This quick guide supports the Journey Management Plan and Trip Log. Keep a copy with the journey contact, in every vehicle and in the supervisor's binder or app. It explains who does what, how to set check-in times, what to do when a driver is overdue and how to check that the program is working. Fill in the contact sheet and your own escalation times so the guide matches your company's procedure.

How to use this guide

- **Drivers:** read the check-in rules, winter and remote travel checklists, and what to do if you're stranded.
- **Journey contacts:** keep the escalation ladder and contact sheet (page 3) where you can see them for the whole trip.
- **Supervisors and approvers:** use the risk levels to decide approval and check-in intervals.
- **Program administrators:** use the setup, review and audit checklists to build and improve the program.
- Adapt every example time, interval and limit to your own risk assessment and jurisdiction.

Who does what

Role	Main responsibilities
Driver or trip lead	Completes the plan, inspects the vehicle, checks in on time from a safe stop, reports changes and hazards, refuses an unsafe trip and closes out on arrival.
Journey contact	Not travelling. Receives check-ins, watches the clock, records the trip log, passes on weather or road changes, starts the overdue procedure and confirms close-out.
Approver	Reviews the plan and risk level, approves trips within their authority, sends higher-risk trips up the line and can stop or postpone a trip.
Program administrator	Owns the procedure and route hazard register, reviews records for trends, runs training and drills, and reports to management.
Senior management	Sets the policy, provides vehicles, devices and time, reviews results and backs any decision not to travel.

Key terms

Term	Meaning
Journey management plan	The record for one trip: driver, vehicle, route, hazards, conditions, communication, check-ins, overdue procedure, approval and close-out.
Journey management program	The system behind every plan: policy, roles, risk criteria, training, check-in rules, the overdue procedure and program review.
Working alone	Working where help would not be readily available in an emergency, injury or illness. A worker driving alone to a remote site is often working alone.
IVMS	In-vehicle monitoring system. Gives drivers feedback on behaviour such as harsh braking and may work as an automatic check-in or backup communication device.
Hours of service	Federal and provincial limits on driving and on-duty time for commercial vehicle drivers. Being within them does not automatically mean a driver is fit for duty.

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Sample risk levels (adapt to your criteria)

Level	Typical trips	Plan and approval	Example check-ins
Low	Short trips on main roads in good conditions, with coverage, in daylight, by a rested and experienced driver.	Simple trip notice or log; supervisor aware.	Departure and arrival.
Medium	Longer trips, gravel or lease roads, some dead zones, poor forecast, night driving, or a driver new to the route.	Written plan; supervisor approval.	Departure, waypoints, about every 2 hours, before dead zones, arrival.
High	Solo travel to remote sites, winter or extreme cold, resource or ice roads, long dead zones, or a drive after a long shift.	Written plan; higher authority approval; satellite device; consider a second person or postponing.	Shorter intervals, every waypoint and dead zone, arrival, and a shorter overdue timeline.

Energy Safety Canada's guideline gives every two hours as an example interval and expects each organization to define its own risk criteria. The NWT and Nunavut working alone code also ties check-in frequency to the level of risk.

Setting check-in times: checklist

- [ ] Interval based on the trip's risk level, shorter for remote, solo or winter trips.
- [ ] Check-ins tied to places (junctions, gates, waypoints) as well as times.
- [ ] A check-in just before each dead zone, with the expected time back in coverage.
- [ ] Departure and arrival check-ins on every trip, and an end-of-shift check where required.
- [ ] Drivers check in only from a safe stop; the contact never expects a moving driver to answer.
- [ ] Every check-in recorded with the time; automatic reminders set where available.
- [ ] A named backup contact for evenings, weekends and absences.

If you are a driver and something changes

- Running late, changing route or stopping overnight? Pull over safely and tell the journey contact before the next check-in is due.
- Breakdown or slide into the ditch: stay with the vehicle, put on warm clothing, keep the exhaust clear if the engine runs, and use your satellite device.
- Conditions getting worse: you can stop, delay or turn back. Tell the journey contact and your supervisor.
- Never drive on to make a check-in time. A late check-in is better than a crash.

