



Builders Merchant Federation

Collision Management Aide Memoire

INDEX

Section	Subject	Page
	Index	2
1.	Policy and Process	3
1.0	Collision Management Policy	3
1.1	Developing and implementing a collision management policy	3
1.2	Developing your policy	3-5
1.3	Processes and procedures	5
1.4	Roles and Responsibilities	5
1.5	Collision management process	6
1.6	Collision investigation process A	7-12
1.7	Incident classifications	13-14
1.8	Purpose of Investigation	14
1.9	Bump Cards	14-16
2.0	Making a Claim	16
2.1	Handling media attention after a major incident	16-19
3.0	Incident Investigation	20-23
4.0	Learning Outcomes/Remedial Action	23
5.0	Document Review	23

1. Policy and Process

1.0 Collision Management Policy

1.1 Developing and implementing a collision management policy

To help you manage collisions and near misses effectively you will need a collision management policy and supporting procedures. A robust collision management policy is vital to ensure that there are clear procedures on what to do following a collision.

It will help ensure that:

- Individuals know what to do in the event of a collision.
- A quick and appropriate response to a collision is made.
- A considered analysis of collisions is made to identify remedial actions, issues, and trends.

1.2 Developing your policy

Your policy should seek to implement measures that:

- Improve understanding of required post-collision actions.
- Develop understanding of how collisions occur.
- Reduce the number of collisions and incidents that occur.
- Reduce severity of collisions when they do occur.

The policy should establish procedures applicable to senior management, managers, supervisors, and drivers.

Your collision management procedures may be broken down into types of collision, such as serious and slight injury collisions, with the appropriate people being included for each type, such as including senior management for severe injury collisions and remaining 'lighter touch' for slight injury collisions.

Your policy should also include reporting near misses as this information can prove invaluable when identifying trends that contribute to the cause of collisions.

Decisions on taking disciplinary action in the event of a blameworthy incident should lie outside of the collision management process. The collision investigation procedure will provide information that will assist in determining whether disciplinary action is appropriate.

You can use this specimen policy statement to develop your own Collision Management Policy Statement.

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Purpose

The purpose of this policy statement is to ensure the consistent reporting and management of road traffic collisions to enable actions that reduce both ‘driver at fault’ and ‘driver not at fault’ road collisions.

Scope

Managing risks associated with driving is the joint responsibility of senior management, operations, fleet management and driving staff. This policy applies to all staff responsible for any aspect of the post-collision process, including training staff and all driving staff.

Specimen policy statement for managing road collisions:

Policy statement

Road traffic collisions have the potential to cause death or severe injury and can affect the operating costs and reputation of our organisation significantly. It is therefore the responsibility of this organisation to understand the direct and underlying causes of collisions and implement measures to prevent their reoccurrence.

We expect all our drivers to maintain high driving standards on the road. This means operating within the law, driving with consideration for others and ensuring our vehicles are safe and roadworthy always.

Our policy is to ensure that all road traffic collisions are reported, documented, investigated and managed in a consistent way. This enables us to better understand the risks our drivers face in order that we can reduce the number and severity of all vehicle collisions.

When a driver is involved in a road traffic collision, it is essential that the collision investigation process is followed to ensure the:

- Collision is managed safely, legally and reported to the relevant authorities promptly.
- Incident facts are collated accurately and recorded correctly (including people involved and property damaged).
- Drivers involved are assessed to ensure they are fit and able to return to driving duties.
- Vehicles involved are repaired to a safe and legal state prior to being returned to the road.
- Incident is fully investigated to determine both primary and contributory factors that led to the collision.
- Incident facts are analysed to determine and implement any remedial actions that may prevent similar incidents occurring in the future.

Management responsibilities for collision management have been documented. We have appointed a Road Risk Champion as the person responsible for the maintenance of this policy, its communication and implementation.

1.3 Processes and Procedures

The following must be strictly adhered to following familiarisation at your induction:

- Collision management process
- Collision investigation process
- Process for taking remedial action
- Post collision driver rehabilitation procedure

1.4 Roles and Responsibilities

The Road Risk Champion is responsible for ensuring that:

- This policy is successfully communicated and implemented across the organisation.
- All staff are conversant with all procedures and documentation outlined in this policy and that the policy is fully implemented.
- All collisions, investigation findings and lessons learned are recorded accurately, filed, and analysed.
- Relevant professionals are consulted over the implementation of remedial action.
- Periodic collision reports are prepared to inform senior management and clients requiring contractual collision reporting.

