



Lone Worker Policy

Responsible Person	Directors
This version Date	September 2026
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1. Policy Statement

Working alone is not unlawful and, in many circumstances, can be undertaken safely. CM Sports recognises its responsibility to assess and manage the health, safety and welfare risks associated with lone working.

CM Sports will take reasonable steps to protect staff, volunteers and contractors who work alone and will ensure that lone working arrangements do not place children or staff at unnecessary risk.

This policy should be read alongside the **Risk Assessment Policy, Safeguarding and Child Protection Policy, Health and Safety Policy, Critical Incident Policy, Accident and Incident Reporting Policy and Emergency Procedures.**

2. Responsibilities

CM Sports will:

- Identify and assess risks associated with lone working.
- Put appropriate control measures in place.
- Provide suitable information, instruction and training.
- Ensure staff know how to raise concerns and obtain assistance.
- Review lone-working arrangements following incidents or changes in circumstances.

Staff and volunteers must:

- Follow CM Sports lone-working procedures.
- Take reasonable care of their own safety and the safety of others.
- Keep agreed contact arrangements up to date.
- Report hazards, concerns, incidents and near misses.
- Never undertake work alone where the risk assessment identifies that it is unsafe to do so.

3. Risk Assessment

A risk assessment must be completed where lone working presents a foreseeable risk.

Consideration should include:

- The location and environment.
- The activity being undertaken.
- The time of day.
- Communication and access to assistance.
- The individual's experience, training and competence.
- The possibility of violence, aggression or unauthorised access.
- Travel arrangements.
- Medical or other relevant circumstances.
- Whether children or vulnerable individuals are involved.
- Emergency arrangements.

Where a significant risk cannot be adequately controlled, the activity must **not be undertaken alone** and alternative arrangements must be made.

Risk assessments must be reviewed regularly and following an incident, near miss or significant change in circumstances.

4. Lone Working at the CM Sports Head Office

Staff may occasionally work at the CM Sports office outside normal working hours.

Where a member of staff is working alone, they should:

- Ensure doors and appropriate access points are secured.
- Keep a means of communication available.
- Inform an appropriate colleague or manager where required.
- Avoid allowing unauthorised persons into the premises.
- Report any suspicious or concerning behaviour immediately.
- Follow emergency procedures if an incident occurs.

Staff must not place themselves at risk by confronting an intruder or attempting to deal with a dangerous situation alone.

5. Lone Working Off-Site

Where staff are required to work alone away from the CM Sports office, appropriate arrangements must be made before the activity takes place.

Depending on the risk assessment, this may include:

- A check-in/check-out system.
- Sharing the location and expected duration of the visit.
- Carrying a charged mobile phone.
- Agreeing emergency contacts.
- Avoiding high-risk locations or situations.

- Ensuring appropriate insurance and authorisation.
- Arranging for another member of staff to accompany the individual where necessary.

Staff must report if circumstances change and make the activity unsafe.

6. Lone Working and Children

CM Sports recognises that lone working involving children requires particular consideration.

Staff must follow CM Sports safeguarding procedures at all times.

Where a member of staff is working alone with a child, the circumstances must be appropriate, authorised and risk assessed. Staff must maintain professional boundaries and avoid situations that could create unnecessary safeguarding risks.

Where possible, staff should work in an environment where they can be seen or readily contacted by others.

Lone working must never be used as a reason to avoid safeguarding procedures or appropriate supervision.

Any safeguarding concern must be reported to the **Designated Safeguarding Lead (DSL) or appropriate manager without delay.**

7. Travelling With Children

Any transport involving children must comply with CM Sports' transport, safeguarding and risk assessment procedures.

Staff must not undertake journeys that have not been appropriately authorised or risk assessed.

Where a child is travelling with a member of staff, appropriate parental/carer permissions, insurance and safeguarding arrangements must be in place.

8. Violence and Aggression

Lone workers may be more vulnerable to violence or aggression.

Staff should:

- Avoid unnecessary confrontation.
- Maintain a safe distance where possible.
- Leave the situation if they feel threatened.
- Contact emergency services where necessary.
- Report all incidents and concerns to management.

Staff must not put themselves at risk attempting to protect property or deal with an aggressive individual.

9. Emergency Procedure – “Purple Folder”

CM Sports uses the phrase “**Purple Folder**” as an internal emergency signal where a member of staff is in a genuine vulnerable or unsafe situation while working alone.

If a staff member contacts management and states “**Purple Folder**”, the person receiving the call must treat the situation seriously and establish whether immediate assistance is required.

The following questions should be asked:

1. **Do you need help?**
2. **Are you in danger?**
3. **Do you need someone to attend immediately?**
4. **Do you need additional site/security assistance?**
5. **Do you need me to call 999/112?**

If emergency services are required, **999/112 must be contacted immediately.**

The staff member should move to a safe location where possible, secure themselves away from danger and follow instructions from emergency services or management.

Emergency contact details for Directors and management will be maintained separately and securely and must be accessible to authorised staff.

10. Reporting and Recording

All accidents, incidents, safeguarding concerns and near misses arising from lone working must be reported promptly and recorded in accordance with CM Sports procedures.

Where a safeguarding concern arises, the **Safeguarding and Child Protection Policy** must be followed.

Records will be reviewed to identify whether additional controls, training or changes to working arrangements are required.

11. Training and Monitoring

Staff undertaking lone working will receive appropriate information and instruction regarding:

- Lone-working risks.
- Emergency procedures.
- Safeguarding.
- Communication and check-in arrangements.
- Violence and aggression.
- Incident reporting.
- Personal safety.

Management will monitor lone-working arrangements and review risk assessments when necessary.