



Effective Date: 01 June 2023

1. Introduction

The Lone Office Working Policy outlines guidelines and procedures for volunteers of the Historic Army Aircraft Flight (HAAF) UK charity who may occasionally work alone in an office setting. The purpose of this policy is to ensure the safety, security, and well-being of volunteers while working alone and to mitigate potential risks and hazards associated with lone office working.

2. Scope

This policy applies to all volunteers who may work alone in an office environment or any other designated workspace provided by HAAF. It is the responsibility of both the employee and HAAF to comply with the provisions outlined in this policy.

3. Risk Assessment

HAAF shall conduct a thorough risk assessment of the office environment to identify and mitigate potential hazards and risks associated with lone working. The risk assessment should consider factors such as location, time of day, access control, emergency procedures, and communication systems.

4. Lone Working Procedures

The following procedures shall be followed by volunteers working alone in an office:

a. Check-In and Check-Out

- Volunteers working alone shall inform a designated supervisor or colleague of their presence in the office and expected working hours.
- Upon leaving the office, volunteers must notify the designated supervisor or colleague of their departure.

b. Emergency Contact Information

- Volunteers working alone must have access to emergency contact information for local authorities, emergency services, and HAAF's designated emergency contacts.
- This information should be readily available and regularly updated.

c. Health and Safety

- Volunteers working alone must be familiar with health and safety procedures and protocols relevant to the office environment.
- They should report any potential hazards, maintenance issues, or security concerns to the appropriate authority within HAAF.

d. Security Measures

- Volunteers working alone should ensure that all doors, windows, and access points are secure.
- They must follow HAAF's security policies, including locking office doors and activating security systems if available.



e. Communication

- Volunteers working alone must maintain effective communication with colleagues, supervisors, or designated contacts.
- They should have a means of communication readily available, such as a mobile phone or a landline, and ensure it is charged and functioning properly.

f. Health and Well-being

- Volunteers working alone should prioritize their well-being and take appropriate breaks during their working hours.
- They should be aware of their personal comfort and ensure a safe and ergonomic working environment.

g. Incident Reporting

- Any incidents, accidents, or suspicious activities occurring during lone office working must be promptly reported to the appropriate HAAF authority.
- Volunteers should complete incident reports detailing the nature of the incident and any actions taken.

5. Training and Awareness

HAAF shall provide appropriate training and awareness programs to volunteers regarding lone office working procedures and safety protocols. This includes:

- Training volunteers on emergency procedures, including evacuation routes and first aid protocols.
- Educating volunteers on identifying and responding to potential security risks or threatening situations.
- Conducting regular reviews and updates to ensure volunteers are informed of any changes to the lone office working policy or procedures.

6. Compliance and Monitoring

HAAF shall monitor compliance with this policy and conduct periodic reviews and audits to assess the effectiveness of the lone office working procedures. Any instances of non-compliance or identified risks shall be addressed promptly, and necessary measures will be taken to mitigate such risks.

7. Policy Review

This policy shall be reviewed regularly to ensure its continued effectiveness, relevance, and compliance with applicable laws and regulations. Any proposed changes to this policy shall be reviewed and approved by the appropriate HAAF authority.