1.5 Collision Management Process

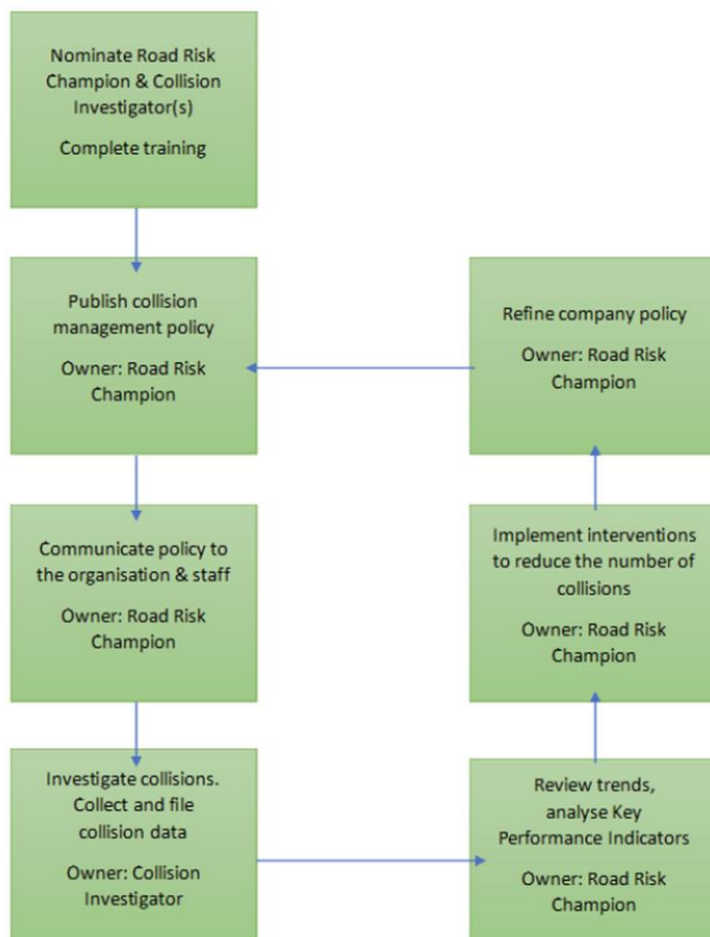
Collision Investigators must ensure that they:

- Conduct a thorough post-collision investigation, determining the direct and underlying causes of the collision.
- Make recommendations based on the findings of the investigation, to help prevent reoccurrence of this type of collision.
- File evidence of the investigation securely for future reference.

Collision management process

A recommended collision management process is described below. The nominated Road Risk Champion should lead the process.

Recommended collision management process

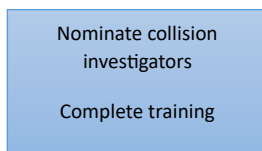


1.6 Collision investigation process

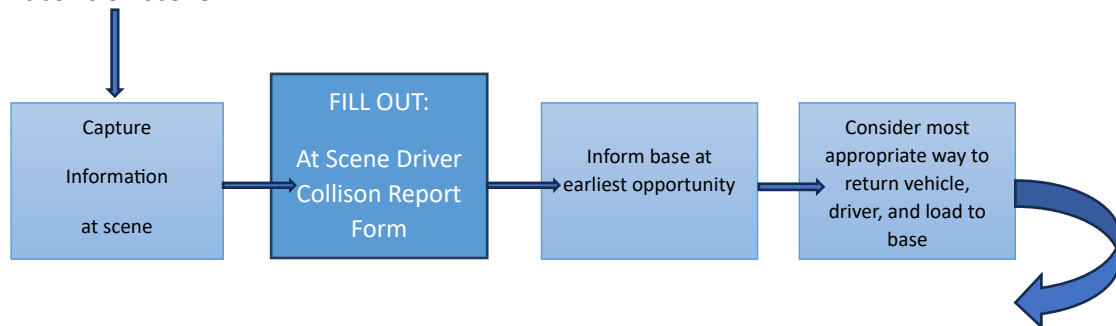
The collision investigation process is described in the diagram below. The organisation will nominate trained Collision Investigators to conduct the process. Also, it is recommended that organisations tailor their collision investigation / follow-up procedures based on the severity of the collision.

