



Tools with a Mission

## Personal Safety and Lone Working Policy

### Who does this policy apply to?

All staff and volunteers working and volunteering with Tools with a Mission (TWAM).

### The Policy

- TWAM will not tolerate violence, aggression or abuse against its staff or volunteers
- TWAM will take all reasonable steps to ensure that staff and volunteers are safe
- Staff and volunteers of TWAM have responsibility to take reasonable care of themselves and other people affected by their work. All visits must be carried out appropriately with proper consideration of the collectors and donor's safety
- All incidents/accidents/near misses will be formally reported, recorded and followed up appropriately

### Why we have this policy

This policy outlines TWAM's procedures for keeping its staff and volunteers safe. TWAM asserts that the Board of Trustees has a duty of care to advise and assess risk for staff and volunteers when they work by themselves. Personal safety is a top priority to ensure that all staff and volunteers can work and volunteer safely and securely. TWAM asserts that lone working is not inherently unsafe and proper precautions can reduce the risks associated with working alone.

However, there are many situations which occur every day in which staff and volunteers may find their personal safety at risk e.g. collecting tools and equipment, local speaking and travelling. This policy provides advice on planning ahead, assessing risk and coping with difficult situations.

Whatever your role, wherever you work or volunteer and whoever you work or volunteer with, you are responsible for ensuring that you are working or volunteering in a safe environment and that you safeguard your own and others personal safety.

### Volunteering in the Refurbishment Centres (RC)

- All Refurbishment Centres must have appropriate and adequate security measures and procedures in place
- Staff and volunteers working in the Refurbishment Centres must have the safety equipment and training to undertake their role safely
- Procedures are in place to identify the whereabouts of staff on the premises. RC Managers know which staff and volunteers are on the premises at all times and a signing in and out book must be used by all staff and volunteers
- RC Managers must ensure staff and volunteers receive appropriate training, instruction and/or guidance on personal safety (to include the requirements of this policy) as part of their induction
- Staff and volunteers must follow any personal safety working arrangements developed locally, this will include what activities may be conducted if you should find yourself alone in the building.
- Staff must report personal safety related accident, incidents, and near misses to the RC Manager or their named contact

**Empowering people with the tools that create livelihoods and transform lives**

Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD

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Registered charity No: 1104903 (England and Wales) VAT Registration Number 347292286

A company limited by guarantee and registered in England no: 5114575

## Volunteer Refurbishment Centre Drivers

- Drivers must ensure that their movements/appointments are logged. The **Drivers Collection Record Sheet** must be used to log all van movements. These are available from head office.
- RC drivers should always carry a mobile phone and be contactable by the RC Manager or named daily contact in case they do not return by the agreed time or fail to arrive at a collection location. Please remember that it is against the law for mobile devices to be used whilst driving and TWAM will not be held liable for any fines or other outcome of criminal action for any driver caught by the authorities using their device whilst driving.
- A system must be put in place to ensure contact is maintained with the RC Manager or named daily contact, and appropriate and timely action can be taken if contact cannot be made with the driver.
- Where there is genuine concern for a member of staff or volunteer's wellbeing (if they have not returned from a visit, maintained contact and/or cannot be contacted), the RC Manager or named contact should call the police.

## Volunteer Local Collectors

- Local Collectors should identify a person or persons who can act as their 'named contact' and ensure that their daily movements/appointments are known to this person. Details given to the 'named contact' should include names, addresses, phone numbers and approximate times of visits along with the time they estimate to return home. The named contact does not need to be within TWAM but head office must have their details should the need arise to engage help.
- The named contact should be informed of their safe arrival home. If the collector fails to inform their named contact of their safe return and they cannot be reached by phone and where there is genuine concern for the collectors wellbeing, their named contact should call the police and notify head office by telephone; this should also be reported as an incident, following the accident, incident and near-miss reporting guidance within the Health and Safety Policy and Guidance Notes. Head office will hold contact details of named persons for each Local Collector in case of emergency.

## Volunteer Speakers

- Volunteer Speakers should identify a person or persons who can act as their 'named contact' and ensure that their speaking engagements are known to this person. Details given to the 'named contact' should include the church or group name, the location of the meeting, the time of the meeting and the name and phone number (ideally mobile) of the person booking the meeting. The named contact does not need to be within the TWAM structure but should have TWAM contact details should the need arise to engage help.
- The named contact should be informed of their approximate time of arrival home. If the speaker fails to inform their named contact of their safe return and they cannot be reached by phone and where there is genuine concern for the collectors wellbeing, their named contact should call the police and notify head office by telephone; this should also be reported as an incident, following the accident, incident and near-miss reporting guidance within the Health and Safety Policy and Guidance Notes. Ipswich will hold contact details of named persons for each Volunteer Speaker in case of emergency.

## Planning ahead

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# TWAM

## Tools with a Mission

- With all activities you must assess the risks to your personal safety and take steps to minimise them.
- The best strategy for keeping safe at all times is to plan well ahead of time. Thinking things through and planning for the
- unexpected helps you to feel confident and react well in an emergency.
- Do not enter someone's home to collect goods, but wherever possible ask the donor to bring them to an external door.
- If you feel unsafe or threatened, make an appropriate excuse and walk away. If appropriate ring your named contact or head office for advice and support (this may be under the pretext of checking whether we can accept the goods offered).
- A code word or phrase can be agreed and slipped into a telephone conversation alerting your named contact or head office of your concerns without the person you are visiting being aware of your call for assistance. For example, using the phrase "I'm ringing to check we are not overstocked on tools." Once the code word is confirmed, emergency procedures should be enacted immediately, to include informing head office and calling the police.
- Think through what you would do if a problem should occur.

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