



## Lone Working Policy

### 1. Introduction

The operating hours of the coaching programme means that tennis coaches and other employees may be at a venue on their own or late at night. This increases the risk of assault and also raises problems of how that individual working alone can summon help in an emergency.

With all activities, consideration must always be given to the issue of lone workers and risk assessments should consider:

- The probability of a lone worker encountering a health and safety hazard.
- The lone worker's means of raising the alarm.
- The means of escape in the event of a fire or other emergency.

### 2. Arrangements and Responsibilities

#### We Do Tennis Directors

Are responsible for:

- Ensuring that employees and coaches are fully aware of their responsibilities and duties and that they know how to carry these out correctly.
- Ensuring that lone working procedures are established for anyone working alone.
- Ensuring that risk assessments identify any potential lone working situations.
- Making sure that employees and coaches are aware of, and comply with lone working procedures.
- Ensuring a system of checking on the well-being of employees and coaches is in place where necessary.

#### All Employees and Coaches

Are responsible for:

- Complying with instructions from the Directors regarding lone working.
- **Not** carrying out activities where risk of injury could be more significant if alone for extended periods.

- Carrying out a dynamic risk assessment when lone working to identify potential hazards, and not put themselves or others into potential high-risk situations.
- Ensuring that someone knows of their whereabouts and expected time of returning home. Where an employee or coach lives alone, a friend, family member, or work colleague should be used as a point of contact.
- Ensuring they have a fully charged mobile phone with them at all times, and checking they have a good phone signal.

### **3. Lone Working Procedures**

#### **Medical Fitness**

- All employees must complete a medical assessment form, and must inform We Do Tennis of any changes in their health that may affect their health or safety if working alone.
- Self-employed coaches are responsible for making We Do Tennis aware of any underlying medical conditions that may make it unsuitable for them to work alone.
- We Do Tennis will, so far as is reasonably practicable, ensure that anyone with known medical conditions are not placed into lone working situations that may be hazardous to their or other people's health or safety. Medical advice will be sought if necessary.

#### **Cash and valuables**

- No employees or coaches should place themselves at risk by handling money or valuables. All bookings and payments will be taken via the online booking system.
- If any employees or coaches are threatened with violence whilst handling cash or valuables, the cash should be handed over. The police should be involved immediately, with as much information handed over about the incident as possible. The We Do Tennis incident report form should also be completed and an investigation instigated.

#### **Supervision**

- Supervision includes information, instruction and training and helps to ensure that the necessary safety precautions are implemented. It can also provide guidance in situations of uncertainty.
- The extent of supervision required depends on the risks involved and the proficiency and experience of the employees and coaches to identify and handle safety issues and potential risk situations.
- Employees and coaches who are new to the job may need to be accompanied at first, depending on their knowledge and level of experience. The extent of supervision required is a management decision. It should not be left to the individual to decide if they require assistance.
- Directors should make regular checks on the progress and quality of the work of employees and coaches, including discussions in which safety issues and concerns can be addressed.

## Emergencies

- Lone workers should be capable of responding correctly in emergency situations.
- Employees and coaches should receive appropriate instruction and training in the established emergency procedures at their venue.
- Lone workers should have access to adequate first aid facilities. All coaches must hold a current first aid certificate and know the location of the nearest first aid kit and AED (if available).
- The emergency services should be called on 999 where there is a serious incident, illness or injury.

## Controlling access to venues and facilities

- Where access to unstaffed venues may be required for the use of toilet facilities, coaches may need to act as the key holder for that venue.
- Coaches should check the venue prior to allowing anyone else to enter to ensure all lights are switched on and working, and that there are no hazards present such as trailing wires, wet floor, broken glass, chemicals etc.
- Where there are hazards identified, these should either be removed (if this can be done safely), or the venue locked up and the responsible person informed. Nobody should be allowed to enter the venue if it is not safe to do so. Coaches should not put themselves a risk if they cannot remove a hazard safely, or do not have the right knowledge to do so.
- When locking up and leaving a venue, where possible this should be done whilst other people are present.

## Review

This document should be updated as necessary and reviewed minimum annually.

Issue No.	Date	Revisions	Actions
1	18 Feb 2022		New policy
2	12 Jan 2024	N/A	No changes needed