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Example Procedures - Check-In Procedure

SWP 117

As per our [Safe Driving Policy](#), employees that undertake work-related driving for [company name] are required to establish a check-in process and a travel plan under certain conditions.

The purpose of this procedure is to explain the steps employees will take to minimize exposure to hazards that may occur if an employee is working (driving) alone, working in areas where there is risk of violence or discontinuous communications, or if they become stranded due to a vehicle break-down.

The employee's supervisor is responsible to provide and explain this procedure, and to ensure satisfactory application and documentation of this procedure.

This check-in procedure applies to all employees working in the following circumstances:

1. When an employee is working (driving) alone plan to be away from the office for two (2) or more hours
2. When two or more employees working together plan to be away from the office for four (4) or more hours
3. When one or more employees undertake travel that includes staying out of town overnight for work.

In each of the above circumstances, employees will develop a travel plan and initiate the check-in procedure as described below.

Check-in procedure

Check-in contact

Before travelling, the employee must identify a check-in contact who:

1. a [company name] employee
2. understands the check-in procedures
3. has a copy of and is familiar with the travel plan (see below)
4. acknowledges with the employee that he/she will be available to receive all pre-arranged check-ins
5. has and applies a system to remind them when the next check-in call is due
6. is willing and able to implement [company name] procedures, including emergency response procedures, if necessary.

Normally, employees will use a [company name] employee for check-in contacts. For travel outside business hours (e.g. overnight), the check-in contact person may be an approved third party (e.g. a spouse) who meets criteria #2 through #6 above.

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Creating a travel plan

The travelling employee must establish a travel plan that contains the following information and communicate it to his/her check-in contact before departure.

- Date of travel
- Name of traveller
- Route(s)
- The vehicle make, model, colour, year and licence plate number
- Destination(s) and contact info
- Check-in method (e.g. phone, email, text)
- Check-in frequency and times

Check-in intervals

To decide on the appropriate check-in interval, employees will consider known and anticipated hazards associated with the route, driving duration, the number of travellers in the party (i.e. working alone or not) and the availability of assistance should an emergency occur. The guidelines are:

Driving in the city

- Normal conditions: every four (4) hours and at trip completion.
- Moderate to high-risk conditions (e.g. poor visibility due to heavy rain or fog, slippery due to ice or snow, driving in dangerous areas or after hours): every two (2) hours and at trip completion.

Driving outside municipality/between communities

- Normal conditions: every two (2) hours and at trip completion.
- Moderate to high-risk conditions: every (1) hour and at trip completion.

Check-in mechanisms

Employees can use any of three tools to check-in: phone, text or email. If working alone, the driver must pull over before sending or responding to a check-in; otherwise a passenger will conduct check-ins.

In all cases, the travelling employee is responsible to initiate scheduled check-ins.

The check-in contact will note the time of the check-in, and confirm time of next scheduled check-in with the traveller.

Responding to missed check-ins

If the check-in contact has not received a check-in within 15 minutes of the scheduled check-in time, the check-in contact will try to contact the traveller by phone, text and/or email.

If contact is not made within two (2) attempts in the next five (5) minutes, the check-in contact will phone the traveller's destination contact and ask if they know of the traveller's whereabouts. If none of those is successful, the check-in contact may try to another party that may be aware of the traveller's location / status (e.g. someone at traveller's home).

If all reasonable efforts to determine the traveller's whereabouts have not been successful within 30 minutes of the scheduled check-in, the check-in contact will immediately notify the supervisor. Working with the check-in contact, the supervisor will initiate appropriate emergency response measures. See emergency response procedures for specific steps to follow.

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