



What happened?

- An emergency response exercise was set up to test the response to a lone worker not responding to a colleague's phone call
- The exercise was carried out successfully and found to be very worthwhile

Findings and key learning points

- The lone worker made an initial phone call to their base to give their location
- The procedure for lone working is that the lone worker then makes regular calls to a buddy to confirm there are no issues. This is referred to as a 'check' call.
- A pre-arranged 'check' call was not received by their buddy when expected
- The buddy tried to contact the lone worker several times using different mobile phones
- The buddy mobilised another worker and they proceeded to the last known location of the lone worker
- The lone worker was found safely carrying out work. They had lost track of time and hadn't heard their phone
- The use of 'what3words' to specify the location removed any ambiguity
- The main learning was to consider why the 'check' call was not responded to

Recommendation

- It is recommended that operators carry out lone-worker exercises to identify learnings
- Consider using 'what3words' in addition to other methods to identify a location simply and without ambiguity