

Lone-working policy

1. Background

This policy covers all volunteers and staff working on their own in the library or in the car park with no other persons present in either place.

It does not cover library work carried out off the library premises.

It does not cover individuals who are neither library volunteers nor staff. For the avoidance of doubt, hirers, works contractors etc are not covered by it.

2. Lone-working scenarios

Instances of lone-working at the library may include without necessarily being limited to the following:

- The Coordinator of Volunteers working in the office
- A member of the maintenance team carrying out maintenance work
- Someone responding to an intruder alarm call-out
- Solitary shelf-movers
- The Treasurer collecting cash
- Cleaner.

3. The dangers to a lone worker

These are principally:

- Accident
- Sudden illness
- Fire
- Violence from an intruder.

Library volunteers and staff should seek to minimise the risks presented by the dangers, where this is reasonable. For example:

- any maintenance work involving working at height should have two people present
- maintenance work that could be carried out during opening hours should be done then
- cash collection should happen during opening hours.

4. Approach to managing lone-working

The proposal is to require all lone-workers to carry a sufficiently-charged phone with them whenever they are working alone. It is recommended that all lone-workers make use of the Hollie Guard app and use its Meeting Timer feature for each lone working session and which will notify an emergency contact unless the user has confirmed they are safe.

Approved by LMC

10 November 2025

Due for review

November 2026