

ACCIDENT AND EMERGENCY RESPONSE PLAN

To be retained in vehicle at all times

PRIME PARCEL recognises that situations can occur when a driver is providing services, some of which may be more serious than others. It is therefore essential that Drivers are provided with as much assistance as possible when such situations arise.

Below there is a list of contact details in case an emergency situation should arise, we urge all drivers providing services to PRIME PARCEL to follow the below process in case of emergencies.

The first priority in any emergency, accident, or incident situation is the SAFETY of both the driver and any member of the public.

In the event of any threat to life or serious injury the driver MUST DIAL 999 and contact the emergency services.

Only once the safety of the driver and any members of the public have been assured should the driver follow the next steps to inform the appropriate "point of contact."

***IF UNSURE OF WHAT TO DO –
CONTACT YOUR OSM***

ROAD TRAFFIC ACCIDENTS

1. Stop the vehicle as soon as possible – it is an offence to fail to stop.
2. Turn off your engine and switch your hazard lights on.
3. Check for any injuries to yourself or your passengers.
4. Call the emergency services immediately if anyone is hurt or the road is blocked.
5. If it's a minor collision and there are no injuries, make a note of it just in case a claim is made against you.
6. Call the Garda if:
 - a. The other party leaves the scene without providing details;
 - b. You think the other driver has no insurance;
 - c. You suspect they are under the influence of drink or drugs;
 - d. You believe the other driver caused the collision deliberately.
7. Try to remain as calm as possible – it's normal to be shaken after an accident – take a few deep breaths and try to take stock of the situation the best you can – don't lose your temper
8. Don't apologise or admit responsibility for the accident
9. Share your name and address with everyone involved, if the accident caused damage or injury, as this is a legal requirement
10. Swap insurance information and details with the other driver(s)
11. Take down details of any other passengers and witnesses to the accident
12. Ask 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)
13. If a foreign lorry is involved, get the numbers on both the lorry and its trailer – sometimes they are different; also get the name of the company if it's written on the lorry
14. Record the make, model, colour, and number plate of the vehicles involved in the accident or take pictures of them
15. Record the time and date of the crash
16. Record the driving conditions, including the weather, lighting, and road quality
17. Record what sort of damage was caused to the vehicles and where
18. Record any injuries to drivers, passengers, or pedestrians
19. Record the names and contact details of any witnesses
20. Use your phone to take pictures of the scene, the positions of the vehicles involved, and damage to the vehicles
21. Report the incident to your vehicle hire company and then your insurer
- 22. Call your OSM on 087 788 6965 to notify them of the incident and arrange to complete an accident form.**

PROPERTY DAMAGE

1. If you cause damage to private property or a parked vehicle you should first attempt to contact the owner, if it's not possible to locate the owner, leave your details on a note.
2. If a witness or CCTV camera saw you and noted your vehicle details but you drove off, you could be convicted of a criminal offence.
3. Take photographs on your phone of damage caused to the property and your vehicle
4. **Call your OSM on 087 788 6965 to notify them of the incident (before you leave the scene) and arrange to complete an accident form.**

VEHICLE THEFT

1. Never try to defend your vehicle or parcels – your safety is always the first priority.
2. If your vehicle is successfully stolen, contact the police immediately – if your phone was also stolen, ask a member of the public to contact the police for you.
3. Try to remember or take notes of as much detail as possible that could help the police, such as descriptions of the thieves and any vehicles involved.
4. If you have a hire vehicle, contact the hire company and ask them to track the vehicle to help the police locate the vehicle.
5. **Call your OSM on 087 788 6965 to notify them of the incident and arrange to complete an SPVR form.**

VEHICLE FIRE

1. If you are driving, pull over as soon as possible and safely.
2. Switch off your engine and release the bonnet (do not open).
3. Leave the vehicle immediately and get as far away from the vehicle as possible.
4. If you are on the motorway, remember to stand behind the safety barrier.
5. Dial 999 and ask for the fire service.
6. If you believe that it is safe to do so, take the fire extinguisher (dry powder or foam) from inside your vehicle and attempt to put out the fire.
7. If the fire is in the engine compartment, do not open the bonnet – aim the extinguisher through the grille.
8. Never use water to extinguish an engine fire.
9. If in doubt of your safety, do not attempt to extinguish the fire
10. **Call your OSM on 087 788 6965 to notify them of the incident and arrange to complete an incident form.**

