

Lone Worker Guidance

If you are involved in the delivery of parcels to vulnerable people as a lone worker you must take steps to protect yourself including:

- Keeping in touch with your coordinator/manager regarding the process – let them know what time you will be making the visit and the address of where you are going as well as when you have completed the visit.
- If you are delayed and no longer on schedule, advise your coordinator/manager accordingly.
- Ensuring that you have the correct address for the delivery.
- Ensuring that identification is available and you have a mobile phone containing emergency contact numbers within easy reach.
- Ensuring that your phone is fully charged.
- Putting yourself in an alert frame of mind - be friendly but professional and do not disclose personal information about yourself
- Keep car doors locked when driving around
- Whenever possible keep to well-lit main roads
- Where possible avoid parking in deserted, poorly lit locations or in a confined space
- Secure your vehicle when you leave it, do not leave belongings on show in the vehicle
- Ensure before and after volunteering you wash your hands with soap and water or use hand gel.



If you have any concerns prior to a visit then do not make a lone visit, speak to your coordinator/manager to be accompanied by a colleague

Remember volunteers are not to enter any vulnerable persons home under any circumstances.