LONE WORKING POLICY

Policy Statement

Kick-Off Sports takes the health and safety of its employees very seriously. We have a legal duty to ensure the health, safety and welfare of our employees while at work. We realise that at any given time, staff may be working alone, either in our office/facility or externally.

Aim and Scope

This policy is designed to alert employees to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is designed to give employees a framework for managing potentially risky situations.

Related UK Legislation

Health and Safety at Work Act 1974

General duties of employers to their employees - It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all employees.

Management of Health and Safety at Work Regulations 1999

Risk assessment

Every employer shall make a suitable and sufficient assessment of—

the risks to the health and safety of his employees to which they are exposed whilst they are at work; and

the risks to the health and safety of persons not in his employment arising out of or in connection with the conduct by him of his undertaking,

Context

The definition of a lone worker is 'when work is done in a location where the employee can't physically see or be seen by another person or talk to or be heard by another person'. This covers a wide array of employees:

- People working separately from others in a building
- People who work outside 'normal' hours
- People who work away from their fixed base without colleagues
- People who work at home

At Kick-Off Sports we are responsible for assessing the risks to lone workers and taking steps to avoid or control the risks where necessary. Employees have the responsibility to take reasonable care of themselves and others in lone working situations. This policy is designed for employees who either frequently or occasionally work alone.

Persons at Risk

At Kick-Off Sports people at risk may include anyone who comes into the building alone outside of 'normal' working hours and particularly our Coaches/Mentors.

Potential Hazards of Working Alone

People who work alone face the same risks in their work as others, doing similar tasks. However, additionally they may encounter the following:

- Accidents or sudden illnesses may occur when there is no-one nearby to call for help or provide 1st aid
- Fire
- Attempting tasks which cannot safely be done by one person alone
- A potential for violence or threatening behaviour towards the lone individual
- Working in remote areas, particularly after dark and outside normal working hours
- Encountering intruders
- Working in the gym with heavy weights and machines.

(This is not an exhaustive list; individuals are expected to discuss any potential lone working with their immediate line manager so the risk can be assessed, and any necessary control measures applied.)

Measures to reduce the risk of lone working

To reduce the risk for people working alone we carry out a risk assessment of the following issues, 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 considered, and risk assessments should be updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in each situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

In any situation where an employee is operating alone and feels unsafe, they must remove themselves immediately and report the incident to their line manager or supervisor.

In any situation where an employee is operating alone and an incident occurs, this must be reported to their line manager as soon as possible. An incident is any situation where the health and safety of the employee is compromised and may include an accident, fire, violence or threat of violence (this list is not exhaustive).

Control Measures

All staff will:

- Not undertake work for which they are not trained/qualified
- Take reasonable care of their own health and safety using common sense
- Not do anything to put themselves in danger
- Know and follow relevant safe working procedures and guidelines including for operating machinery and using hazardous substances
- Never cut corners or rush work
- Stop for regular breaks and, if possible, change activity
- Tell their manager about any relevant medical conditions
- Report any hazards or accidents encountered

Kick-Off Sports will:

- Implement opportunities for meetings and support
- Assess the risks to all lone workers and communicate the findings
- Implement appropriate training or resources such as protective equipment or clothing to minimise the risks
- Present alternative work methods where possible to reduce exposure to the hazard

Training and Provision

If required as part of their role, employees will be given training that covers lone working during their induction. Employees new to a role, where they may be lone working, may initially need to be accompanied by a fully trained member of staff.

There needs to be regular contact, at set intervals, with lone working employees throughout their shift. This could be by phone (with hands free capabilities if possible), two-way radio, satellite phone and so on.

Kick-Off Sports will ensure that employees carrying out duties alone always have a telephone available, to enable them to contact the office or line manager, in the event of an emergency.

Accidents and Emergencies

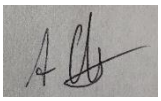
Employees operating alone should be made aware of the process for responding correctly to emergencies. Employees who are alone in the office must inform their line manager and are responsible for adhering to security and fire regulations.

Kick-Off Sports ensures that measures are in place to reduce risk and that expectations have been communicated to employees operating alone and appropriate training provided.

All staff, including lone workers, are responsible for following safe systems of work and should take simple steps to reduce the risks associated with carrying out their normal duties.

This policy will be reviewed as required, or if a situation occurs which necessitates any amendment.

Date of issue: 25/8/26

Signed by : 

Adam Clements

Kick-Off Sports