

St Ives Arts Club Lone Working Policy

Version Control

Version	Date	Approved By
1.0	1 st August 2026	Board of Trustees

1. Purpose

The Arts Club recognises that, from time to time, Trustees, committee members, volunteers, contractors, and other authorised persons may work alone within Club premises.

The purpose of this policy is to:

- Protect the health, safety, and welfare of individuals working alone.
 - Reduce risks associated with lone working.
 - Establish procedures to ensure assistance can be obtained in an emergency.
 - Ensure compliance with relevant health and safety obligations.
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2. Definition of Lone Working

A lone worker is a person who undertakes activities on behalf of the Club without another person being present or immediately available for assistance.

Examples include:

- Opening or closing the premises.
- Carrying out administrative duties.
- Preparing and invigilating exhibitions.
- Undertaking maintenance activities.
- Cleaning duties.
- Receiving deliveries outside normal Club opening hours.
- Using the premises outside scheduled events.

Our exhibitions run throughout the year and are often booked by individual artists. The Trustees would recommend there is more than one person in the Exhibition room under these circumstances, but understand this is not always possible or acceptable to some artist members.

3. Responsibilities

Trustees

The Trustees are responsible for:

- Ensuring the risks associated with lone working are considered.
- Reviewing and updating this policy.
- Providing suitable guidance to volunteers and keyholders.

Individuals

Anyone working alone is responsible for:

- Following this policy.
 - Taking reasonable care of their own safety.
 - Reporting concerns, incidents, or unsafe conditions.
 - Informing the President of their attendance where necessary, for example, out of normal opening hours access
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4. Risk Assessment

Before undertaking lone working activities, consideration should be given to:

- The nature of the task.
- The location within the Club.
- Time of day.
- Access to assistance.
- Security arrangements.
- Fire safety procedures – awareness of emergency exits and Fire Call Points
- Personal medical conditions that may increase risk.

Activities that present a significant risk should not be undertaken alone.

5. General Lone Working Procedures

When working alone, individuals should:

- Ensure they have access to a mobile phone where possible.
 - Keep external doors secured when practical (or when upstairs alone)
 - Maintain awareness of emergency exits and procedures.
 - Avoid creating situations where personal safety may be compromised.
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6. Opening and Closing the Premises

Individuals opening or closing the Club alone should:

- Remain alert to unusual activity around the premises.
 - Keep doors secured where practical.
 - Avoid admitting unknown individuals unless there is a legitimate reason to do so.
 - Ensure alarms and security systems are operated correctly.
 - Leave immediately and contact emergency services if they feel threatened or unsafe.
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7. Cash Handling

Where cash is handled:

- Significant sums should not be handled alone where this can reasonably be avoided.
 - Cash should not be discussed publicly or visibly transported where unnecessary.
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8. Personal Safety

Lone workers should never place themselves at unnecessary risk.

Individuals should:

- Trust their instincts if they feel unsafe.
- Leave the premises immediately if concerned for their safety.
- Contact emergency services where appropriate.
- Report any incidents or concerns to the President as soon as possible.

The Club will support any individual who withdraws from a situation where they genuinely believe their safety may be at risk.

Personal Safety for Exhibitors and Lone Workers

Whilst serious incidents are extremely rare, individuals working alone should remain aware of their personal safety at all times.

If a visitor behaves in a threatening, aggressive, intimidating, or abusive manner, the lone worker or exhibitor should:

- Remain calm and avoid confrontation.
- Politely ask the individual to leave the premises.
- If the individual refuses to leave or their behaviour escalates, remove yourself from the situation where possible.
- Retreat to a place of safety, such as the Exhibition Room kitchen, this is a 'safe room' where both doors can be locked. and the Panic Alarm used in exceptional circumstances.
- Contact the Police using a personal mobile phone if assistance is required.
- If the individual poses an immediate threat and it is considered safe and appropriate to do so, activate the panic alarm. This will trigger the building alarm system and may deter the individual from remaining on the premises.
- The panic alarm is located in the corner of the kitchen between the two doors. Depress both Red buttons simultaneously to activate the alarm system To cancel the alarm, use the Entry Access keypad, using the normal entry code numbers.
- Following any such incident, notify the President as soon as possible.

No volunteer, exhibitor, trustee, or member is expected to place themselves at risk in order to protect Club property or assets. Personal safety must always take priority.

9. Emergency Situations

In the event of an emergency:

1. Contact the emergency services where required.
2. Evacuate the premises if necessary.
3. Contact the President as soon as reasonably practicable.

10. Incident Reporting

Any incident involving lone working, including:

- Accidents
- Near misses
- Security concerns
- Threatening behaviour
- Equipment failures affecting safety

must be reported to the President at the earliest opportunity.

11. Training and Awareness

Trustees, keyholders, volunteers, and committee members involved in lone working should be familiar with:

- This policy.
 - Fire and evacuation procedures.
 - Security arrangements.
 - Relevant health and safety policies.
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12. Review

This policy will be reviewed every three years or sooner if:

- There is a significant incident.
 - Club operations change substantially.
 - Relevant legislation or guidance changes.
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13. Approval

Approved by the Board of Trustees of:

The Arts Club

Signed: _____

Name: _____

Position: Chair of Trustees

Date: _____

Review Date: _____

