NOT A LONE WORKER

Supervisor check-in and escalation checklist

For managers of lone workers

This template is a starting point. Tailor it to your organisation's activities and risks, and take competent advice where needed.

This is an independent template. It is not an official HSE document and does not replace legal or health and safety advice.

Supervisor / named contact	
Lone worker	
Date and shift	
Deputy contact	

Before the shift

- [ ] The lone worker has a current risk assessment for today's task and location.
- [ ] You know where they will be, what they will be doing, and their expected finish time.
- [ ] Check-in times and the method (call, text, email or other) are agreed.
- [ ] You hold the worker's current mobile number and the contact details of their nominated emergency contacts.
- [ ] The worker knows to call 999 first in an emergency.
- [ ] You know any particular risks today (known aggressive address, bad weather, medical condition, long drive).
- [ ] A deputy is named if you will be unavailable.

During the shift

- [ ] Each check-in is received and ticked off at the agreed time.
- [ ] Any change of plan or location is noted.
- [ ] Concerns raised by the worker are acted on, and the work is stopped if it is not safe.
- [ ] The worker confirms when they have finished and are safe.
- [ ] Handover to the next supervisor, or to a deputy, is clear if shifts overlap.

If a check-in is missed

Act promptly. Decide in advance how long you will wait before each step, and write the times below. Lone workers can be late for harmless reasons, but never assume so.

Step	What to do	Time done	Outcome
1. Try to contact	Call the worker. If no answer, try text or any other agreed method. Wait a few minutes and try again. [Agreed wait: ___ minutes]		
2. Nominated contacts	Contact the worker's nominated contacts, the customer or site if appropriate, and anyone who may know where they are. Check for their vehicle, building access or other records.		
3. Escalate to the senior manager	Tell the senior manager on call. Agree what to do next.		

Step	What to do	Time done	Outcome
4. Emergency services	If there is genuine concern for their safety, do not wait. Call 999. Give the worker's name, description, last known location, vehicle details and what you know of the situation.		
5. Stay in touch	Keep trying to reach the worker. Keep your phone free for the emergency services. Tell the worker's family or next of kin only on advice from the police or senior management.		

If the worker contacts you: confirm they are safe, find out why contact was lost, tell anyone you have alerted, and record it.

After an incident

- [ ] The worker is safe and has been offered support, including time to recover.
- [ ] Everyone who was alerted has been told the outcome.
- [ ] The incident, near miss or missed check-in is written up the same day.
- [ ] Serious injuries and dangerous occurrences are reported under RIDDOR where required (www.hse.gov.uk/riddor).
- [ ] The risk assessment is reviewed and updated, and the lessons are shared.
- [ ] Police have been given any information they ask for.

Record keeping

Keep a record of each missed check-in and escalation. Note who was involved, what happened, times, actions and the outcome. Keep records for as long as your policy and data protection obligations require, and limit access to those who need it.

Date	Worker	Expected check-in	What happened	Actions and times	Outcome	Recorded by

Review

- [ ] Check-in and escalation records are reviewed [monthly / quarterly] for patterns, such as repeated late check-ins.
- [ ] Contact details for workers and emergency contacts are checked and updated.
- [ ] Supervisors and deputies are refreshed on this checklist at least once a year.
- [ ] Workers are asked whether the arrangements work for them.
- [ ] The lone-working policy and risk assessments are updated where needed.

See also: HSE, Protecting lone workers (INDG73), www.hse.gov.uk/pubns/indg73.htm.

Want help setting up a check-in procedure? See how Not A Lone Worker works — www.notaloneworker.com