

# Lone Working Policy

There are situations where Venture Security staff will be required to work alone. Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and managers have a duty to assess and reduce the risks that lone working presents. This policy should be read in conjunction with the relevant Health and Safety policies and risk assessments.

## 1. Purpose

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is intended to give staff a framework for managing potentially risky situations.

## 2. Scope

This policy applies to all staff who may be working alone, at any time, in any of the situations described in the definition below.

## 3. Context

Security services are offered on a 24-hour, seven-day basis at client premises and as a mobile patrols and alarm response for premises.

Venture Security is committed to supporting staff and managers in:

- Establishing and maintaining safe working practices
- Recognising and reducing risk
- The provision of appropriate support for staff
- Establishing a clear understanding of responsibilities of the priority placed on the safety of the individual over property
- Providing personal safety devices and procedures
- Providing appropriate training for staff

In addition, PPE such as hi-vis, body armour, Kevlar needle resistant gloves, latex gloves and equipment including body worn video cameras (where appropriate), mobile phones, PeopleSafe SOS alarms and torches will be made available as appropriate.

## 4. Definition

Within this document, 'lone working' refers to situations where employees in the course of their duties work alone at a client's site, in the office or on a mobile patrol.

## 5. Mandatory Procedures

### PeopleSafe SOS device:

A PeopleSafe SOS device is issued to every lone worker and must be switched on and carried at all times during a shift.

If the officer feels under threat at any time, a call must be made to the Duty Supervisor. Call 999 in an emergency. If it is not possible to raise a phone call, the PeopleSafe SOS device contains an emergency panic button. To be activated if the officer is either:

- Under duress
- Hurt (and unable to raise assistance)

The device can be activated by either:

- Pressing and holding button for 4 seconds or more
- Dropping the device
- If the officer falls

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Following an activation, PeopleSafe's call centre will:

- Listen in if the officer does not respond
- Attempt to speak with the officer
- Escalate accordingly as per our pre-agreed escalation procedures.

### Check Calls:

Check calls are an important aspect for monitoring safety of all security officers. A check call process exists to support and to protect our staff who are lone workers. At the start of each shift, staff are required to log in to the check call system either by the app or the dedicated telephone number. Throughout the duration of the shift, staff are required to undertake hourly check calls. The system will attempt to contact you directly in the event of any missed check ins/calls. Should the system be unable to reach you, a call will be escalated to the Duty Supervisor within 10 minutes.

### Security of buildings:

- Employees are responsible for ensuring access to the building is controlled and that emergency exits are accessible. Issues should be raised with Venture's Manager.
- Employees working alone in a building must ensure they are familiar with the exits and alarms as well as available methods for communication.
- Staff should ensure they know how to use the equipment they have been issued with prior to starting a shift.
- The use of lifts is never permitted when lone working
- At the beginning of each shift employees should log into the check call system and commence hourly check calls.
- The PeopleSafe SOS button must be always in the possession on the officer including whilst on patrol duty and kept on throughout the shift.

### Vehicle mobile patrols:

- Staff should ensure that the equipment issued to them is in full working order prior to the commencement of their shift. This includes ensuring that there is enough fuel, the windscreen washer bottle is full, and tyres are in good condition. They should ensure mobile phones are fully charged and the personal alarm equipment is working. This list is not exhaustive.
- Staff should ensure they know how to use the equipment they have been issued with prior to starting a shift.
- At the beginning of each shift employees should log into the check call system and commence hourly check calls.
- The PeopleSafe SOS button must be in the possession on the officer at all times including whilst on patrol duty and kept on throughout the shift.
- When on a patrol employees should follow the route agreed with the Operations Supervisor or specified by the V-SECURE system.
- On arrival at each site employees should carry out a visual check of the access to the property and area before leaving their vehicles. If there are any signs of disturbance this should be reported immediately and employees should wait in the vehicle, if safe to do so, for support to arrive.
- If the environment is clear, then employees should register their presence immediately with the Duty Supervisor and then carry out the security check on the premises as detailed in the assignment instructions.
- The use of lifts is never permitted when lone working.
- Before leaving the site, employees should register their exit using V-SECURE.

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- Employees should keep the doors of their vehicles locked at all times and keep any equipment or items of value out of view.
- Staff should take all reasonable precautions to ensure their own safety.
- Any urgent issues should be reported to the Duty Supervisor.
- Routine issues should be reported to the Operations Manager via V-SECURE or in person.
- The shift log in V-SECURE should be kept up to date and accurate.

### Walking foot patrols:

- Staff should ensure that the equipment issued to them is in full working order prior to the commencement of their shift. They should ensure that their PPE is clean and serviceable, including body armour adjusted properly, Kevlar gloves should be inspected for holes and tears and latex gloves should be checked for holes by inflating them. Staff should check mobile phones and Body Worn Cameras are fully charged and the personal alarm equipment is working. This list is not exhaustive.
- Staff should ensure they know how to use the equipment they have been issued with prior to starting a shift.
- At the beginning of each shift employees should log into the check call system and commence hourly check calls.
- The PeopleSafe SOS button must be in the possession on the officer at all times including whilst on patrol duty and kept on throughout the shift.
- When on a patrol employees should follow the route as stated within the Assignment Instructions and/or specified by the V-SECURE.
- The use of lifts is never permitted when lone working
- During their patrols staff should register their movements using V-SECURE NFC/GPS check points.
- Before leaving the site, employees should register their exit using V-SECURE.
- Any urgent issues should be reported to the Duty Supervisor and/or the Operations Manager.
- Routine issues should be reported to the Operations Manager via V-SECURE or in person.
- The shift log on V-SECURE should be kept up to date and accurate.
- Staff should take all reasonable precautions to ensure their own safety.

## 6. Monitoring and review

It is the responsibility of the Managing Director/ Operations Supervisor to carry out a risk assessment on the premises at the commencement of the contract and then again at regular, defined intervals. It is the employee's responsibility to be aware of these risk assessments, to comply with them and to raise issues promptly with the Operations Supervisor/ Managing Director.



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