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POST INCIDENT MANAGEMENT CHECKLIST

The majority of motor incidents involve human error and are therefore avoidable by one driver or the other, or both. It is also the case in hindsight that effective risk management could sometimes have prevented the incident. After every incident a manager should interview the driver to investigate the circumstances and record the findings. Sometimes trends can be identified and lessons learnt.

The following checklist provides a framework around which to conduct post incident investigations. The questions are intended to provoke thought and encourage measures being taken to reduce future risk and minimise insurance premiums. For basic details about the incident, you should refer to the Accident Report Form completed by the driver, ideally at the scene.

DRIVER CONSIDERATIONS

- Driver experience / convictions? Driver aware that all motoring convictions and pending prosecutions must be advised to you?
- Previous driver assessment findings / attitude?
- Previous incident record?
- Incident reported on form provided within 1 working day?
- Driver aware incidents must be reported irrespective of fault and even if there is no damage to own vehicle?
- Driver seat correctly positioned with safety equipment used and properly adjusted (eg seatbelts, head restraints, child seats etc)?
- Driver observation, hazard perception / anticipation?
- Evidence of excessive speed and / or other violation?
- Appropriate use of mirrors, lights and horn?
- Any driving distractions (mobile phone, sat nav, eating)?
- When did the driver last have an eyesight test?
- Suggestion of tiredness / fatigue?
- Suspicion of alcohol, drugs or prescribed medication?
- Any other emotional disturbance?
- What action might the driver have taken to avoid the incident?
- What actions will the driver take to reduce the risk of recurrence?
- Overall, do you conclude that the driver ought reasonably to have been able to avoid the incident?

FROM THE SCENE INFORMATION

- Road geometry / markings / priorities, positioning of vehicles, sign posts, speed limits, lighting, etc?
- Road / Weather conditions?
- Visibility?
- Any other contributory hazards?

VEHICLE CONSIDERATIONS

- Suitability for task (type, size, performance etc)?
- Mechanical defects (especially tyres and brakes)? Regularly checked and maintained?
- Other contributory problems (tyre tread, tyre pressures, windscreen cracks)?
- Safety equipment available and in working order (seatbelts, head restraints, child seats)?
- Additional security (alarm, tracker)?

MANAGEMENT CONSIDERATIONS

- Was the journey really necessary?
- What is the cost of dealing with this incident actually cost? (include human cost, own and third party damage, replacement vehicle, replacement labour, loss of production / earning, administration, management time, insurance policy excess, adverse PR, damaged goods in vehicle)?
- Was there a delay in reporting the incident to your insurer which made it more difficult for them to agree liability and minimise the cost of your claim?

Depending on the answers to the above questions, you should consider:

- What deficiencies in the management process may have contributed to the incident occurring?
- Do you have a company driver handbook?
- What management controls should be introduced or altered, to minimise the risk of recurrence and higher insurance premiums?
- Are tachographs checked regularly?
- Does the incident highlight issues if not addressed which could make the Company and/or employees more vulnerable to legal action in the future?
- Is there a perceived need for driver / manager training?
- Reward scheme for good performing drivers?
- Is any formal disciplinary action warranted?