### 2. Aim

This policy explains Ealing foodbank's commitment to ensuring the safety of our staff and/or volunteers whom at times work alone whilst undertaking their duties. This policy aims to provide clear processes for monitoring personal safety including lone working.

### 3. Definition

Lone working & personal safety may be defined as any activity undertaken in performance of a role, which is carried out in isolation from others by an individual.

### 4. Statement

For safety reasons Ealing foodbank aims to ensure that no staff or volunteers are ever at risk working alone.

We recognise our responsibilities for the health, safety and welfare of our staff and volunteers and will operate in accordance with relevant legislation and statutory and regulatory guidance namely:

- Health and Safety at Work Act 1974; and
- Management of Health and Safety at Work Regulations 1999.

Therefore, all volunteers and employees have the right to refuse to work in lone working situations if they consider that it may cause them harm.

Where it is not appropriate for a staff member or volunteer to work alone, suitable alternative arrangements will be made, for example working in pairs.

### 5. Procedure

Risk assessments covering any potential lone working must be undertaken. The risk assessments will establish the appropriate security measures necessary to improve the safety of a lone worker.

The level of supervision and communication required to manage personal safety situations including lone working will be based on the outcome of the risk assessment and a decision will be made by the appropriate line management.

If staff and volunteers feel they need to visit a food bank centre or the warehouse when no-one else is present it is imperative that they, prior to going, inform a friend or family member that they are doing this.

Appropriate security measures must be taken when working alone such as locking doors/shutters, not opening the door for anyone, carrying a mobile phone, remaining in well-lit locations and wearing/carrying personal alarms if relevant.

Ensure someone is aware of where you are when working alone. This could be a family member, friend or a volunteer/staff member of Ealing Foodbank. You should not do any jobs involving a lot of manual handling when on your own. If you are on your own and your tasks involves carrying lots of crates, please notify your manager.

Ladders, steps and other equipment such as pallet lifters and steps must never be used unaccompanied.

No-one must exceed safe lifting weights (refer to moving and handling procedure), even if this means that a job will have to wait until other people are present.

We do not offer food deliveries. In rare cases where you feel food delivery is desperately needed you need to ask permission from your manager first. Deliveries must not be undertaken unless accompanied by a colleague.

We do not pick up food at residential addresses. In rare case where you feel this is needed you need to ask permission from your manager first. Pickups at residential addresses must not be undertaken unless accompanied by a colleague.

When meeting someone outside foodbank premises please make sure you are in a public place and someone is aware of where you are.

Food bank centre sessions always require a minimum of three adult workers to be present when open to the public. Sessions must be conducted in an open space, such as a hall or assembly room, and must be visible to other people.

Signed: 

Date: 01/09/2025

Name: Warren McNeil

Position: Chair of Trustees

Ealing Foodbank

*Review date:* September 2026