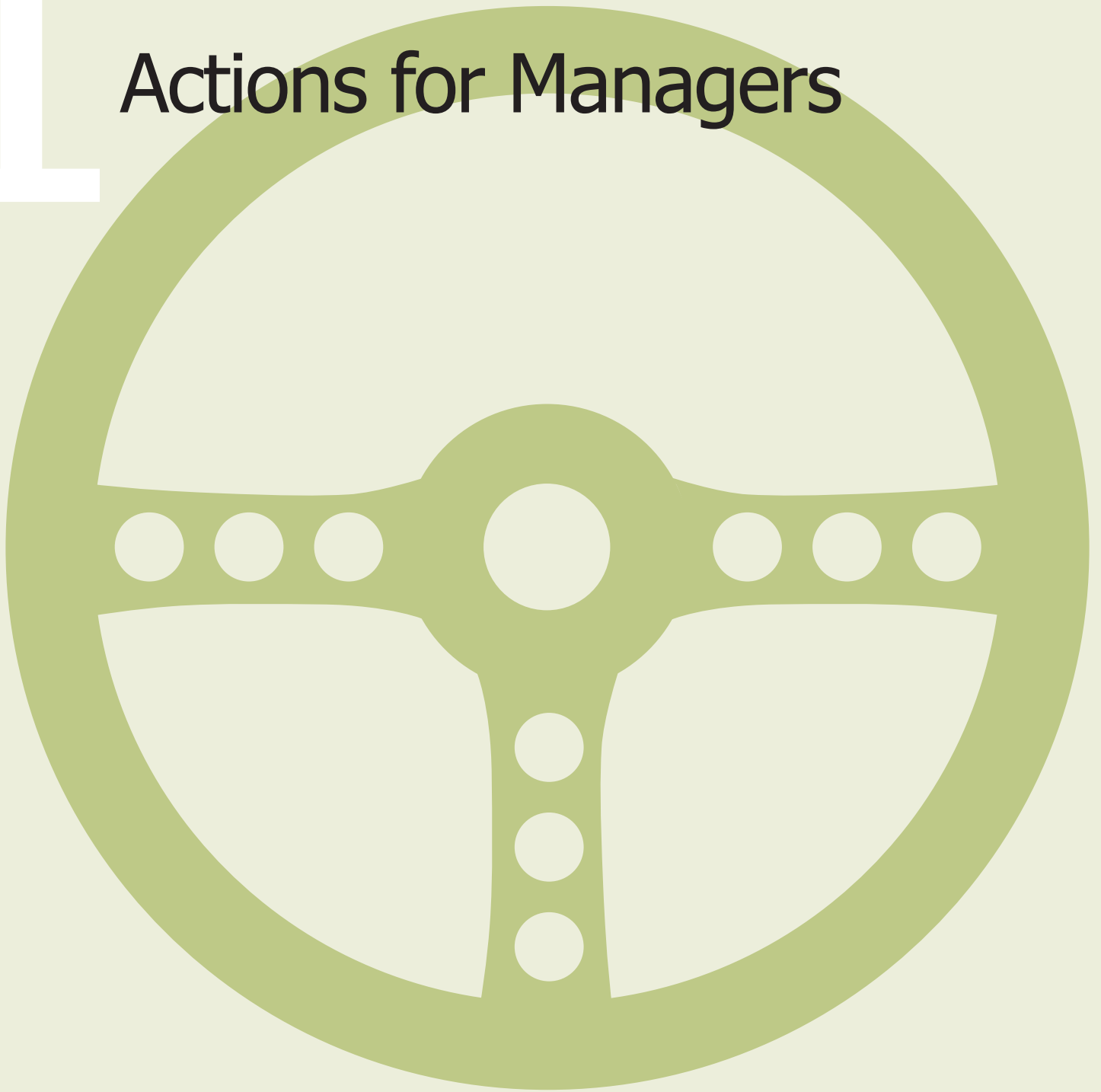


Actions for Managers



The Critical Role of Management

Management has several key roles in a road crash scenario: First, in anticipation of a road crash situation to ensure that staff members know what is expected of them; secondly, in response to a road crash to support those involved and to implement business continuity measures; and finally, following a road crash to extend post-crash support to those affected, and to ensure there is continuity planning in place.

In the event of a crash

1. Inform the police and any other emergency services of the crash where it is required – if the driver is unable to do so.
2. Assess the roadworthiness of the vehicle involved in the crash. If it is fit for service, seek approval from the Operations or Logistics Director for the vehicle to continue in service. If the vehicle is deemed unfit for service, initiate vehicle recovery or engineer support and a replacement vehicle.
3. Assess the well being of the driver and any passengers; task a replacement driver where needed.
4. Determine any impact on the task, including injuries to passengers, and implement any business continuity measures that may be needed.

In advance of a crash

Inform staff about their role

- ▶ All staff should know what they are expected to do in the event of a road crash.
- ▶ If the police are called, the driver and all passengers must remain at the scene, at a safe location, until the police arrive and they should await further instruction from the police.
- ▶ The driver is expected to inform the Transport Manager that the crash has occurred and is subject to police investigation or police assistance.

Ensure your driver knows what to do

- ▶ It is the manager's role to ensure that the driver knows what is expected of him or her in the event of a road crash.
- ▶ If police have been called, the driver must only leave the scene of the crash when the police have confirmed that it's okay to do so.
- ▶ The only circumstance in which the driver may leave the scene of the crash is if it's unsafe to stay.
- ▶ If the driver has committed, or is suspected of committing, an offence (such as driving under the influence of alcohol or drugs), he or she may be arrested at the crash scene.
- ▶ The police will contact your organisation during any criminal investigation involving the driver.

Have a second point person

- ▶ If the driver is incapacitated (i.e., injured or in shock) after the crash, he or she may not be able to provide an adequate response at the crash scene.
- ▶ You should have a procedure that allows for a second point person to collect evidence and respond to the crash if the driver is unable to do so. The point person could be:
 - ▶ A passenger in the vehicle
 - ▶ Transport Manager
 - ▶ Safety Officer
 - ▶ Operations or Logistics Director
 - ▶ A senior driver
 - ▶ Health and Safety Officer

Following a crash

Ensure legal/ welfare support

- ▶ If a dispute or criminal or civil proceeding arises from a crash, the driver and any passengers should have access to legal support.
- ▶ Your Post-Crash Policy should identify someone within the organisation who is responsible for seeking legal advice and contacting and liaising with legal representation.
- ▶ If a staff member experiences any post-crash physical or mental difficulties, your Post-Crash Policy should identify someone who is responsible for providing post-crash welfare support.

Ensure continuity planning

- ▶ A driver or staff member involved in a crash may require time off work due to injury or criminal proceedings. Your Post-Crash Policy should include a continuity plan for identifying additional staff needs, briefing staff and informing clients.
- ▶ Depending on what contributed to the crash, there may need to be immediate operational changes, including sending the vehicle for safety checks or no longer driving in a certain area.