

## **NORFOLK CRICKET BOARD**

### **LONE WORKING POLICY**

#### **Introduction**

The purpose of this policy is to ensure that all reasonably practicable measures are taken to eliminate, minimise or control the risks for employees when working alone. It recognises that all of its employees will to a greater or lesser extent have periods of lone working. All employees must therefore familiarise themselves with this policy.

The Norfolk Cricket Board (NCB) is responsible for health and safety at work for all of its employees and for those affected by its operations. All hazards and risks arising from an employee carrying out lone working must be assessed and reduced to the lowest level reasonably practicable.

#### **Management Responsibility**

It is a management responsibility to organise and control solitary working and make proper provision for the health, safety and welfare of their employees and others who may be affected by their activities. Lone workers should not be exposed to significantly more risks than employees who work together.

The NCB will therefore:

- Undertake a thorough Risk Assessment for employees working alone.
- Ensure lone working is avoided as far as is reasonably practicable.
- Ensure that any employee working alone is capable of undertaking the work alone.
- Ensure that emergency measures are in place so that lone workers can get assistance if required.
- Make provisions so that someone else is aware of a lone workers whereabouts at all times.
- Identify the hazards of the work, assess the risks, then devise and implement safe working arrangements to either eliminate or control the risks. If necessary to provide accompaniment where the work cannot be done safely by one person.
- Ensure that lone workers are provided with adequate information, instruction and training to understand the risks and safe working procedures associated with lone working.
- Ensure that lone workers have access to first aid facilities; mobile workers may need a first aid kit.

- Take account of normal working conditions and foreseeable emergencies such as fire, equipment failure, road hazards, illness and accidents.

Risk Assessments will need to take into account:

- the remoteness of the workplace
- potential communication problems
- the likelihood of criminal attack
- potential for verbal or physical abuse
- working environment, equipment or tasks that might present any special risk
- whether there is safe, properly lit access and exit for one person at the place of work
- if the person is medically fit and capable of working alone
- how the lone worker will be supervised
- how the lone worker will obtain help in an emergency such as assault, vehicle breakdown, accident or fire
- whether there is adequate first-aid cover
- if there are any foreseeable emergencies which might occur
- what help is needed to lift heavy objects
- if training might be helpful for safe working
- whether the individual's travel arrangements are safe
- that special consideration is given to expectant mothers and young persons
- abnormal conditions such as extreme weather conditions

The NCB should involve the employee who is working alone in the assessment process and in developing safe working methods and maintain a copy for the file of all lone working assessments.

### **Individuals Responsibility**

Those working alone must

- take responsibility for their own safety
- ensure that someone knows that they are working alone and what time they expect to go home (the notified person). Contact should be made at agreed intervals in order to check there are no problems. If the notified person does not receive the agreed call and has reason for concern a nearby key holder should be contacted and a check made of the premises.
- Inform their manager of any incidents or safety concerns
- not attempt to undertake any work or task for which they are not trained or which could cause an accident
- not use lifts while alone in buildings
- (so far as possible) arrange a public meeting venue or accompanied visit when meeting someone for the first time;
- provide clear information of where they are going and with whom.
- if subjected to or threatened with violence or aggression, telephone their line manager or designated contact immediately
- contact the relevant emergency services in the event of any major incidents e.g. assault, medical emergency etc.

- if working somewhere that is not their normal office, individuals should make themselves familiar with the lone worker policy related to that site.

### **Guidelines for staff**

Never react to abuse, rudeness or threats.

Plan carefully any meetings you feel are potentially difficult.

On entering a building or premises make yourself aware of an exit route for use in an emergency.

In the event of a person showing signs of aggression do not challenge them and refer this matter to your manager at the first available opportunity.

Attempt to remain calm if someone is starting to get angry. Staff must always ensure their own safety, and offer a reason to leave the situation if they assess this as necessary. Useful excuses to leave might be to collect something from the car, make a phone call or make another visit.

Report all cases of aggression and violence, actual or threatened.

Never allow yourself to be alone with a child or young person..

Never divulge any personal information to the contact (e.g. telephone numbers / home address / names of family members etc.).

### **Application to volunteers**

Although this policy is expressed to apply to employees, the NCB also owes a general duty of care to their volunteers to take reasonably practicable steps to ensure their health and safety when engaged in Board activities. This extends to situations where they are working alone and therefore this policy, where relevant and appropriate, also applies to them.

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