VEHICLE BREAKDOWN

1. Make sure you're in a safe place – move your vehicle off the road if possible – watch out for any soft verges.
2. Put your hazard warning lights on and, if it's dark or foggy, keep your sidelights on, too
3. Stay well away from moving traffic – it's usually safest to get out of your vehicle using the door furthest away from passing traffic.
4. Wait behind a barrier if possible – do not sit on the barrier
5. If you exit your vehicle, wear your high visibility vest
6. If it is safe to remain inside your vehicle, keep your seatbelt on
7. If it's safe to do so, put your warning triangle out approximately 50 yards behind your vehicle
8. Attempt to repair your vehicle if it is safe to do so
9. Call your breakdown service if it is not possible to repair your vehicle.
 - a. If your vehicle is leased from us call PRIME PARCELXX
 - b. If your vehicle is leased privately call your lease company
 - c. If your vehicle is privately owned call the AA or RAC
10. **Call your OSM on 087 788 6965 to notify them of the situation**

MOTORWAY VEHICLE BREAKDOWN

1. Pull up onto the hard shoulder if you're on a motorway and can't turn off at the next exit – make sure you stop as far to the left as you can, with the wheels turned to the left.
 - a. If you are on a motorway with no hard shoulder, or if you cannot get your vehicle to the hard shoulder and you have to stop in a traffic lane, turn your hazard lights on immediately.
 - b. If you stop in the left lane, get out of the vehicle from the side furthest from the traffic (usually the passenger side) when it's safe to do so and wait behind the barrier.
 - c. If you stop in a traffic lane and it's not safe to get out of the vehicle, keep your seatbelt on and dial 999.
2. Put your hazard warning lights on and, if it's dark or foggy, keep your sidelights on, too.
3. Always exit your vehicle, take your keys and your phone, and stand behind the barrier – do not sit on the barrier.
4. Leave your vehicle from the side furthest from the traffic, usually the passenger side
5. Wear your high-visibility vest
6. It is never safe to put your warning triangle out on the motorway
7. It is never safe to attempt to repair your vehicle on the motorway
8. Call your breakdown service:
 - a. If your vehicle is leased from us call PRIME PARCELXX
 - b. If your vehicle is leased privately call your lease company
 - c. If your vehicle is privately owned call the AA or RAC
9. **Call your OSM on 087 788 6965 to notify them of the situation**

ON-ROAD INJURIES

1. If you are injured when delivering, you should assess the injury and decide if medical attention is required.
2. If urgent medical attention is required, contact the emergency services and request the ambulance service.
3. If the injury is minor, consider calling 101 for advice or making an appointment to see your GP.
4. **Call your OSM on 087 788 6965 to notify them of the incident and arrange to complete an incident form.**

ON-SITE INJURIES

1. If you are injured in the warehouse/yard, you should assess the injury and decide if medical attention is required.
2. Alert your on-site contact or someone else in the warehouse to request a First-Aider.
3. If urgent medical attention is required, contact the emergency services and request the ambulance service.
4. If the injury is minor, consider calling 101 for advice or making an appointment to see your GP.
5. **Arrange to complete an incident form with your OSM.**

THREATENING OR ABUSIVE CUSTOMER OR MEMBER OF PUBLIC

1. If a customer or member of the public is threatening or abusive, try to diffuse the situation by leaving the scene.
2. If it is not possible to leave the scene, remain calm and do not engage in arguments or retaliation.
3. If you feel like there is a risk to your safety, contact the police immediately.
4. Record as many details as possible, for example the location of the incident, a description of the person and any witnesses, and what happened.
5. **Call your OSM on 087 788 6965 to notify them of the incident and arrange to complete an incident form.**

DOG BITE

1. If a dog is aggressive towards you, remain calm and do not make sudden movements, even if it bites you – sudden movements may cause the dog to become more aggressive.
2. If you are bitten, clean the wound immediately and remove debris by running it under warm tap water for at least 2 minutes, even if the skin is not broken.
3. Encourage the wound to bleed slightly by squeezing it, unless it's already bleeding freely.
4. Apply a clean pad or sterile dressing over the wound and apply pressure.
5. Dry the wound and cover with a clean dressing or plaster.
6. Always seek medical advice if you have been bitten by a dog and it has broken the skin
7. If you are severely injured by the dog, contact the emergency services and ask for the ambulance service and the police, or ask someone else to do this for you if required.
8. If the bite has severed a body part, wash it with tap water, wrap it in clean tissue and store it in a plastic bag surrounded by ice to transport it to hospital
9. Take the details of the owner, including their name and address, and try to remember or make notes of as much information about the attack and the prior events as possible
10. **Call your OSM on 087 788 6965 to notify them of the incident and arrange to complete an incident form.**

ACCIDENT FORM

INSPECTION REQUIRED	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>

AT:	<input type="text"/>	DATE:	<input type="text"/>
BY:	<input type="text"/>		

DRIVER NAME:	<input type="text"/>
ADDRESS:	<input type="text"/>
TELEPHONE NUMBER:	<input type="text"/>
EMAIL:	<input type="text"/>
DOB:	<input type="text"/>
GENDER:	<input type="text"/>
VEHICLE MAKE:	<input type="text"/>
VEHICLE MODEL:	<input type="text"/>
REG NUMBER:	<input type="text"/>