The collision investigation process

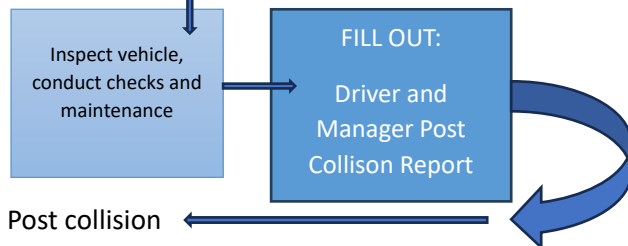
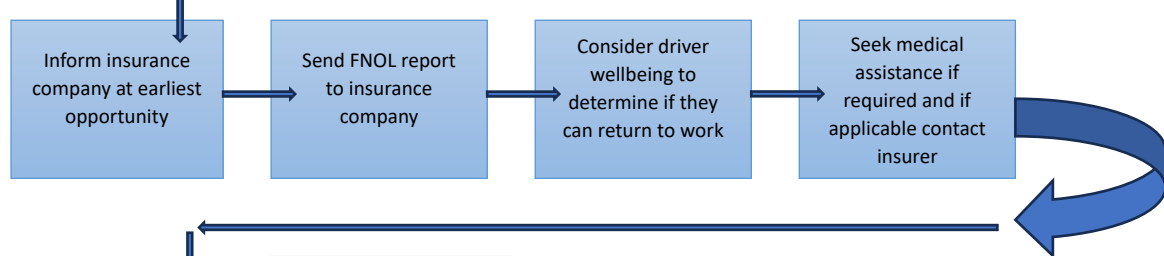
Pre-Collision



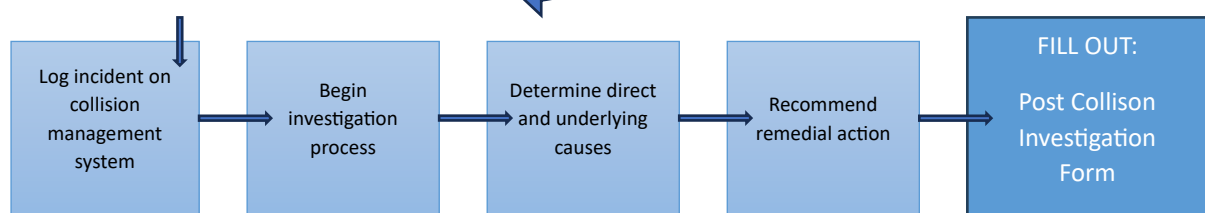
At collision scene



Back at base



Post collision



Roles and responsibilities

Your collision management policy should set out the specific roles and responsibilities for:

- Senior managers
- Transport managers
- Road risk champions
- Collision investigators
- Driving staff

These include the effective communication of the policy to managerial and supervisory staff and the means to ensure drivers are aware of their duties and responsibilities.

Senior management responsibilities

Senior managers must ensure that:

- The collision management policy is published and communicated effectively across the organisation.
- Operational, management and driving staff are resourced, trained, and empowered to conduct the duties.
- Any related policies, driver performance management and disciplinary procedures are consistent with this policy.

Transport manager responsibilities

Transport managers must ensure that:

- They are conversant with all procedures and documentation outlined in this policy and that the policy is fully implemented.
- All drivers are aware of their duties and responsibilities under this policy.
- Any deviation from this policy is fully justified and documented for approval by senior management.
- All collision evidence is collected, and the facts are verified for consistency and accuracy to inform the post-collision investigation.
- The driver that has been involved in a road traffic collision is fully fit and competent for duty prior to any subsequent task.
- The vehicle that has been involved in a road traffic collision is legal and roadworthy prior to any subsequent task.

Road Risk Champion responsibilities

Road Risk Champions must ensure that:

- The road traffic collision policies, procedures and responsibilities are developed and communicated effectively across the organisation.
- All staff are conversant with all procedures and documentation outlined in this policy and that the policy is fully implemented.

- All collisions, investigation findings and lessons learned are recorded accurately on the organisation’s own database/dashboard.
- Evidence of the investigation is filed securely for future reference – remember, some of the information may be legally privileged therefore should not be accessible to all.
- Investigation findings are monitored to identify trends and used to develop, communicate, and evaluate in-company road safety campaigns, driver training and other safety interventions.
- Relevant professionals are consulted over the implementation of remedial action (e.g., disciplinary proceedings, driver assessment and training).
- Periodic collision reports are prepared to inform senior management and clients requiring contractual collision reporting.

