REDDITCH BOROUGH COUNCIL

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HEALTH AND SAFETY AT WORK

LONE WORKING

POLICY AND PROCEDURES

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Redditch Borough Council

Lone Working/Working Alone Policy and Procedures

Introduction

Redditch Borough Council is committed to protecting the health, safety and welfare of all their employees and recognises that working alone/lone working is a health and safety issue and acknowledges the importance of identifying the potential health and safety risks associated with it.

Whilst there is nothing to prevent an individual working alone, this policy will support managers and employees to meet the requirements of the **Health and Safety at Work Act (1974), the Management of Health and Safety at Work Regulations (1999) and Health and Safety Executive guidance on Lone Working/Working Alone**, with the aim of reducing the risks associated with lone working/working alone.

Only trained and experienced staff that have completed lone worker training shall be permitted to undertake lone working.

This policy will apply to every employee of the council.

1. **Purpose**

    The purpose of the policy is to specify the way in which the organisation deals with Lone Working. It is to be used to establish standards and a commitment to safety, and therefore should be used to aid the carrying out of specific Lone Working Risk Assessments and as a guideline to judge all relevant lone working activity.

2. **Relevant Legislation**

    There are two key pieces of legislation regarding lone working (in addition to the legislation applicable to the type of work being undertaken, which may include manual handling, workstation, display screen equipment etc.):

    - **Health and Safety at Work etc. Act** 1974 requires all employers to provide safe places and systems of work, including those who work alone.
    - **The Management of Health and Safety at Work regulations 1999** require all employers to carry out risk assessments. This includes assessments of particular risks associated with lone working. Employers have a duty (as far as is reasonably practicable) to take all necessary steps to prevent risks including adapting the work to suit the individual.

When two or more people have to be involved in the work:-

Although there is no overall prohibition on working alone there are some circumstances when there is a legal requirement for at least two people to be involved in the work. These include:

- Work at or near live electrical conductors – **Electricity at Work Regulations 1989**
- Entry into confined spaces (e.g. entry into storage tanks, inspection holes, boilers etc) **– Confined Space Regulations 1997**
- Young person(s) (under 18) working with certain specified machines who must be under adequate supervision from a person who has thorough Knowledge and experience of the machines – **The Management of Health & Safety at Work regulations 1999**

3. **Who are Lone Workers?**

Definition of 'Lone Working'

A Lone Worker can be anyone who works by themselves without close or direct supervision. This group of people includes people in fixed establishments who work alone in premises, separately from others or outside normal working hours, or mobile workers working away from there fixed base.

Detailed below are some examples of employees who, as part of their day to day activities, may be required to work alone:

- Repair and Maintenance Staff
- Caretakers
- Cleaners and Cleansing staff
- Frontline Workers
- Community centre staff
- Community Wardens
- Out of hours workers
- Home Visitors e.g. Tenancy, Rents, Revenue & Benefits Officers, Environmental Health officers, etc.

This list is not exhaustive and will cover all staff who in the course of their employment duties works alone.

4. **Potential Hazards associated with Lone Working**

The following are examples:-

- An employee going out on site visits to places they may not be familiar with and/ or meeting persons unknown to them. Staff may not know who/what to expect on arriving on site particularly if it is their first visit.

- An employee being threatened by a member of the public and or an animal whilst out on visits in the Community and as a result sustain an injury whether it is verbal or physical.

- An employee who, as part of their role, have to travel alone to an unfamiliar area of the District in inclement weather. Road conditions due to weather may not be suitable for driving especially where there has been heavy rain or snow.

- A vehicle being driven by an employee breaks down or they are involved in a road traffic incident on the way to the visit. The Council can recommend that staff have suitable breakdown cover on their vehicles but this cannot be enforced. If such an incident should occur the member of staff could be left vulnerable and alone unexpectedly. Staff should also consider drawing up a travel plan risk assessment for long journeys in particular to ensure that they are fully prepared in the event of something happening.

5. Special Cases that need to be considered regarding Lone Working

Certain groups of employees may be subject to increased risks from working alone. For example:

- Expectant mothers may experience specific health problems associated with her condition which requires specialist emergency treatment.
- Employees with a disability may be more at risk due to factors arising from the nature of their disability, such as restricted mobility in an emergency situation.
- Temporary or new workers may also be at an increased risk from lone working due to their lack of familiarity with the working environment or with the type of work undertaken.

