

Actions to be Taken if a Vehicle is Involved in an Accident Policy

No two accidents are exactly the same and the actions taken will vary, dependent upon the circumstances. As a general guide the procedure should be as follows:

Activate hazard-warning lights

Try to make sure the accident does not become any worse e.g., get someone to warn other traffic without endangering themselves – use a high visibility jacket

Telephone 999 and ask for the Ambulance Service or Police if necessary (and remain at the scene). When the situation permits, inform Duncan's Manager who in turn, will inform all other relevant agencies

Help those trapped or badly injured if you are able to do so

Attend to other passengers; get them to a safe place off the road and as far away from the vehicle as possible

Attend to minor injuries using the First Aid Box mounted in the vehicle

If you are involved in an accident which causes damage or injury to any other person, or other vehicle, or any animal (horse, cattle, ass, mule, sheep, pig, goat or dog) not in your vehicle, or property you legally must:

“Stop and remain at the scene”

Give:

Your name and address

The name and address of owner of the vehicle

The registration mark of the vehicle

If it cannot be done at the scene, you must report the accident to the Police as soon as possible, but in any case within 24 hours

Produce evidence of insurance to the Police or anyone who has reasonable grounds to ask for it

Please refer anyone requiring details of Duncan's vehicle insurance to the Manager on 01225 790232

The following procedure should then be followed:

If you have reported the incident but cannot produce the Insurance Certificate at the time of the incident as then the Certificate must be produced within 7 days after the occurrence of the accident at a named Police station

Collect details of other drivers and vehicles and any witnesses and provide your details to the third party

Record details at the scene. This will prove of value when you are asked to complete an insurance accident claim form

When you return to Duncan's complete an Accident Form once it is received from our Insurers

All accidents and near misses must be reported to the Manager of Duncan's

Drivers must not admit responsibility for an accident to the other party or to any witnesses

Staff should not communicate with the media; they should refer them to Duncan's Manager for comment