Competencies

The Road Risk Champion must possess the following competencies:

Table 3: Road Risk Champion competency requirements

Competency	Behaviour
<p>Planning and organising: Identifying objectives clearly, planning actions, allocating tasks and monitoring progress. Coordinating with and informing others, as necessary. Ability to juggle conflicting demands.</p>	<ul style="list-style-type: none"> • Set achievable collision targets, milestones and for self, others, and the organisations. • Checks progress towards targets regularly, acts and reports. • Has frequent meetings with everyone involved in the collision management project so all are aware of what is expected of them and the part they play in the project. • Adopts a structured approach to recording and storing data.
<p>Thinking and decision making: Analytical, creative, and conceptual thinking. The ability to evaluate options, consider the consequences and implications, reach conclusions, and make recommendations and decisions.</p>	<ul style="list-style-type: none"> • Considers a variety of options before deciding and taking remedial action. • Pulls together and analyses diverse data and information and makes conclusions based on this. • Contributes ideas that improve the rate of collision trends. • Provides innovative solutions in line with collision trends. • When consensus cannot be achieved, does not allow the matter to drift, but takes a final decision.
<p>Communication: Receiving, interpreting, and imparting information and ideas both written and spoken, to a wide range of people, influencing others.</p>	<ul style="list-style-type: none"> • Communicates to the organisation concisely and simply. • Uses language appropriate to the audience. • Asks questions to ensure others have understood what they need to do.

- Explains complex collision management concepts in simple terms.
- Persuades through debate in a non-adversarial way.

- When appropriate, tells people honestly and positively things they do not want to know.

Team working and leadership:

Working in a group in a complementary fashion, which when effective produces a holistic solution. Liaising and cooperating with other.

- Gives clear direction on what needs to be achieved by whom, by when.
- Accessible and approachable to people asking for help and information.
- Shares credit throughout the team and supports and trains staff, shares experience.

Person Specification Required

- Currently hold / have held a minimum of a valid full Category B driving licence.
- Have no more than three driving licence penalty points.
- Have attended the Road Risk Champion course.
- Have attended the Collision Investigator course.
- This is important to ensure the Road Risk Champion is fully competent regarding the collision investigation process preferred.
- Currently hold / have held a minimum of a valid full Category C or D driving licence for vocational fleets.
- Have at least five years’ supervisory experience in fleet operations.

Managing agency drivers/contractors

If you are employing agency drivers, not being their direct employer does not absolve your organisation of responsibility in the event of an incident. You have a level of responsibility and health and safety obligations in relation to driver safety when a driver is working on behalf of your organisation.

What can I do?

- Ensure that your agencies/contractors have strict selection, induction, and training procedures.
- Ensure that your agencies/contractors have collision management and return to work procedures that are professionally managed and in line with your own.
- Ensure that drivers know what to do should they be involved in a collision in your vehicle.

Communication and cooperation between you and your recruitment agency/contractors is therefore key.

Collision Investigator responsibilities

Collision Investigators must ensure that they:

- Conduct a post-collision investigation and complete the Post Collision Report Form.
- Gather all relevant information and conduct interviews with the driver and any witnesses.
- Produce the FNOL report as soon as a collision occurs.
- Determine the direct and underlying causes of the collision through causal analysis.
- Make recommendations based on the findings of the investigation, to help prevent re-occurrence of this type of incident.
- File the evidence of the investigation securely for future reference – this is important as the incident may be subject to civil or criminal proceedings, often many years after the incident.

