*Safe Work Practices* Working Alone (Front Desk)

**Hazards:** No one is there to assist if worker is robbed or suffers an injury

**Equipment:** May include silent alarm button, radio, CCTV, telephone, motion sensors

**Personal protective equipment:** N/A

**Training required:** Orientation and on-the-job training

**Legal requirements:** Section 4.20.2 of the OHS Regulation

# Safe work practices

* Ensure that all employees are aware of the location of the front desk silent alarm buttons under the countertops, if applicable.
* Keep an eye out for suspicious people watching you when you are at the front desk — for example, someone who is standing nearby but does not appear to be checking in or out, or someone who looks nervous or shifty. Report suspicious behaviour to security.
* Check in with a designated person at regular intervals, according to your property’s person-check procedure. This can be as simple as having a brief conversation to confirm you are safe and secure.
* Don’t activate the silent alarm until it is safe to do so.
* Carry the radio with you when leaving the desk and when working on your own, if applicable.
* If you are concerned for your safety, leave the area and contact security.