



Transport - Accident & Emergency Procedure

No one wants to be involved in a road accident, but if this happens while driving a Melton Learning Hub (MLH) vehicle it pays to be aware of the procedures you should adopt. A road traffic incident is an incident involving a vehicle, on a road or public place (eg a public car park), that results in any damage to person(s), animals, property or any vehicle. Follow these simple checklist guidelines and you should find an accident much simpler to deal with:

Roadside

- It is important to stay as calm as possible
- Check that everyone is OK, and call 999 if the emergency services are needed, giving your exact location to avoid delay
- **If anyone has been injured you legally have to call the police**
- When you are involved in a road accident you must stop your vehicle immediately
- Be careful what you say; don't admit fault, liability or apologise. If you admit blame the Insurance company may refuse any claim. Don't lie, just say nothing
- Take down all the relevant details of the vehicles involved, including:
 - Types of vehicles
 - Registration numbers
 - Drivers' insurance details
 - Names and addresses of drivers and witnesses
 - Note the time, location (road, area, town, etc.)

Provide the other driver(s) with your details

- Record the details of anyone injured, whether they are a cyclist, pedestrian, driver or passenger:
 - Name, address, phone number, age
 - Apparent injuries – you may be asked for details by the Emergency Services
 - Note if the driver and any passengers were wearing seat belts
- Take a note of where and when the incident happened and the approximate speed of the vehicles. If you have a camera, take some pictures of the accident scene
- Note weather and road conditions; dry, rain, fog, snow, ice, etc.
- Note down any damage to property (e.g. street lights, signs, bollards, fences, etc.)
- Make a sketch of the scene. Try to show where vehicles came from, the direction and where they stopped. Show approximate measurements wherever possible.
- Can you get home safely in the vehicle? - If not, **contact QBE Insurance on 0800 389 1708** for arranging breakdown recovery. **Our Policy Number is Y112519FLT012A.**
- If you are ever questioned by the Press **never** give any comments. Ask them to speak to Hub management.

On Your Return

- On your return you will need to complete an Incident Report. You will also need to inform the Insurance company using the above number.