Competencies

Collision Investigator competencies

Competency	Behaviour
<p>Planning and organising: Identifying objectives clearly, planning actions, allocating tasks and monitoring progress. Coordinating with and informing others, as necessary. Ability to juggle conflicting demands and priorities.</p>	<ul style="list-style-type: none"> • Check progress against reporting deadlines regularly, acts and reports. • Identifies issues in the investigation process and organises support to rectify them. • Manages time effectively. • Has frequent meetings with other involved in collision management so all are aware of progress. • Makes progress on complex investigations even when the way ahead is unclear. • Adopts a structured approach to recording and storing data.
<p>Thinking and decision making:</p> <p>Analytical, creative, and conceptual thinking. The ability to evaluate options, consider the consequences and implications, reach conclusions, and make recommendations and decisions.</p>	<ul style="list-style-type: none"> • Makes recommendations by interrupting a number of inputs, balancing, and weighing data. • Provides innovative recommendations to complex problems. • Consider a variety of options before reaching a conclusion and recommendation. • Pulls together diverse information into one conclusion.
<p>Communication:</p> <p>Receiving, interpreting, and imparting information and ideas, both written and spoken to a wide range of people.</p>	<ul style="list-style-type: none"> • Selects the communication method best suited to achieve the desired results (e.g., telephone, email). • Sets out information in a logical way. • Listens and questions to gain facts. • Understands the most effective approach to deal with challenging behaviour and diffuse the situation.

	<ul style="list-style-type: none"> • Has excellent written communication skills having the ability to collate and written briefs.
<p>Team working and leadership:</p> <p>Effective team working to complement the outputs which provides a holistic solution whilst liaising and cooperating with others.</p>	<ul style="list-style-type: none"> • Understand role in the collision management team. • Understands when intervention is required and when to request assistance and information. • Demonstrates a collaborative approach, by assisting others with the requirements of the investigation process. • Has empathy and collaborates with people at all levels.

Person Specification Required

- Currently hold / have held a minimum of a valid full Category B driving licence.
- Have no more than three driving licence penalty points.
- Have attended the Collision Investigator course.

Preferred

- Currently hold / have held a minimum of a valid full Category C or D driving licence for vocational fleets.
- Have at least two years' supervisory experience in fleet operations.

Driver responsibilities

Driving staff must ensure that:

- At the start of each duty, a daily walk around check is completed and recorded on the Daily Walk Around Form
- Any pre-existing or fresh vehicle damage is documented on the Daily Walk Around Form and reported to the transport office before the vehicle leaves the depot.
- Any additional damage that occurs on duty is documented on the Driver Post Collision Report Form, however, this damage has occurred.
- They may be held responsible for any unreported damage.
- In the event of a collision:
 - They follow the instructions detailed on the Driver Collision Action Card.
 - They will complete documentation and participate in the collision investigation to determine the direct and underlying causes of the collision.

1.7 Incident Classifications

Incident Class 1

Warrants full investigation using the company Incident Report Procedure, in line with this policy, and involves major harm to people and the environment.

These are incidents involving a member of staff with a high potential for major injury and are normally defined by the following criteria.

- When someone requires medical treatment (healthcare professional).
- When a company/third party vehicle completely leaves the road or overturns.
- When a company vehicle strikes a bridge or building.
- When a company/third party vehicle sets on fire.
- When a company/third party vehicle leaks fuel, causing major harm to people or the environment.
- Considerable damage to a company vehicle or third party, which as a result of is unsafe to drive or requires to be towed or transported from the scene.
- Trailer or load being towed (company or third party) leaves the road, overturns, or becomes detached.
- Items falling from a moving vehicle, trailer or load being towed.

Incident Class 2

Possible full investigation depending on severity / injury using the company Incident Report Procedure, in line with this policy, and involves serious harm to people and the environment.

These are incidents where the company vehicle is in motion and are normally defined by the following criteria.

- It is believed or is likely that a person(s) would require first aid treatment.
- The vehicle (company or third party) partially leaves the road.
- Moderate damage to the vehicle (company or third party) – including body work repairs.
- Damage to the company vehicle following a large animal strike (deer, horse, cow, ass, mule, pig, sheep, goat, or dog).

Incident Class 3

Investigate using the company Incident Report Procedure by a responsible person, in line with this policy, and involves incidental damage whilst the vehicle is in motion.

These are incidents where the company vehicle is in motion and are normally defined by the following criteria.

- Minor damage to the vehicle (company or third party) – including wing mirror(s) and paintwork.
- Damage to the company vehicle following a small animal or bird strike.
- Damage to the company vehicle when temporarily stationary.

Incident Class 4

Low level internal investigation using the company Incident Report Procedure, in line with this policy, and involves incidental damage whilst the vehicle parked.

1.8 Purpose of Investigation

- To determine the events that led to the incident occurring.
- To identify what can be improved to prevent a similar incident occurring again.
- To prevent an even more serious incident taking place in the future.
- To defend against insurance claims.