Lone workers may be exposed to hazards due to sudden illness, for example an asthma attack, fainting episode or heart attack, which may lead to loss of mobility or consciousness in a situation where it may be some time before they are discovered and receive attention.

6. Lone Working Procedure

The procedure below is documented as the method to be employed to carry out effectively an enhanced risk assessment and control programme to minimise the risk associated with lone working. Please also refer to the Councils Risk Assessment Policy for further guidance.

Managers of lone workers are required to ensure that risk assessments are carried out and the required precautions taken and they are recorded. Managers are required to ensure that staff do not experience significant stress as a result of lone working. Any such incidents whereby a member of staff feels vulnerable and/or has been threatened should be recorded on a "Near Miss Form" and where appropriate the details recorded on the Staff Safety Register.

Where it is not possible to devise arrangements for a person to work alone in safety then alternative arrangements are required, Managers shall be responsible for ensuring that this is in place and staff are aware of the process.

Employees should be reminded of the potential risk associated with lone working, and will be required to follow procedures and to report problems back to their manager.

Employees must work with their Manager in the production of such risk assessments.

Agreed procedures must be followed whilst working alone to be discussed and drawn up by employees and Managers.

7. Lone Working Monitoring System

Consideration should be given to use of the Lone Worker Monitoring system through the Lifeline Service. This is an automated 24 hour a day Lone Worker monitoring system which uses the employee's own mobile phone to monitor their whereabouts and raise an alarm should expected contact be lost. Details of the Lone Worker Monitoring System are included at Appendix 3.

If the Lifeline Lone Working Monitoring System is not used an alternative comprehensive written procedure must be identified by Managers and adhered to by all their team members. Failure to adhere to the Lone Working procedures could result in disciplinary action against members of staff and or Managers.

Members of the Lifeline Team have access to the Staff Safety Register via the Orb. Therefore if a member of staff is working out of hours they can check the Register via the Lifeline team who will be able to advise accordingly.

7.1 Staff Safety Register

As part of the Council's strategy for controlling the risk of violence or other harm to staff, it operates a system which alerts employees by keeping a central register of persons and/or premises that may pose a risk and permits the marking of those individuals' files or records.

By recording details of these persons and premises on a register, the risk to those officers can be reduced by forewarning them of likely problems thus allowing them to take appropriate additional steps to protect their health and safety.

8. **Training and Instruction**

Suitable training and instruction is required under the Health & Safety at Work Act 1974 and this will assist in minimising injury to employees and other persons who they may come into contact with their work.

The specific training and supervisory needs of the lone worker will be entirely dependant on the nature of the work for which they are employed. In seeking to assess such needs, the relevant issues relating to the type of risk to which the employee is exposed (as identified in the risk assessment) should be addressed in the training.

9. **Roles and Responsibilities**

9.1 Heads of Service

- Ensure that all members of staff within their Service Area who have to Lone Work have been identified
- Ensure that suitable and sufficient risk assessments have been undertaken on those members of staff who have to Lone Work
- Ensure that procedures are in place in the event of someone not making contact with their Manager and procedures are robust enough to cover any eventuality.

9.2 Managers

Whilst Heads of Service need to check that procedures are in place for staff who work alone it shall be the responsibility of Line Managers to put this into practice. They will be responsible for:

- Identifying those members of staff who have to lone work as part of their role however frequently
- Undertake a suitable and sufficient risk assessment of staff who have to lone work taking into consideration their personal circumstances etc. ensuring that sufficient control measures are in place to protect them.
- Ensure that identified Lone Workers are fully aware of the procedures to follow when working alone and what to do in the event of a problem occurring.
- Ensure that they can account for the whereabouts of their staff at any time and if a member of staff cannot be accounted for there is a robust system in place for tracing their movements.
- Ensure that all Lone Workers have received the necessary training prior to undertaking such activities.
- Ensure that all Lone Workers know the procedures to follow with regard to checking in with Managers, Lifeline etc. as identified in the Risk Assessment and local work procedures (all of which should be thoroughly documented in writing).
- Ensure a suitable **'Safe System of Work'** is developed and documented to control any residual risks

- Ensure all your staff are fully **aware** of and able to comply with Safe Systems of Work. Regularly **check** that your Safe Systems of Work are effective. Ensure that any **personal protective equipment** identified is available, working and used correctly.

