First-aid appointed person: organising the workplace arrangements

An appointed person takes charge of first-aid arrangements such as looking after equipment and calling emergency services. The employer's first-aid needs assessment determines what provision is needed, including whether trained first aiders are required. Make the role and cover arrangements clear for every shift. A job title alone cannot fill gaps created by absence, multiple work areas or changing activities.

Great Britain administrative role awareness. The employer's needs assessment determines provision and whether trained first aiders are required.

The practical principles

Understand the appointment

An appointed person takes charge of first-aid arrangements, such as equipment and calling the emergency services. HSE says the role requires no formal training. Employers decide provision through a first-aid needs assessment, considering hazards, staff and work arrangements. Where trained first aiders are required, the appointed-person role does not replace that provision. Establish exactly what responsibility the employer has assigned to you.

Keep arrangements ready

Know the location of supplies, facilities, first aiders and emergency contacts. Check stock and expiry dates under the employer's checklist and arrange replenishment. Ensure colleagues can find the arrangements during all shifts, including holidays or absences. Confirm access for responders, accurate addresses and the process for reporting used or damaged items. Keep personal medical information secure.

Coordinate a response

Summon the trained first aider where available and call emergency services when needed. Give accurate location details, arrange access and follow the call handler's instructions. Document the administrative actions under the workplace process after urgent assistance is arranged. Inform management about gaps in cover or equipment. Practical treatment depends on appropriate training and immediate emergency guidance.

Work through a shift scenario

Fictional exercise: the nominated appointed person is away and the evening shift cannot locate the supplies. The manager checks the cover arrangement, makes the equipment accessible and tells staff how to get help. The review also considers whether the needs assessment still matches the work. An administrative appointment should not be presented to colleagues as a clinical treatment qualification.

Avoid the common failure

A box that has never been checked may contain missing or expired items. Record checks and replenish through the business procedure. HSE states that formal training is not required for the appointed-person role, but the person needs clear instructions for their duties. Training as a first aider is a separate matter.

A second situation to discuss

Fictional scenario: You discover that the first-aid box is missing supplies and the only trained first aider is away during a high-risk shift.

Report both gaps before the shift proceeds, replenish supplies under the procedure and ask management to arrange the necessary cover against the needs assessment. Update the team's contact information once arrangements are confirmed.

Use a working record

Record the specific arrangements below before the briefing. Keep the wording short enough for a colleague to use during the shift. Where a field does not apply, explain why; where information is missing, assign a person to resolve it. Store personal or sensitive details in the business's approved system.

- Appointed person/cover
- equipment location
- checks and replenishment
- emergency contacts
- staff notice
- needs-assessment owner

At the next handover, ask what changed, which action remains open and who now owns it. Close the record only when the agreed follow-up is complete. A recurring problem should inform the next briefing and the relevant operational procedure.

Check understanding

Does HSE require formal training for an appointed person?

No formal training is required for that role HSE distinguishes administrative arrangements from trained first-aider duties.

The role includes:

Looking after arrangements and calling assistance The employer defines provision through its assessment.

First-aid arrangements: the named contact is at another venue

A rota change sends the person listed on the first-aid notice to a different site. A supervisor spots this before a banquet starts. What must the team establish?

Compare your decision

Escalate the cover gap to the person responsible for first-aid arrangements. Confirm who is available, their role, how staff summon help and where emergency access is available. Pass the confirmed arrangement to agency staff as well as employees.

Ask a new server to show how they would call for help from the dining room. A name on a notice is useful only when the contact route works on that shift.

Sources and scope

- Source: https://www.hse.gov.uk/simple-health-safety/firstaid/first-aid-appoint-someone.htm
- Source: https://www.hse.gov.uk/firstaid/what-employers-need-to-do.htm

Original workplace examples and suggested record. Prepared 19 October 2026. Use the current linked guidance and the venue's procedures for operational decisions.

Use this on shift

Resource page and fillable working record · Read the online guide · Course details