

Alert



Outline the Scene	Incident	Potential intruder at Sales Location
	Subject	Lone working
	Incident Date	04/05/2023
	Business Unit	Fletcher Living Central – Three Kings

What happened?	
	<p>A salesperson was in one of the completed houses when there was a knock at the door. She assumed it was a potential buyer and opened the door a fraction. The person told her that he needed help as there were people outside that wanted to harm him. He insisted that she does not call the police as it will create more trouble. His behaviour caused her to be alarmed and she used her foot behind the door to prevent him from opening it more. She managed to call the site manager to come over. He retreated when the site manager arrived.</p>

We believe all injuries are preventable, here are some questions to help us learn	
	<ul style="list-style-type: none">• Have we considered our lone worker policy and made site specific adjustments to it?• Should we remove the fall detection on the personal alarms to reduce false activations, thereby ensuring the user utilises it as intended?• Have all our salespeople attended Situational Awareness training?• Do we need to implement regular emergency response drills at the sales locations?

For more information, please contact;
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