This is achieved with a team-based approach to investigation led by a Line Manager, but involving other Managers, the Human Resources Department and the Health, Safety and Compliance Team, must take place when appropriate – to ensure the investigation is accurate and comprehensive, and that lessons learned are identified, implemented and communicated to employees.

Typically, incidents that fall into categories one and two will require investigation that will involve Line Managers, Branch Managers, HR and the Health, Safety and Compliance Team to ensure the above.

Incidents that fall into categories three and four will require an investigation requiring the involvement of Branch based personnel such Line Managers and the Branch Manager.

Incident Reporting and Investigation Procedure

It is essential that all staff within scope of this policy follow the Incident Reporting and Investigation Procedure. Investigation is about developing a full understanding of.

- What happened?
- When and where?
- How?
- Why?
- To whom, and with what consequences?
- Complete Annex A within 72 hours of the incident.

1.9 Bump Cards

Immediately after the Accident

- Stop the vehicle as soon as possible – it is an offence not to do so.
- Turn off the engine.
- Switch the hazard lights on.
- Check for any injuries to yourself or your passengers.
- If it is a minor collision and there are **no injuries**, make a note of it just in case the other people later try to claim for an injury.
- Call the police and an ambulance immediately if anyone is hurt or if the road is blocked.
- Try to remain as calm as possible – its normal to be shaken after an accident, take a few deep breaths and try to take stock of the situation the best you can.

Do not apologise or admit responsibility for the accident, this can protect you from liability if it was not your fault.

When should I call the police?

- If the other driver or drivers leave the scene without giving details.
- If you think the other driver has no insurance or is under the influence of drink or drugs.
- If you suspect that the other driver caused the collision deliberately.

Exchange motoring details

- Share your name and address with everyone involved if the accident caused damage or injury – the law says you must do this.
- Swap insurance information and details with the other driver(s).
- Take down details of any other passengers and witnesses to the accident.
- Try to find out if the other driver is the registered owner of the vehicle, if they are not, find out who the owner is and get that information too (for instance it might be a company car).
- If a foreign lorry is involved, get the numbers on both the lorry and its trailer, sometimes they are different. It is also a clever idea to get the name of the company if it is painted on the lorry.

What should I record at the accident scene?

The time you must gather Information will depend on the circumstances of the accident and positioning of the vehicles.

For example, if it is a bump together at a roundabout that is now causing a significant road blockage, you may have limited time to exchange details. As such the utilisation of a bump card to support both you and the third party with exchanging details quickly may be the optimal and most efficient way to conduct this process.

Bump Cards may have been supplied by your internal Transport Team who in turn would have been in dialogue with the company’s insurance underwriter who would have supplied them.

An example of what a Bump card typically looks like.

ACME Insurance	ACME Insurance
Message to other Party	Message to our Driver
If you believe that our driver was responsible for the accident, please contact us immediately on the number shown below. We are their motor insurers and, subject to liability, we can deal with and claims (including vehicle repair, temporary transport, and injury) to ensure that you avoid any loss or inconvenience. Please ensure your insurer or anybody representing you is aware of this offer as it may affect any claim made on your behalf.	In the event of an accident please take the following action: <ul style="list-style-type: none"> • If anybody is injured report to the police and call an ambulance • Do not admit liability • Exchange details (use the tear off section of this card) • Obtain name and telephone number of the driver/s (see over) • Call us immediately using the telephone number below • Take picture of the damage to both vehicles
Call: 01234 678345 (24/7 UK Helpline)	Call 01234 678345 or email: newclaims@insurance.co.uk
ACME Insurance	ACME Insurance
PLEASE RETAIN THIS SIDE	Complete, detach and pass on to other party
Time & Date of Accident.....	Policy Number
Other Party Name:	Policy Name.....
Other Party Telephone number.....	Policyholder Vehicle Registration.....
Other Party email Address.....	Policyholder Driver Name.....
Other Party Policy Number.....	
Other Party Make & Vehicle Registration.....	
Was the Other Party Injured? Yes, please provide details.....	
.....	
Details of any other parties (i.e., witnesses, Police)	
.....	
Call: 01234 678345 (24/7 UK Helpline)	Call: 01234 678345 (24/7 UK Helpline)

You must record the make, model, colour, and number plate of the vehicles involved in the accident or take pictures of them. If you have time, other information to gather, in effect as much information as possible will be of use to determine the cause and support.

