

### **Policy: Actions in the Event of a Puncture, Breakdown, or Vehicle Fire**

At Duncan's, your safety and the safety of your passengers is paramount. In the event of a puncture, mechanical failure, or fire, it is essential that all drivers follow the correct emergency procedures to protect life, minimize risk, and enable swift recovery.

#### **If an Incident Occurs on Normal Roads**

1. Immediately switch on hazard warning lights
2. Turn on sidelights if it is dark or visibility is poor
3. Position the vehicle in the safest location possible
  - Ideally pull onto the verge or away from live traffic
4. Evacuate all passengers
  - Move the group away from the road
  - Nominate a responsible adult to supervise and keep the group together
5. Assess the fault
  - If it can be safely resolved, proceed with caution
  - If not, contact Duncan's Manager, who will arrange breakdown support via our rescue service

#### **If an Incident Occurs on a Motorway**

*If the vehicle is still driveable:*

- Exit the motorway at the next junction or
- Drive to the nearest service station, then:
  - Contact Duncan's Manager for recovery and/or a replacement vehicle

*If the vehicle cannot be moved safely:*

1. Pull onto the hard shoulder, near an emergency phone if possible
  - Position the vehicle as far left as possible while ensuring nearside doors can still open
2. Switch on:
  - Hazard warning lights
  - Sidelights and headlights if visibility is poor or it's dark
3. Evacuate passengers through the nearside door
  - Move them well up the embankment or to a safe area, away from the carriageway
4. Do not allow anyone to return to or wander near the vehicle
5. Wait outside the vehicle, behind the safety barrier with all passengers
6. Contact Duncan's Manager to arrange assistance

#### **In Case of Vehicle Fire**

- Stop the vehicle immediately

- Turn off the engine
- Evacuate all passengers immediately, using the nearside door
- Move passengers to a safe distance—well away from the vehicle
- Do NOT open the bonnet if fire is under the hood
- Contact emergency services (999) and then notify Duncan's Manager

### Flat Tyres

- Most Duncan's minibuses do not carry spare wheels
- Drivers must not attempt to change a tyre, even if a spare is available
- Instead, contact Duncan's Manager, who will call the recovery service

### Breakdown/Rescue Contact Details

Service Provider: Cooke Automotive (for Melksham-based vehicles)

Normal Office Hours: **01225 791000**

When reporting a breakdown, please have the following details ready:

- Vehicle registration number
- Vehicle mileage
- Exact location of the vehicle
- Nature of the problem
- Approximate weight of the vehicle: 3.75 tonnes
- Passenger details, including number and any mobility requirements (e.g. wheelchair users)

Recovery teams will either:

- Repair the fault on-site so you can continue the journey, or
- Arrange for safe recovery of the vehicle and passengers

Stay calm. Act safely. Contact support immediately.

When in doubt, always prioritise safety and follow this policy.