

Accident Procedure Policy: What to Do If a Vehicle is Involved in an Incident

At Duncan's, the safety of passengers and drivers is our top priority. While every accident is different, all staff must be prepared to act calmly, legally, and responsibly.

This policy outlines the standard procedure to be followed if a minibus is involved in an accident, regardless of severity.

Immediate Actions at the Scene

1. **Activate Hazard Warning Lights**
Signal to other road users immediately.
2. **Prevent Further Danger**
If safe, deploy a high-visibility jacket and alert other traffic to avoid additional accidents.
3. **Call Emergency Services (999)**
 - Request Ambulance or Police if injuries or serious hazards are involved.
 - Remain at the scene.
 - Notify Duncan's Manager as soon as it is safe to do so. They will coordinate with other relevant parties.
4. **Help the Injured**
 - Assist anyone who is trapped or seriously hurt, if safe to do so.
 - Use the vehicle's First Aid kit to treat minor injuries.
5. **Ensure Passenger Safety**
 - Move all passengers to a safe location, off the road and away from the vehicle.

Legal Requirements After a Collision

If the accident results in injury, damage to another vehicle or property, or involves certain animals (e.g., horse, cattle, dog, sheep):


You are legally required to:

- Stop and remain at the scene
- Provide:
 - Your name and address
 - Name and address of the vehicle owner
 - Vehicle registration number

If unable to provide these details at the scene:

- You must report the incident to Police within 24 hours
- If you cannot produce proof of insurance at the scene, it must be shown at a nominated Police station within 7 days

Refer any requests for Duncan's insurance information to the Manager:

 01225 790232

Information to Collect at the Scene

- Names, addresses, and contact details of:
 - Other driver(s)
 - Any passengers involved
 - Witnesses
- Vehicle details (make, model, registration)
- Photos of the scene, damage, and surroundings (if safe)
- Road, weather, and traffic conditions
- Time and location of the incident

After the Incident

1. **Do NOT** admit fault to anyone at the scene—including witnesses or other drivers.
2. **Do NOT** speak to the media. Refer all press inquiries to Duncan's Manager.
3. Report the incident to the Manager immediately, even in the case of a near miss.
4. Upon returning to base:
 - Complete Duncan's Accident Report Form
 - Submit any collected information and await further instructions

Remember:

Your safety, legal compliance, and professional response reflect Duncan's commitment to responsible transport operations.