



## 2.25 Emergency Contact Details

### Road traffic collisions policy

**In the event of a breakdown that is not a result of a collision, you need to call the following support numbers.**

**Call and inform the On site Manager phone number provided by OSM**

**All Road traffic collisions are to be reported on the required insurance report form, this will be provided by the on site manager and must be fully completed with all relevant details and sent to [Gin@reddelivery.co.uk](mailto:Gin@reddelivery.co.uk)**

Eastgate Vehicles:

- For breakdown call Mobilovan: 020 7660 9991

Eastgate Vehicles

- Insurance provider: QBE
- Policy number: Y121222FLT0117A

RED Vehicles:

For breakdown call RAC breakdown cover Number 03301590784

Or

- Renault Assist: 0333 2020 3005
- Vauxhall Assist: 0800 553388

RED Vehicles:

- Insurance provider: Allianz
- Policy number: BV29159733

**If a serious RTC (recovery needed) occurs out of office hours, it is critical that initial contact is made with Allianz/QBE. They will provide recovery solutions. Below are contact numbers.**

Eastgate Vehicles

- Eastgate 24-hour support: 07841425820

RED Vehicles

- Allianz 24-hour helpline: 0330 102 1998

RED Vehicles breakdown recovery through RAC  
03301590784 **office hours**

**03332000999 out if office hours**  
account RED or Roberts express delivery.

Hertz ATS tyres  
03700663621



Need to speak to us?

**NORTHGATE**  
Vehicle Hire

We're always here to help...

Department	Contact Number	Email Address
Account Manager – Shona Sheriton	07807 787 610	<a href="mailto:Shona.Sheriton@northgatevehiclehire.co.uk">Shona.Sheriton@northgatevehiclehire.co.uk</a>
Local Branch – Bristol	0117 916 3070	<a href="mailto:Rental.Bristol@northgatevehiclehire.co.uk">Rental.Bristol@northgatevehiclehire.co.uk</a>
Business Support	0118 207 3530	<a href="mailto:business.support@northgateplc.com">business.support@northgateplc.com</a>
Fines	03330 146649	<a href="mailto:fines@northgate.co.uk">fines@northgate.co.uk</a>
Damage	03330 146648	<a href="mailto:incident.management@northgate.co.uk">incident.management@northgate.co.uk</a>
Invoice Queries	0843 2087530	<a href="mailto:ar@northgatevehiclehire.com">ar@northgatevehiclehire.com</a>
Service & Repairs	03330 146650	<a href="mailto:schedulingcompliance@northgate.co.uk">schedulingcompliance@northgate.co.uk</a>
Accidents & Breakdowns	0800 716418	
Driver Support	03330 146650	

For replacement tyres call  
0800716418 option 1

### Emergency Contact Details Incident reporting

**In the event of an unplanned incident that is not a result of a collision, you need to call the following support numbers.**

**Call and inform the On site Manager phone number provided by OSM  
Contact the RED head office number 01684 296677**

**Any incident that may involve a member of the public or yourself where you feel either party is in danger, please contact the Police on**

The **101 phone number** this is for local police in England, Wales, Scotland and Northern, stating your location details if known.

**In the event of a serious incident then the 999-emergency number** should be used, this will get you to a call handler who will direct your call to the required emergency service.

Any incident regardless of how big or small must be reported to the On site manager, who will then inform the area and general manager at the earliest opportunity.

Out of hours

Any incident outside of operating 07:00 to 20:00 hours the number on the first page should be contacted and then any reporting shall be done the following day