



Lone Working

Audience: Sales Advisors

Presenter: GHSEA, Field Sales Managers



The Risk

A person lone working in a customer facing role puts that person at risk of being harmed by a threatening behaviour and/ or violence by a customer. That person could also have a health emergency or accident, with no one in the immediate vicinity to give assistance.



Responsibilities – Site Management

The Field Sales Manager will undertake a risk assessment for each sales office/ marketing suite/ show home. This risk assessment will identify the control measures in place for security and lone working.



General Safety Precaution/ “good practice” advice

- ▶ Secure all valuables and keys
- ▶ Close windows & doors in your absence (do this even if your only away to use the toilet or going to show some one round)
- ▶ Do not disclose confidential information to strangers, such as the area where you live or your route home or arrangements for site manager visits
- ▶ Never leave customer alone in the sales office
- ▶ Park your car thoughtfully, such as move your car to outside sales office before it gets dark, always lock your car and check rear seats before getting in
- ▶ Do not leave the front door of the show homes open
- ▶ Don't give or accept lifts
- ▶ If you perceive a risk from a customer, do not accompany them around a plot, give an excuse for not joining them, give them a key to the plot (getting them to sign for the key) and take yourself to a safe place
- ▶ If someone is acting suspiciously, inform the site manager or colleague immediately and take yourself to a safe place
- ▶ Have the Lone Working APP on your phone and activated to use in the event of an emergency, ensuring your phone is always to hand during customer appointments