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Overdue escalation ladder

A late check-in is not automatically an emergency, but the steps start as soon as one is missed. Write your own times in the right-hand column. Shorten them for high-risk trips, extreme cold or routes with no coverage. The law does not set these times.

Step, action and example timing	Our time	Who acts
1. Check-in due and missed (example: at the due time). Note the time and start the clock.		
2. Grace period (example: 15 minutes). Call and message the driver and passengers; try the satellite device or IVMS; check last known GPS position.		
3. End of grace period. Call the destination, departure point and next stop. Notify the supervisor.		
4. Next stage (example: 30 to 60 minutes). Supervisor sends someone along the planned route from the last known location; notify management.		
5. Still no contact. Call 911 or police with route, vehicle, plate, driver details and last known position. Start the emergency response plan.		
6. Driver found. Record times and cause, close out the plan, report and review.		

Journey contact sheet (fill in)

Journey contact | **Phone** | **Backup phone**

Supervisor | **Phone** | **After hours**

Operations manager | **Phone** | **After hours**

Satellite tracking portal or account | **IVMS or app provider support line**

Local police or RCMP detachment | **Phone** | **Emergency**

Main sites on our routes | **Site phone numbers**

Information to give emergency services (keep the current plan with you)

Route and alternate route, last check-in time and place, last known GPS position, vehicle make, colour and plate, driver and passenger names, medical needs if known, devices carried and conditions on the route.

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Before a winter trip

- [ ] Road report checked (511 Alberta, DriveBC or your province's service)
- [ ] Winter tires in good condition; chains if the route needs them
- [ ] Check-in interval shortened and overdue timeline adjusted for the cold
- [ ] Solo travel avoided in extreme cold or poor visibility
- [ ] Environment and Climate Change Canada forecast and warnings checked
- [ ] Fuel tank full before leaving town
- [ ] Clear "don't go" criteria agreed (extreme cold, whiteout, closures)
- [ ] Driver dressed for the outdoors, not just the cab

Winter and survival kit

- [ ] Warm clothing, gloves, toque and boots
- [ ] Food and water
- [ ] Tow strap and booster cables
- [ ] Flashlight or headlamp and spare batteries
- [ ] Warning triangles or flares
- [ ] Blankets or sleeping bag
- [ ] Shovel and traction aid (sand or mats)
- [ ] First aid kit
- [ ] Ice scraper and snow brush
- [ ] Charged satellite communicator

Remote and resource roads

- [ ] Radio channel and call procedure obtained for radio-controlled roads
- [ ] Satellite device carried and tested before departure
- [ ] Wildlife, river crossings, grades and logging traffic noted
- [ ] Wildfire and smoke advisories checked
- [ ] Dead zones marked on the plan with check-ins before each
- [ ] Site or road owner told you are coming, where required
- [ ] Spring breakup and road bans checked
- [ ] Plan for an overnight stay if conditions change

If you're stranded

- Stay with the vehicle. It's easier to find than a person and gives shelter.
- Send your position and status by satellite device as soon as you can.
- Keep the exhaust pipe clear of snow if you run the engine, and open a window slightly.
- Run the engine for short periods only, and wear your warm clothing.

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Working alone rules for workers who drive alone

Jurisdiction	Where the rule is	What it means for lone drivers
Alberta	OHS Code, Part 28	Hazard assessment, an effective means of communication (electronic, or visits or worker-initiated contact where electronic isn't practicable) and contact at regular intervals appropriate to the hazards. Workers who travel alone, including truck drivers, can be working alone.
British Columbia	OHS Regulation, ss. 4.20.1 to 4.23	Written check procedure, a designated person who checks at set intervals and records results, an end-of-shift check, a rescue plan, training and review at least annually.
Manitoba	Workplace Safety and Health Regulation, Part 9	Safe work procedure developed with the worker or committee, a reliable communication device and check frequency based on risk.
Prince Edward Island	OHS General Regulations, Part 53	Written procedures with check intervals, a named person who contacts and records, a process including emergency rescue if contact fails, and an end-of-shift check.
Newfoundland and Labrador	OHS Regulations (working alone provisions)	Risk assessment, written check-in procedures with intervals and steps if the worker can't be reached, an effective communication system and annual review.
Northwest Territories and Nunavut	OHS Regulations, s. 33, and WSCC Code of Practice	Hazard identification with the committee or representative, risk controls and an effective communication system; check-in frequency set by risk.
Saskatchewan, other provinces, Yukon and federal	Specific rules or the general duty	Check your own regulation. The general duty still applies, and a reliable way to know a lone driver is safe is the usual way to meet it.

