

Airdrie Golf Club



Lone Working Policy

Lone Working Policy: Update & Review.

Review Date	Update description	Signature

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1. Policy Statement

- Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and their Line Manager have a duty to assess and reduce the risks which lone working presents.
- This policy should be read in conjunction with the main Health & Safety policy.

2. Purpose

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation and to describe procedures that will minimise such risks.

It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

3. Scope

- This policy applies to all staff who may be working alone, at any time, in any situation.
- Volunteers would not normally be expected to work alone and so should be outside the scope of this policy.

4. Context

Greenstaff can work outside office hours and/or alone due to flexible working patterns and/or to undertake their job role.

The club's principles for supporting lone workers include:

- A commitment to supporting staff and managers both in establishing and maintaining safe working practices
- Recognising and reducing risk
- A commitment to the provision of appropriate support for staff
- A clear understanding of responsibilities
- The priority placed on the safety of the individual over property
- A commitment to providing appropriate training for staff

5. Definition

Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance. This last situation may also arise where there are other staff on the golf course or in the associated buildings but the nature of the golf course itself may essentially create isolated areas.

6. Mandatory Building Procedures

Line Managers and their employees must ensure that:

- All appropriate steps are taken to control access to buildings and that emergency exits are accessible
- Alarm systems are tested regularly – both fire and intruder
- When working alone they are familiar with exits and alarms.
- There is access to a telephone where staff are advised to have personal phones on them at all times and first aid kit
- If there is any indication that a building has been broken into, they call for assistance before entering
- External doors are locked to avoid unwanted visitors if working alone

7. Personal safety

- Staff should avoid working alone if not necessary and where possible the final two people should leave together
- Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.
- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- Before working alone, an assessment of the risks involved should be made in conjunction with the Line Manager
- Staff must inform their Line Manager or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed.

- Staff who work to a pre-planned programme of sessions, must inform their Line Manager if they deviate from the programme.
- If a member of staff does not report in as expected an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate using emergency contact information if necessary.
- Arrangements for contacts and response should be tailored to the needs and nature of the team and tasks being undertaken and measures in place to reduce risks
- Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.
- Staff working away on the course should ensure that they have access to a mobile phone. Staff may use their own mobile phone for this purpose.
- Staff are responsible for checking that the mobile phone is charged, in working order and with sufficient credit remaining with the relevant provider.

8. Assessment of risk

In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

- The environment – location, security, access.
- The context – nature of the task, any special circumstances.
- The individuals concerned – indicators of potential or actual risk.
- History – any previous incidents in similar situations.
- Any other special circumstances.

All available information should be taken into account and checked or updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

9. Monitoring and Review

Any member of staff with a concern regarding lone working issues should ensure that it is discussed with their Line Manager or with the whole team, as appropriate.

Appendix 1 - Personal Safety

Personal Safety

- There are a number of things you can do to avoid trouble in the first place. The organisation has a responsibility as an employer to ensure the health, safety and welfare of staff, but employees also have a duty to take reasonable care themselves.
- This is not about raising anxiety levels but about recognising potential dangers and taking positive steps to reduce risk, for yourself and others.

Be aware of the environment

- Know what measures are in place where you work: be aware of alarm systems and procedures, exits and entrances, and the location of the first aid supplies.
- If a potentially violent situation occurs, be aware of what might be used as a weapon against you, and of possible escape routes.

Be aware of yourself

- Think about your body language. What messages are you giving?
- Think about your tone of voice and choice of words. Avoid anything that could be seen as sarcastic or patronising.
- Think about what you are wearing. Is it suitable for the task? Does it hamper your movement? What signals does it send out? In a potentially risky situation, does a scarf or tie offer an opportunity to an assailant?
- Be aware of your own triggers – the things that make you angry or upset.

Be aware of other people

- Take note of their non-verbal signals.
- Be aware of their triggers.
- Don't crowd people – allow them space.
- Make a realistic estimate of the time you will need to do something, and don't make promises which can't be kept, either on your own or someone else's behalf.
- Be aware of the context of your situation – are they already drunk, angry or upset and for what reason?
- Listen to them, and show them you are listening.

