



Lone working policy – volunteers

Volunteers who assist Surrey Wildlife Trust in lone working roles (such as those checking livestock, undertaking recording activities, Voluntary Wardens, and Voluntary Site Managers etc) should inform their main SWT staff contact when going out onto a site alone for the purpose of undertaking work on behalf of the Trust – this is purely for recording purposes and could be via text or email; if a volunteer is then recorded missing, the Trust will have some information on which to assist the Emergency Services.

If working at a site alone is a regular activity for a volunteer, there is no need for communication on every occasion, but it must be noted by their SWT staff contact which sites are regularly accessed.

Additionally, every volunteer, if working alone, must appoint a “buddy” and always use that system to ensure that their safe return is monitored. The volunteer must carry a mobile telephone and be willing to use it in the event of a problem. Ideally the volunteer should appoint a neighbour, partner or friend as their buddy, however if the volunteer has no one to act in this capacity, and the activity is during normal working hours, Monday to Friday, the buddy can be a Trust Employee. Outside those normal hours, the volunteer must have some other responsible person as their buddy (neighbour, partner, friend) or they should not go out on site.

If the volunteer fails to report back to their buddy on or before the specified time then the follow up procedure will apply – the appointed buddy must have access to the emergency contact details for the volunteer plus the telephone number of the SWT staff contact who will follow through the procedure. However, in any emergency or a situation in which the individual’s safety is a major concern, the emergency services must be called.

No lone working is permitted by a volunteer on our sites unless there is a responsible person to check on their safe return. The allocated responsible person may be a member of Trust staff, another volunteer or a relative/neighbour or friend.

If you are ever in danger, please call 999 immediately. We suggest downloading the app, what3words, which can pinpoint your location to the closest 3m. This is used by a lot of emergency services, including Surrey Police. Please continue to report crime by calling 101 or the Crimestoppers Rural Crime Hotline on 0800 781 0137. Please also make us aware of anything you witness by contacting your Conservation Manager or countryside@surreywt.org.uk