INSURANCE	TICK	INSURANCE PROVIDER:	<input type="text"/>
DSP coverage	<input type="checkbox"/>	POLICY NUMBER:	<input type="text"/>
DA fully comp	<input type="checkbox"/>		
DA third party	<input type="checkbox"/>		
DA third party F&T	<input type="checkbox"/>		

INJURY SUSTAINED?	Y / N	VEHICLE DAMAGE?	Y / N
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DATE OF INCIDENT:	<input type="text"/>	TIME OF INCIDENT:	<input type="text"/>
WEATHER CONDITIONS	<input type="text"/>		
LOCATION OF INCIDENT:	<input type="text"/>		

THIRD PARTY 1 DETAILS	
VEHICLE MAKE:	<input type="text"/>
VEHICLE MODEL:	<input type="text"/>
REG NUMBER:	<input type="text"/>
INSURANCE PROVIDER:	<input type="text"/>
POLICY NUMBER:	<input type="text"/>
DRIVER NAME:	<input type="text"/>
ADDRESS:	<input type="text"/>
TELEPHONE NUMBER:	<input type="text"/>
OWNER NAME:	<input type="text"/>
OWNER ADDRESS:	<input type="text"/>
TELEPHONE NUMBER:	<input type="text"/>

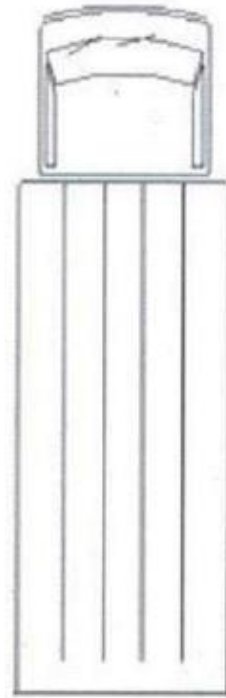
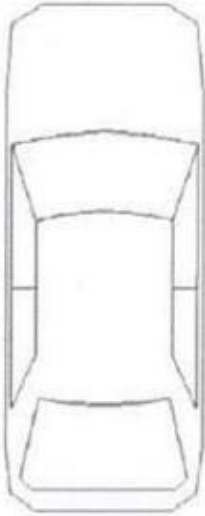
THIRD PARTY 2 DETAILS	
VEHICLE MAKE:	
VEHICLE MODEL:	
REG NUMBER:	
INSURANCE PROVIDER:	
POLICY NUMBER:	
DRIVER NAME:	
ADDRESS:	
TELEPHONE NUMBER:	
OWNER NAME:	
OWNER ADDRESS:	
TELEPHONE NUMBER:	

GARDA DETAILS			
GARDA ATTENDED:	Y / N	OFFICER NAME & NUMBER:	
CCTV AVAILABLE:	Y / N	STATION:	
		LOG NUMBER:	

WITNESS	Y / N		INDEPENDENT?	Y / N
WITNESS NAME:				
ADDRESS:				
TELEPHONE NUMBER:				

ROAD SKETCH

Please Indicate The Point Of Impact Mark With **X**



RECOVERY COMPANY:		CONTACT NO:	
COMPLETED BY:		DATE:	
DRIVER PRESENT	Y / N		
DRIVER SIGNATURE			

INCIDENT FORM

OSM COMPLETING:	
DATE COMPLETED:	
SITE:	
EMAIL ADDRESS:	

DRIVER NAME:	
ADDRESS:	
TELEPHONE NUMBER:	
EMAIL:	
DOB:	
GENDER:	

DATE OF INCIDENT:		TIME OF INCIDENT:	
DATE REPORTED:		TIME REPORTED:	
REPORTED BY:			
LOCATION OF INCIDENT:			
INJURY SUSTAINED?	Y / N		

TYPE OF INJURY	TICK
Fatality	
Bruise	
Concussion	
Internal Injury	
Abrasion, graze	
Fracture	
Sprain	
Torn Ligaments	
Burns	
Scalds	
Frostbite	
Injury not ascertained	
Trauma	
Other (Please Specify)	

PART OF BODY INJURED	TICK
Head (except eyes)	
Eyes	
Face	
Neck, back, spine	
Chest, abdomen	
Shoulder	
Upper arm	
Elbow	
Lower arm, wrist	
Hand	
Finger (one or more)	
Hip joint, thigh, kneecap	
Knee joint	
Lower leg	
Ankle	
Foot	
Toe (one or more)	
Multiple Injuries	
Trauma, shock	
Other (Please specify)	

DESCRIPTION OF EVENTS			
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WITNESS	Y / N		INDEPENDENT?	Y / N
WITNESS NAME:				
ADDRESS:				
TELEPHONE NUMBER:				
OSM NAME:		OSM SIGNATURE:		
DA NAME:		DA SIGNATURE:		