personal safety policy

north solihull foodbank – Personal Safety Policy

Policy Control

Version	Description	Date
1.0	Created	23.1.2026

Aim

This policy explains North Solihull food bank'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.

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.

Statement

For safety reasons North Solihull food bank 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 is may cause them harm.

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

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.

Staff and volunteers should avoid visiting a food bank centre or the warehouse when no-one else is present. If it is necessary to do so, they must notify the Project Manager/team leader of their arrival, and again when they leave or are joined by a colleague. There will also be an escalation process in place if an individual that is lone working cannot be contacted.

Appropriate security measures must be taken when working alone such as locking doors/shutters, carrying a mobile phone, remaining in well-lit locations and wearing/carrying personal alarms.

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

Lone workers must not 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.

Food deliveries to people that been referred home addresses must not be undertaken unless accompanied by a colleague. Workers must have the permission of the Project Manager/team leader before making a delivery and the delivery made at an agreed time.

Food bank centre sessions always require more than two 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.

The Trustees approved this personal safety policy at the trustees meeting held at Auckland Hall on the 23rd January 2026

Signed: Simon Hogan *Date:* 23/1/..... *2026*

Name: Simon Hogan

Position: Chairman

North Solihull Foodbank

Review date: 23/1/2027

For more information about lone working, foodbank staff and volunteer may wish to refer to the Health and Safety Executive's 'Working Alone' document: http://bit.ly/1jZYjfa