



ATLANTIC RACQUET CENTRE (ARC) LONE WORKING POLICY

Purpose:

Atlantic Racquet Centre takes its responsibility to ensure the safety and well-being of its workforce very seriously. This policy sets out the way in which employees and volunteers, and all lone workers must operate in order to secure safety and wellbeing whilst at work and/or being involved in ARC's activities.

Definition:

A lone worker is defined as any employee or volunteer working on ARC business alone and away from other ARC employees and volunteers. This could be on the ARC site, at a meeting, travelling or in the community.

Policy:

Employees and volunteers are responsible for discussing with each other any concerns they may have about lone working and all employees and volunteers should be given basic training regarding the need for this policy and the possible risks of lone working.

In any situation where an employee or volunteer is working alone and feels unsafe, they must remove themselves from that situation immediately and report the incident to the General Manager.

Unless otherwise agreed, employees and volunteers are expected to hold meetings, with only two people present, in locations where there are other staff or members of the public present.

All employees are expected to take their safety and well-being seriously and to behave in a way that does not put them in danger whilst carrying out business and tasks for Atlantic Racquet Centre.

All employees when not working on site at ARC should inform their Line Manager, as appropriate, where they expect to be and with whom. Where practicable, when working alone and away from the office, staff are expected to inform a family member or living companion of their expected time of return. This person should have the contact details of the Line Manager as appropriate and be able to contact them should the need arise.

When lone working, all employees and volunteers are responsible for following safe systems of work when carrying out their normal duties. ARC ensures that measures are in place to reduce risk and that expectations have been communicated to employees and volunteers operating alone and appropriate training provided.

Employees and volunteers operating alone should be made aware of the process for responding correctly to emergencies. Employees or volunteers who are alone on site should make sure this is known by their Line Manager and are responsible for adhering to security and fire regulations.

Control Measures in Place

Violence & aggression from clients, uninvited intruders whilst working alone or remotely on site. (*Physical assault, verbal abuse/threats, threat with weapon, harassment, indecent assault*)

- All persons working alone /remotely from others on site have access to a means of communication so they can summon help if they need it – Walkie Talkie and or mobile phone
- Avoid confrontation if at all possible.
- Withdraw from situation.
- Place yourself between aggressors and escape route.
- Inform Line Manager / Senior Management Team that confrontation has taken place.
- Seek first aid if required.

How to raise alarm

In the case of concern over an employee or volunteer the Line Manager as appropriate should be informed, they will contact all relevant people to locate the member of staff, or volunteer. In the case that the person cannot be located the police should be informed.

This Policy is recommended for approval by:

Signed:



ARC Chair: Anoushka Lynd

Date: 12/04/2024

Signed:



Club Welfare Officer: Tish Shere

Date: 12/04/2024