- The time and date of the crash.
- The driving conditions, including the weather, lighting, and road quality (such as road markings, whether it is wet or muddy, repair of the road surface).
- What sort of damage was caused to the vehicles and where – nearside front wing and door (nearside is the left side of your car, offside is the driver's side).
- Any injuries to drivers, passengers, or pedestrians.
- The names and contact details of any witnesses.
- Use your phone to take pictures of the scene, the positions of the cars involved, and damage to the cars.

If no one else is involved in the accident, for example you caused damage to private property or a parked car, you should leave your details – for instance, a note where the owner can see it. And honesty pays. If a witness or CCTV camera saw you and noted your car number but you drove off, you could be in serious trouble.

2.0 Making a Claim

Phone your insurance company as soon as possible – ideally at the time of the accident, however in reality, report it to your line manager and they will advise you. The minimum the insurance company will ask for is:

- Your policy number or information to identify you, such as your post code and car registration number.
- The registration number of the cars involved.
- The driver's name, address, and phone number.
- The driver's insurance details if you have them.

2.1 Handling media attention after a major incident

Dealing with the media can sometimes be distressing and daunting. Each organisation will take its' own view on the importance of whether, or not, to speak to journalists and often this is assessed by a view of the potential damage to the organisational reputation. It is important to consider, that while it may not feel like it, the organisation is in control of any information that is released and to remember that if it is not appropriate, then communication with the media is not a requirement.

Why is the media interested?

The media plays a key role in satisfying the public's demand for information and holding public services to account. Speaking to a range of sources can help the media build up an accurate picture of events.

What an organisation considers before communicating with the media?

If an organisation does choose to communicate to the media, take a clear view on the message that is to be conveyed, and consider the questions that will be asked, and the answers that are to be given. It is essential to consider the content of any information provided to the press or withheld for that matter but be aware that **the media could use any information that it is given – even if it released in confidence or off the record**. For an organisation consider who would be responsible for any

communication, especially if the media are attempting to access drivers and branch employees. If the subject could be considered as sensitive, then it is recommended that you consider seeking the advice of a lawyer.

There are Public Relations (PR) agencies that specialise in managing relationships with the media, although these can be expensive. While we cannot recommend a particular agency, advice can be sought from the Chartered Institute for Public Relations or the PR Consultants Association.

Why speak to the media?

Sometimes, communicating with the media in a controlled way can be a positive. It may satisfy the media's demand for information and reduce the number of enquiries you receive. However, providing information can sometimes lead to more coverage and interest. **There may also be situations where caution should be stressed – for example, when others are at risk or if an investigation is ongoing. Therefore, communicating an appropriate message to the media is vital in not jeopardising any investigation and protecting reputational damage.** Ways to do this include issuing a statement – which could be read by a company representative, someone else such as a legal representative, or released in writing – and answering questions for a limited time.

Example.

In the scenario of a driver fatality from a collision, a company might communicate a consistent message that conveys sorrow for the incident and commitment to a full investigation to discover the why/how the incident occurred.

It is essential to consider how information is released and it is recommended that, especially in the immediate period following an incident any release is concise and vague until facts have been established. It may be appropriate to consult legal representation to examine the content of any media release to ensure that it does not compromise the operator or driver's legal position.

What happens if an organisation feels that it is inappropriate to speak to the media?

The media might use information in the public domain, including the electoral roll and social media such as Facebook and Twitter, to find people, addresses and other personal details of those that they believe may be of interest. They may also talk to local people, friends, family, and colleagues. To control access the media have to this information, you can:

- Control access to personal contact numbers for instance have someone you trust look after a mobile phone and filter calls for a while.
- Check privacy settings of those close to the incident.
- Delete content from social media.
- Advise those involved that they might wish to tell friends, family, colleagues that you do not want them to talk to the media about the incident (although they may still do so).

What can you do if your organisation or your employees are being pressured or harassed by the media?

Most UK newspapers are members of the Independent Press Standards Organisation (IPSO). Newspapers who are members must comply with the Editors' Code of Practice, which means they must not engage in intimidation, harassment, or persistent pursuit. If requested, they must identify themselves and whom they represent. In some cases, IPSO can contact newspapers and magazine

publishers to make them aware of concerns that the Editors' Code may be breached via a private advisory notice.