Distracted driving examples

Province	Key rule	First offence
Alberta	No hand-held phone use, even at a red light. Hands-free allowed if activated by voice or a single touch. Two-way radios allowed where a driver must stay in contact with an employer, for example escorting oversized loads.	$390 fine and 3 demerit points
British Columbia	No hand-held use, including at red lights. Hands-free means Bluetooth, a wired headset or speakerphone used with one touch or voice. Learner and novice drivers can't use any device.	$368 fine and 4 penalty points
Ontario	Simply holding a phone or other device while driving is against the law. A securely mounted phone may only be touched to make, answer or end a call.	$615 out of court (up to $1,000), 3 demerit points, 3-day suspension

Hours of service (commercial vehicles)

- Federal rules (SOR/2005-313) apply to extra-provincial carriers' trucks or truck and trailer combinations over 4,500 kg registered gross vehicle weight, and buses designed for more than 10 people.
- South of 60 degrees north: no driving after 13 hours of driving or 14 hours on duty in a day, or once 16 hours have passed since the last 8 consecutive hours off duty; at least 10 hours off duty a day; and cycle limits of 70 hours on duty in 7 days (cycle 1) or 120 hours in 14 days (cycle 2).
- A 160 km radius exemption removes the daily log for drivers who stay within 160 km of their home terminal and return to it each day, if the carrier keeps the required records, but not the driving limits.
- Carriers operating within one province follow that province's rules. Within the limits or not, manage fatigue separately.

Summary based on the regulator and government pages cited in the guide, checked October 2026. Rules change, so confirm the current requirements where your crews work.

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Program setup checklist

- [ ] Driving inventory done: who drives, where, how often, which vehicles and roads.
- [ ] Driving included in hazard assessments and a written journey management procedure.
- [ ] Policy covers hazard management, distracted driving, working alone and fitness for duty.
- [ ] Risk levels, approval authority and check-in intervals defined, with worked examples.
- [ ] Overdue procedure written with times, contacts and links to the emergency response plan.
- [ ] Communication devices chosen for remote routes and tested; IVMS or app set up if used.
- [ ] Drivers, journey contacts, backups and approvers trained; training recorded.
- [ ] Joint committee or health and safety representative consulted.
- [ ] Pilot completed with one crew and the procedure adjusted before full rollout.

Quarterly review metrics

Metric	This quarter	Last quarter	Trend or action
Number of journeys (low, medium, high)			
Distance travelled			
Missed or late check-ins			
Overdue procedures started			
Vehicle incidents and near misses			
Cost of incidents			
Driving infractions			
Risk escalations (for example, low to medium)			

Audit readiness checklist

- [ ] Driving is identified as a hazard in hazard assessments for workers who drive.
- [ ] A sample of completed plans shows specific routes, hazards, check-ins and close-outs.
- [ ] Check-in logs show times, and missed check-ins were followed up and recorded.
- [ ] Drivers and journey contacts can describe the process and the escalation steps in interviews.
- [ ] Training records exist for drivers, journey contacts and approvers.
- [ ] The procedure has been reviewed in the last 12 months, and after any incident or change.

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Missed check-in drill record

Date	Scenario	Time to escalate	What worked or failed	Follow-up

Training record

Name	Role (driver, contact, approver)	Date trained	Trainer	Refresher due

Common mistakes to avoid

- Check-ins that go to a phone or inbox nobody watches, which creates false confidence.
- No written overdue procedure, so people wait too long before raising the alarm.
- Forgetting the arrival check-in, so trips are never closed out.
- Calling drivers while they're moving, which invites hand-held use and distraction.
- Relying on trackers alone, with no one assigned to respond to an alert.
- Never running a drill, so nobody knows whether escalation works.

Program reviewed by	Date	Next review date

Need help? Calgary Safety Consultants helps employers build journey management and working alone procedures, plan forms and escalation steps. Call 1-888-231-0358 or visit calgarysafetyconsultants.ca.

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