



2.23 Accident and Incident policy

This policy is set out to inform and guide Red SW OSM's and contractors in reporting any accident/incident that may occur within any operating day.

By following this policy this will help provide data that helps identify and reduce risk and re-occurrence of any event.

Road traffic collision

In the event of any RTC, the driver will be required to report the following details at the scene, providing the scene is safe to do so. This should be reported via What's App, to the OSM who will then inform the GM & FM as soon as possible, as this will help us to improve the reporting time to insurance.

In the event of a serious accident the driver is capable or the OSM will be required to contact the emergency services dialling 999.

The General Manager and fleet manager need to be made aware of any incident and will provide guidance if required on the correct process to follow.

This will be the DSP flash card to share information with the 3rd party.

Driver details

Name:

Registration:

Location:

Time of incident:

Explanation:

3rd party details:

Name:

Registration:

Vehicle type:

Insurance details:

Please take picture of damages:

Once the OSM has been notified and receives the initial report of incident then the OSM is required to get the driver to complete the incident report, (For Eastgate vehicles this is the QBE form, for Any

other vehicle type this is the Allianz form) the form should be completed and provided to the General Manager and Fleet Manager within 24 hours of any incident. Once this reported then the RTC tracking should be recorded for clarity, this is to be completed by the GM or FM.

Any claim that is deemed driver fault then the driver will be liable for the excess set by the insurance company.

Allianz RTC claim form

<https://drive.google.com/drive/u/0/folders/1wwhTwK57WjpKXsWKcSXzzkhkVxvPeElg>

QBE RTC claim form

<https://drive.google.com/drive/u/0/folders/1HxyqkVXHn91pgxQq-PZVuh-MfbWP3bMB>

Personnel incident/injury reporting

In the event of a driver/OSM being injured at a customer site during the time on site or during deliveries, The customer will need to be informed, the Driver should inform the OSM who is responsible for informing the customer, the customer is responsible to record any on-site accidents or near misses.

The DSP OSM is required to sit with the driver and get the incident form completed by the driver so that the incident can be recorded, a copy of the form is accessible via the link below.

<https://drive.google.com/drive/u/0/folders/1ohmRD7nLWra646pzED5mmxoOJ-KFiBes>

Key contacts

Scenario	Point of contact	Number to call	Next Steps
Vehicle Breakdown	OSM & Fleet Manager	OSM local number to site Manager & Fleet Manager <i>01684 296677 ext 210</i> <i>07749 431144</i>	
Traffic Accident involving 3 rd party	OSM & Fleet Manager	OSM local number to site Manager & Fleet Manager <i>01684 296677 ext 210</i> <i>07749 431144</i>	Inform OSM who will inform Fleet Manager, OSM to sit with driver to complete insurance report then submit to fleet manager who will inform insurance on situation
Traffic Accident not including 3 rd party	OSM & Fleet Manager	OSM local number to site Manager & Fleet Manager <i>01684 296677 ext 210</i> <i>07749 431144</i>	Inform OSM who will inform Fleet Manager, OSM to sit with driver to complete insurance report then submit to fleet manager who will inform insurance on situation

Animal attack	OSM & Area manager	OSM Local Number to site And Area Managers For North 07903702340 For South 07383439029	Complete incident form located in Google drive-fleet-emergency contacts-incident from, and inform area manager who will inform general manager
Customer Altercation	OSM & Area Manager	OSM Local Number to site And Area Managers For North 07903702340 For South 07383439029	Driver will inform the OSM who will inform the Area manager who are responsible for reporting to both the general manager and director
Vehicle or parcel theft	OSM & Area Manager	OSM Local Number to site And Area Managers For North 07903702340 For South 07383439029	Driver to contact OSM who will speak to fleet manager to track vehicle if possible and then OSM will complete SPVR with OSM and complete vehicle incident report on insurance report form (Allianz or QBE) google drive-fleet-emergency contacts-road traffic report forms, OSM will also make sure Area manager and general manager are aware
Bodily injury to driver or customer not involving the vehicle	OSM & Area Manager	OSM local number to site Manager & Fleet Manager <i>01684 296677 ext 210</i> <i>07749 431144</i> Area Managers For North 07903702340 For South 07383439029	Complete incident form located in Google drive-fleet-emergency contacts-incident form with OSM who will then inform the customer on site staff and the area manager
Pandemic/Social distancing	OSM & Area Manager & General Manager & Director	OSM Local Number to site And Area Managers/general manager For North 07903702340 For South 07383439029 General Manager 07866598534	Driver to inform OSM, who will inform the director of any incident and the area manager and general manager will be informed