IPSO cannot investigate formal complaints about the actions of broadcast journalists and journalists who are acting on behalf of publications or agencies who are not members of IPSO. However, several broadcasters and non-member publications do choose to participate in the pre-publication and anti-harassment services operated by IPSO.

If you feel you are being harassed by a journalist, IPSO operates a 24-hour emergency helpline. The contact details are below.

What action can be taken media coverage is considered unfair after a programme has been broadcast?

All broadcasters have procedures to make sure that complaints regarding news programmes, or from those who have appeared in programmes and their relatives, are dealt with quickly – so contact directly in the first instance.

If it is thought that something that has been broadcast on the television or on the radio a complaint can be raised to the Office of Communications (Ofcom). Ofcom is the independent communications regulator responsible for regulating broadcast media against the Broadcast Code. Sections of the Code cover offensive and harmful material, hate speech, accuracy, and privacy.

What action can be taken if coverage is considered unfair after a publication?

If it is believed that something printed in a UK newspaper has breached the newspaper's Code of Practice, contact the publication that published the article. If the complaint is not resolved, it may be possible to contact a regulator should the publication be signed up to one.

Support in talking to the media.

If you are the victim of a terrorist attack, Victim Support can provide advice on talking to the media. You can contact them on 08 08 16 89 111. If you have been bereaved by an attack, your police Family Liaison Officer can also provide support.

Companies should consider putting a member of staff on an external media awareness course.

How to contact the organisations mentioned above

Press Regulators
Independent Press Standards Organisation (IPSO)
Gate House
1 Farringdon Street
London
EC4M 7LG

If you believe you are being harassed, IPSO operates a 24-hour emergency helpline. During office hours you can call 0300 123 22 20, and out of hours you can call 07799 903 929. Only use this number in cases of harassment by a journalist. For any other enquires you can call 0300 123 22 20.

The Independent Monitor for the Press (IMPRESS)
CIC, 16-18 New Bridge Street
London
EC4V 6AG

3.0 Incident Investigation

Incident Classification	Classification	Investigation	Communication
Injured persons, structural damage, lost load, overturned vehicle, environmental	1	Full Investigation Consider RIDDOR Report	Escalate to the board immediately and Inform Insurance Company
Injured person(s), Moderate Damage to Vehicle, animal strike	2	Possible Full Investigation Consider RIDDOR Report	Escalate to the board and Inform Insurance Company immediately
Minor Damage to Vehicle (Downgraded)	3	Internal only	Inform Insurance Company immediately
Low level internal investigation	4	Internal only	Capture data for trends

Incident Details – Your form should have the following as a minimum, all information gathered is for internal use only, unless approved by insurers / legal.

Item	Details
Company Incident Investigator	
Incident Date	
Incident Time	
Reported Date	
Reported Time	
Insurance Reference Number	
Company Driver Name	
Company Driver DOB	
Vehicle Branch / Cost Centre	
Company Vehicle Registration	

Company Vehicle Make	
Company Vehicle Model	
Incident Location	
Weather	
Road Condition, Traffic Volumes	
Posted Road Speed Limit	
Company Vehicle Speed	
Network Rail Ref	
Description of Incident	
Details of those involved	
Emergency Services Involved	
Persons injured	
Persons taken to hospital	
Police Reference Number	
Media interest	
Local Council	
Additional resources required (Legal Support)	
Investigation Update	
Supporting Documents such as PMI, Driver Assessment, Training Records	

Vehicle and Driver Checklist

Item	Notes
Driver Induction Completed	
Driver Eyesight Check Completed	
Driver Health Check Completed	
Drugs and Alcohol Test Completed	
Driver Licence Check Completed	
Driver DQC In Date	
Driver Tacho Card in Date	
Driver Tacho Hours	
Driver Incident History	
Driver Telematics Data	
Driver Notice of Intended Prosecution (NIP) History	
Was Mobile device use a factor in this incident	
Other in cab driver distraction e.g.: eating / drinking	
Vehicle Check Completed	
In Cab Height Marker Correctly Set and Displayed	
Was a route card issued	
Was an HGV Sat Nav in use	
Vehicle Camera Evidence	
Vehicle Service history	
Welfare Support Offered	

Communication Checklist – Be guided by internal HR who should be included in the communications.

Item	Email Contact
Transport Manager to Communicate Completed Incident Report	List of Emails

4.0 Learning Outcomes / Remedial Actions

5.0 Document Review History

Date Reviewed	Changes	Reviewed By