    Managers have a responsibility and duty of care to their employees, failure to comply with any of the above procedures could lead to disciplinary action being taken.

9.3 Employees

All staff must take responsibility for their Health Safety and Welfare when at work and that of those who may be affected by their actions and omissions. They also have the following responsibilities:

- Follow any guidance provided by their Line Manager with regard to the Lone working arrangements that are in place.
- Report any incidents/accidents to their Line Manager at the earliest opportunity (including Violence & Aggression).
- Assist in the production of Risk Assessments relating to Lone Working and provide all the necessary personal information and contact details as requested.
- Participate in any training with regard to health and safety as identified by their Line Manager.
- Ensure that their work schedule/diary contains relevant information relating to any lone visit/appointment, including address, contact name and telephone numbers, and this information is available for all authorised persons to view.
- Ensure that their mobile phone is fully charged so that they can be contacted.
- Only undertake lone working activities if they have been suitably trained.

10. Record Keeping

Keeping safety records for lone working
The record keeping required for compliance with legal requirements and achievement of best practise is divided into three key elements:

- Audit Check Reports
- Communication and induction – ensuring that everyone knows what do and how.
- Any incidents which may have left a member of staff feeling vulnerable or they have felt threatened in any way.

Records to be kept
- Risk Assessments for each element of lone working for all members of staff
- Directorial procedure to be followed by lone workers (including communication arrangements, supervision etc).
- Records of logging in and out of work.
- Any incidents where a member of staff has not been able to be contacted or has not rung in where required as per local procedures.

11. <u>Risk Assessments (controlling the risk)</u>

Please refer to the Councils Risk Assessment Policy which is available on the Orb.

When carrying out an individual risk assessment the following will need to taken into account:-

- Identification of 'at risk' employees who work alone
- The nature and reason for them working alone including times they will be working alone.
- The activities that the employee will be undertaking whilst working alone, and if they make them more susceptible to any type of threat.
- Assessing the hazards and risks the work involves
- Assessment of the working environment, including any limitations imposed on employees.
- Devise and implement safe working arrangements to ensure that the risks are eliminated or adequately controlled.
- Ensure employee is suitably instructed and trained in the necessary procedures for lone working and implement training if not.

Managers, or the person completing the Risk Assessment, MUST take into account the following considerations when completing the Risk Assessment of Lone Workers and these steps should be followed before any member of staff goes out on a visit and ideally on the day of the visit as circumstances may change.

1. **Check 'Staff Safety Register**.' For the address that they will be visiting.
2. Has account been taken of the suitability of individual employees for lone working?
3. Can the risk of the job be adequately controlled by one person?
4. Does the workplace (place of work) present a special risk to the worker?
5. Is there a safe way in and out for the lone worker?
6. Can all the plant, equipment and goods involved be handled by one person?
7. Is there a risk of violence?
8. Are women at risk if they work alone?
9. Is the individual a new or expectant mother?
10. Does the individual have a disability which may affect his/her ability to work alone?
11. Is the employee a young person (under 18 years of age) who requires specific induction, training and supervision?
12. Is the individual a new or temporary employee who requires specific induction or training?
13. Has account been taken of the fitness and medical history of the individual?
14. What additional training is required to ensure their safety whilst working alone?

12. Recording of Risk Assessments

All Risk Assessments must be recorded on the standard Risk Assessment Form available on the Orb. Wherever possible the level of risk should be as low as is reasonably practicable for any employee required to work alone for whatever reason.

The findings of any risk assessments should be shared with those involved and they should be allowed to make any comments. If any member of staff has any concerns regarding the risk assessment and having to work alone they should initially raise this with their Line Manager.

As with any Risk Assessment it should be the subject of periodic review, please refer to the Councils Risk Assessment policy for further guidance.

If any assistance is required to complete a risk assessment or to consider control measures please contact the Health and Safety team.
Even following a comprehensive risk assessment has been completed for a member of staff with their Line Manager all persons who undertake Lone Working should take some responsibility for their own health and safety when working. When arriving at your destination whether it be somewhere you are familiar with or a new location all staff must undertake a "Dynamic Risk Assessment" of the situation. If for whatever reason they are not comfortable in working alone they should not proceed and make alternative arrangements. This should then be reported into their Manager at the earliest opportunity.

