

4 Crash Reporting & Analysis Roles and Responsibilities

Employees play different roles and have differing responsibility levels when a road traffic crash occurs



Senior Management

Entrusted with a leadership role, senior management oversees that staff can implement and adhere to the policy, and assesses if the recommended interventions are reducing crashes. ▶



Crash Investigating Manager

The key role of the Crash Investigating Manager is to analyse the cause of a crash, and to report conclusions and recommendations. ▶



Transport Manager

The Transport Manager is responsible for ensuring that drivers understand what is expected of them in the event of a crash, and to implement any interventions (relevant to fleet management) to prevent similar crashes in future. ▶



Staff Member

In the event of a crash where the driver is incapacitated, the staff member travelling in the organisation's vehicle must ensure that all actions are conducted at the scene and that any crash reporting is in line with the organisation's procedures. ▶



Driver

In a road crash, the driver must ensure that all actions are conducted at the scene and that any crash reporting is in line with the organisation's procedures. The driver should also support the post-crash fact-finding exercises to help analyse the cause of the crash. ▶

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Senior Management

- 1 Publish the Crash Management Policy and ensure it is well communicated to managerial and driving staff
- 2 Ensure operational management staff are resourced, trained and empowered to perform the duties outlined in the policy
- 3 Ensure that any related policies, bonus schemes and disciplinary procedures are consistent with the policy
- 4 Ensure that crash analysis findings are discussed regularly at senior management meetings and at CEO level
- 5 Ensure that decisions are made to implement recommended crash interventions, supporting the principles of: **A** Impact of the intervention on future crash occurrence or severity **B** Return of investment
- 6 Ensure the crash management policy sits within the health and safety policies and practices

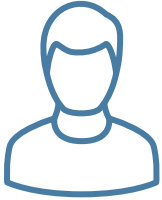
Crash Investigating Manager



- 1 Be knowledgeable about procedures and documentation in the Crash Management Policy
- 2 Ensure the policy is fully implemented
- 3 Ensure all crash evidence is collected and facts are validated for consistency and accuracy to support the post-crash investigation
- 4 Conduct or oversee a fully documented post-crash investigation, including an interview with the driver, the driver's manager or supervisor and any passengers
- 5 Inform the HR department if disciplinary proceedings are recommended, or if the relevant staff member's performance bonus is affected
- 6 Inform the training department if a relevant staff member's assessment and/or training is recommended
- 7 Monitor immediate, underlying and root causes to identify trends that may influence driver and/ or staff development, toolbox talks and internal safety campaigns
- 8 Provide monthly reports to senior management on the organisation's overall crash record, including root causes and recommendations for remedial actions
- 9 Include findings related to near miss or good-catch programmes, where implemented, in the monthly reports.

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Transport Manager



- 1 Be knowledgeable about procedures and documentation in the Crash Management Policy, and the status of the policy implementation
- 2 Ensure that drivers understand their duties and responsibilities under the policy
- 3 Ensure that a driver involved in a road traffic crash is fully fit and competent for duty before returning to work
- 4 Ensure that a vehicle involved in a road traffic crash is legal and roadworthy before it is used for any subsequent task
- 5 Ensure that interventions identified and approved by senior management, which fall under the responsibility of the transport manager, are implemented and their impact monitored
- 6 Ensure that any deviation from the policy in reporting format and/ or timeline is fully documented and approved by senior management

Staff Member



- 1 Following a road traffic crash where the driver is unable to assume his or her responsibilities, ensure that all necessary actions are conducted at the scene and any subsequent reporting is done in accordance with the organisation's procedures
- 2 Report any near misses and/ or good catches where these programmes exist in the organisation
- 3 Ensure that any deviation from the policy in reporting format and/ or timeline is fully documented and approved by senior management

Driver



- 1 Following a road traffic crash, ensure that all actions are conducted at the scene of the crash and that post-crash reporting complies with the organisation's procedures
- 2 Ensure that all documentation is completed at the end of the driving shift and available for immediate post-crash actions. If maximum permitted working hours have been reached, documentation should be completed as early as practically possible, in agreement with the duty operations staff
- 3 Report any near misses and/ or good catches where these programmes exist in the organisation
- 4 Ensure that any deviation from the policy in reporting format and/ or timeline is fully documented and approved by senior management