Staff should not be put under pressure to undertake Lone Working in a situation in which they feel vulnerable and or at risk and have the right to walk away.

Lone Working
Guidance for Managers and Employees

Guidance for Managers and Employees with regard to Lone Working

The following questions should be considered when assessing the impact of regular or occasional Lone Working:-.

- What work and relevant risk are undertaken by people working alone?
- Does the nature of the work require at least two people to be involved?
- Does it involve work at or near live electrical conductors or the use of machines?
- Does it involve a person under 18 working with specified machinery who MUST be under adequate supervision?
- Is it necessary for the work to be undertaken alone?
- Is there a risk of violence to the lone worker?
- Have all hazards associated with the work been assessed?
- Did the assessments take account of the increased hazards associated with lone working?
- Have adequate control measures been implemented?
- Have emergency procedures been identified?
- Is the individual aware of the procedure in place, with regard to:
  - Access and egress points
  - Foreseeable emergency situations and procedures?
  - Signing in and out of workplace
- Has special safety and PPE equipment been provided, i.e. Mobile phone, personal alarm etc?
- What provisions are in place for First Aid?

Communication

Are there appropriate communication systems in place? (Tracker systems)
Are Communication systems tested at regular intervals? (Lifeline/Mobile Phones)

Training, Supervision and Monitoring

- Have all employees working alone received adequate training, taking into account any increased risks associated with lone working and the specific vulnerability of individual employees?
- Do lone workers receive recorded monitoring and supervision?
- Are working practices reviewed on a regular basis, assessed revised and recorded as necessary?
- Are accidents, dangerous occurrences and near misses experienced by those working alone properly reported, recorded, investigated and monitored?

Further specific Advice and Guidance For Lone Working

Personal safety when visiting clients at home or at other premises

- Consider whether the same outcomes could be achieved if the meeting could take place at a safer venue.
- Ensure you are aware of and able to follow your section's Safe Systems of Work.
- Review any sources of information that may be available regarding the client and the premises i.e. local registers, corporate information, police etc.
- Assess if client information justifies taking extra precautions i.e. taking a colleague or other professional to accompany you on the visit.
- Ensure a responsible person at your base knows where you are visiting or working, who you are visiting, when you are visiting or working and when you expect to finish.
- Agree communication procedures and methods e.g. mobile phone, two-way system etc.
- Agree an emergency response in the event of danger or no communication.
- Consider if a personal attack alarm is required.
- Always make appointments for home visits
- Arrange visits during daylight and working hours if possible.
- Plan travel arrangements and parking if needed, avoid parking or walking in poorly lit areas.
- Visit the bathroom prior to the visit
- If someone attempts to take something from you let them have it, but throw it onto the floor to distract them, allowing you to escape.
- Be on time for appointments. Contact the client if you are going to be late.
- Do not peer through letterboxes.
- State clearly who you are, where you are from and provide I.D.
- Clarify who you are talking to.
- Do not enter premises unless invited by a responsible adult.
- Ensure that any family dogs are safe or under control before entering.
- If you feel uneasy do not enter premises or a particular room.
- Only sit if the client intends to do so and choose a seat near an exit.
- Ensure your mobile phone, two-way system or panic alarm is accessible.
- If you start to feel threatened or an incident occurs collect your belongings, stand slowly and move towards the exit. Briefly explain why you are leaving and how the meeting can be re-arranged.
- If someone attempts to prevent you leaving, stay calm, be assertive, talk and ask questions, this may deter or distract the person enough to allow you to escape.
- If you have a personal attack alarm use it or shout to draw attention and distract the assailant.
- After the visit report back to base at the earliest opportunity or as directed in the safe system of work.

Personal safety when working in isolation from other colleagues

- Consider if the activity could be avoided or working alone avoided.
- If working alone, ensure a responsible person at your base knows where and when you are working and when you expect to finish.
- Ensure you are aware of and able to follow your section's Safe Systems of Work.
- Ensure you are trained and competent to carry out the work.
- Ensure appropriate equipment for the task is available and fit for purpose.
- Ensure all safety devices and emergency stops on equipment are in working order.
- Ensure any relevant personal protective equipment is available, serviceable and compatible.
- Ensure you are aware of procedures in the event of an emergency e.g. fire, abuse, accidents.
- Dress appropriately for the activity and avoid wearing valuable jewelry or items that can be grabbed.
- Consider if a personal attack alarm system is appropriate.
- Sign off/report back at the end of the activity as directed in the safe system of work.

Personal safety when travelling by car

- Ensure the vehicle is in good working order – visual checks, regular maintenance, sufficient fuel etc.
- If working alone, ensure a responsible person at your base knows where and when you are working and when you expect to finish.
- Have emergency breakdown cover.
- Carry a small first aid kit in your vehicle along with a torch to be used in the event of a breakdown. Consideration should also be given to carrying a personal attack alarm.
- Plan your route – have directions and carry maps. Plan your journey including routes to be taken prior to travelling and let people know of your plans.
- Plan to travel in daylight hours where possible.
- Ensure an effective communication system is in place
- Have money, cash cards, etc. available in the event of emergency
- Inform those at your destination your estimated time of arrival.
- Stay alert and be aware of your surroundings. If for whatever reason you feel tired or unwell do not proceed with your journey and report in to your Manager.
- Keep vehicle doors locked and windows closed when possible.
- Keep any valuables out of sight.
- Never leave vehicles unlocked and unattended.
- If possible avoid parking in quiet or unlit areas.
- When using car parks – if at all possible, park on ground level, near to exits, avoid pillars and reverse into spaces.
- Always have your keys ready when returning to your vehicle.

- If you leave the vehicle unattended check the back seat area before re-entering.
- Do not pick up hitchhikers or give lifts unless you know and trust the person and you are authorised to do so.
- If you see an incident or someone attempts to flag you down: THINK! – Is it safe to stop and get out?
- Is it safer to stop and summon help via your mobile phone or drive to a phone box?
- If another driver follows you or becomes aggressive; try to stay calm and appear pleasant, avoid eye contact, try to get away from the other car safely and without speeding, drive to a busy area where you can stop and there are other people around – make sure your doors and windows are locked, then write down the registration number and any other relevant details.
- If the other driver follows you - switch on your lights, hazard-warning lights and sound your horn. Continue driving until you reach a police, fire or ambulance station or other busy safe area.
- If another driver pulls in front of you, forcing you to stop – check all doors and windows are locked, keep your engine running, switch on hazard warning lights and sound your horn. If you feel in any way vulnerable do not hesitate to call the police.
- If you are stationary and approached on foot - check all doors and windows are locked, keep or start the engine running. If in doubt drive off. If you are unable to drive off sound your horn and switch on head and hazard lights.
- Use your mobile phone to report the incident to the police.
- Do not leave your car. Do not get out and confront other drivers.

If you break down:

- Pull as far off the road as you are able - If it is feasible, in a well-lit and busy area.
- If you have a mobile phone, call your breakdown organisation, giving your location and description of your vehicle.
- If you do not have a mobile – place a note on the dashboard of the vehicle, hide valuables, lock the vehicles and make your way safely to the nearest phone point to summon assistance.

If you breakdown on a motorway:

- Drive or coast to the nearest emergency phone, stopping with the front passenger door adjacent to the booth.
- If you cannot drive the car any further, pull onto the hard shoulder and switch on hazard warning lights.
- Get out of the vehicle on the passenger side and get behind the barriers away from the vehicle, do not stay in your vehicle. Give the control room your details – registration, location, breakdown organisation and details of any passengers.
- If possible, lock all doors except the passenger door and remove keys.
- It may be safer to wait on the verge than in the car, unless you have disabled, elderly or very young passengers.

- When the breakdown vehicle arrives verify it is from your breakdown organisation.

Personal safety when travelling on public transport –

- If travelling alone, ensure a responsible person at your base knows where and when you are travelling and when you expect to return /arrive.
- If you need to wait for public transport - try to choose a busy well-lit stop or station.
- Have your fare already separated from other money or valuables.
- Avoid having your hands full or carrying valuables – only carry essentials.
- Have a personal alarm at hand.
- Stay alert and appear confident.
- Select a seat near to the driver if possible, in view of others and close to any alarms. Avoid closed compartments, upper levels and corner seats.
- When using taxis only call known reputable companies.
- Before entering the hire-car check the driver knows the name you gave as the pickup.
- Do not hail hire-cars in the street. Only use licensed hackney carriages.

Personal safety when travelling on foot

- If travelling alone, ensure a responsible person at your base knows where and when you   are travelling and when you expect to return /arrive.
- Plan ahead – choose a busy, well-lit route that avoids groups or gangs and stick to the route.
- Stay alert – keep your head up and stride purposefully.
- Avoid waiting around – if it is unavoidable, wait in a well-lit area and stay alert and confident.
- If you think you are being followed make your way, at once, to the nearest busy area, open shop or well-lit house and ask for help if necessary.
- Carry a personal attack alarm at hand and use it if you feel threatened.
- Avoid walking in the same direction of traffic.
- Do not accept unplanned lifts unless you know and trust the driver and vehicle.
- If a vehicle stops and you feel threatened in any way, turn and walk in the opposite direction to which the vehicle is facing.
- Take the registration number of any vehicle causing you harassment.
- If you feel unduly threatened, in any way, use your mobile phone or the nearest phone point to summon appropriate assistance.

Lone Worker Monitoring System

- A lone worker will be required to complete a registration form through the Lifeline service. Once completed a 4 digit pin code will be assigned to the employee for use of the system.

- The Lone Worker System operates by dialling 01527 66454 into the Monitoring Centre system via a mobile phone.

- Before leaving for their first appointment the lone worker will enter a unique PIN number to log on to the Lone Worker System. The lone worker must leave a message stating the address of their visit.

- The lone worker will enter the duration of their visit in minutes from 1 minute to 1,440 minutes (24 hours). For example, 1 hour should be entered 060 minutes. The time should be commensurate with the task to be undertaken. For an installation and demonstration the maximum period permitted is 120 minutes. For all other tasks, the maximum time is 60 minutes. There is no minimum limit; if a call is expected to take 5 minutes then 005 should be entered.

- After each visit the lone worker should enter their PIN number again to show they are travelling, up-date their voicemail message and update the system again on arrival at their next call. This should be repeated until all calls are completed.

- If the lone worker goes over the time they have entered the automated Lone Worker System will attempt to dial their phone every 5 minutes for a maximum of 3 calls. If the lone worker has not responded after the 3rd attempt the system will send a remote message to the Monitoring Centre where an Operator will receive an alarm call and respond to the suspected emergency.

- When an alarm call is raised at the Monitoring Centre the lone workers details will be displayed on the screen. If the Operator is unable to make contact then they will retrieve the message left on the lone workers voice message file to determine their location.

- The Monitoring Centre Operator will contact the lone workers Manager to advise them that the lone worker has failed to check in and to ask them how they wish the Monitoring Centre to proceed.

- If the Line Manager is unavailable the Operator will firstly contact the next of kin and then the Police.

- The Emergency Services will be given details of the lone worker including their description, vehicle details, last known whereabouts etc.

Instructions on Use of Monitoring System

<u>To log on:</u> dial the Lone Worker number: **01527 66454**.

You will hear: "***Welcome to the Lone Worker Monitoring System"***
Please enter your 4 digit Pin Code (xxxx)

You will then be asked to confirm your Pin Code: (xxxx)

To re-enter your Pin Code press 1
To continue press 2
Please leave your message after the tone and press * when complete

You will then hear the following options and be asked to leave a message (it is essential that you leave a message including the name, address and telephone number of the visit you are making for the system to operate effectively and for your safety):

To listen to your current voice message press 1
To change your voice message press 2
To continue press 3

You will now be required to input/amend your check time interval (this is the time you are likely to be at your visit):

Your check interval is ??? minutes
To change your check interval press 1
(Enter a check interval time of between 010 and 900 minutes)
To continue press 2

Your Lone Worker details will then be summarised and the call ended:

Pin code (xxxx) is logged in with a check interval of ??? minutes. Goodbye.

Disconnect the phone call.

Once your visit is complete; log back on to the system and either Log Off by dialling the Lone Worker number as above and re-entering your Pin No and selecting Option 5 or amend your details when requested by selecting the relevant option as shown below.

<u>To check your calls:</u> If you do not check back in with the Lone Worker Monitoring System within the check interval entered your mobile will ring. When you answer the phone you will hear:

This is your automatic check call. Please enter your 4 digit Pin Code (xxxx)

You will then be given the following options:

In an emergency - press 1
If you are OK - press 2
To change your voice message - press 3
To change your check interval - press 4
To Log Off - press 5