

CLOCS Toolkit
**Managing
collision reporting
and analysis**



Looking out
for vulnerable
road users

CLOCS - Looking out for vulnerable road users

In 2012, Transport for London (TfL) commissioned a review of the construction sector's transport activities to understand the causes of collisions with cyclists. The resulting 'Construction Logistics and Cyclist Safety' report laid the foundation for the CLOCS programme which has since broadened to cover the safety of all vulnerable road users.

CLOCS aims to achieve a visionary change in the way the construction industry manages work related road risk whilst providing an opportunity for clients and developers to look out for the wider community. This is moving forward in three key ways:

- Improving the safety of vehicles
- Addressing the imbalance between on-site health and safety and work related road safety
- Encouraging wider adoption of best practice across the logistics industry

The CLOCS Standard for construction logistics: Managing work related road risk has been developed as a common national standard for use by the construction logistics industry. Implemented by construction clients through contracts, it provides a framework that enables ownership in managing road risk which can be adhered to in a consistent way by fleet operators.

Supplementary guidance has been developed to accompany the CLOCS Standard and provide further information on the key requirements:

- CLOCS Guide – Managing driver training and licensing
- CLOCS Guide – Vehicle safety equipment
- CLOCS Guide – Managing supplier compliance
- CLOCS Guide – Managing work related road risk in contracts
- CLOCS Toolkit – Managing collision reporting and analysis
- CLOCS Compliance toolkit

Representatives from different organisations - vehicle manufacturers, construction logistic clients, operators, regulatory and enforcement bodies are actively engaged with CLOCS representing a united response to road safety and greater social responsibility.

Acknowledgements

The CLOCS Toolkit: Managing collision reporting and analysis has been developed in collaboration with key industry stakeholders.

The expert contributions made from organisations and individuals consulted in the development and review of this toolkit are gratefully acknowledged.

The toolkit will be reviewed at intervals not exceeding two years, and any amendments arising from its review will be published in an amended version.

Users are responsible for the correct application of the information provided in this toolkit.

Contents

CLOCS Standard for construction logistics: Managing work related road risk	4
Terminology	5
Section 1	
Introduction	7
Section 2	
How to comply with the collision reporting requirement (3.1.2)	11
Section 3	
Developing and implementing a collision management policy	27
Section 4	
Next steps and further information	39
APPENDICES 1 - 4	
Collision reporting forms	43
Appendix 5	
Collision management policy and procedures - example roles and responsibilities	57
Appendix 6	
FORS Collision Manager - instructions for use	59

CLOCS Standard for construction logistics: Managing work related road risk

The *CLOCS Standard for construction logistics* sets out a series of individual requirements for logistic operators and construction clients. Each requirement is designed to help you manage work related road risk (WRRR), particularly in relation to the safety of vulnerable road users (VRUs).

This toolkit is designed to assist you in implementing and adhering to the requirements of the *CLOCS Standard*.

Section 3.1.2 of the *CLOCS Standard* sets out the following requirements for reporting collisions.

Requirement 3.1.2 Collision reporting

Requirement

Fleet operators shall capture, investigate and analyse road traffic collision information that results in injury or damage to vehicles and property. All collisions shall be reported to their client or contracting entity.

Purpose

To create transparency in the supply chain and enable fleet operators and clients to work together to mitigate the risk of road traffic collisions and prevent re-occurrence.

Demonstration

A log of all collisions shall be maintained which shall include details of all evidence required to investigate an incident.

Reporting shall include lessons learned and remedial measures identified to help prevent re-occurrence of similar incidents.

Fleet operators should use an approved reporting mechanism to report all traffic collisions that result in injuries or damage to vehicles and property.

Near-misses should also be recorded where possible.



Terminology

Certain terms are used within the *CLOCS Standard* and in this toolkit.

In the *CLOCS Standard's* requirements:

- **Shall** - indicates something which is mandatory as part of the requirement, or in order to achieve the requirement
- **Should** - indicates something which is recommended as emerging practice
- **May** - indicates permission or an emerging practice option

Accident - the term collision is used throughout this document

Approved reporting mechanism - a system of collision reporting that is deemed acceptable and has been approved by the client or that meets a specific requirement or quality

FORS Collision Manager - a reporting and alert tool allowing you to easily capture, log, report, analyse and compare incidents, investigate collisions and identify lessons learned and performance

Client - an organisation employing fleet operator contractors. This may be a developer employing a primary contractor or a primary contractor employing a sub-contractor

Collision - an incident that results in injuries or damage to vehicles or property

Fatal accident - a collision in which at least one person is killed

Fleet operator - any organisation or part thereof which operates one or more vehicle(s)

Fleet Operator Recognition Scheme (FORS) - the recognition scheme referred to in this document and described in the

CLOCS Standard for construction logistics: Managing work related road risk, which is a fleet operations certification scheme

Incident - an instance or occurrence in which two or more road users negatively interact with each other, for example a collision or near miss

Killed - human casualties who sustained injuries which caused death less than 30 days after the collision

Killed or Seriously Injured (KSI) - a collision which results in injury or fatality

Near miss - an incident which does not result in a collision, but represents an occasion which could have caused such an event to take place

Serious injury - an injury for which a person is detained in hospital as an "in-patient", or any of the following injuries whether or not they are detained in hospital: fractures, concussion, internal injuries, crushings, burns (excluding friction burns), severe cuts, severe general shock requiring medical treatment and injuries causing death 30 or more days after the accident

Slight injury - an injury of a minor character such as a sprain (including neck whiplash injury), bruise or cut which are not judged to be severe, or slight shock requiring roadside attention. This definition includes injuries not requiring medical treatment

Toolbox talk - a short briefing or presentation to drivers and other transport staff

Vulnerable road user (VRU) - a pedestrian, cyclist, motorcyclist, equestrian or person of reduced mobility

Introduction

1.1 Purpose of this toolkit

This toolkit will help you to meet the collision reporting requirements of the *CLOCS Standard*. It provides guidance on what to do following a collision from actions the driver should take at the scene through to investigating a collision and acting on lessons learned.

Reading this toolkit and using the information, systems and tools contained within will help you to develop a new collision reporting policy or to strengthen and review your existing policy. The information in this toolkit will help you to meet your legal requirements and also to comply with requirement 3.1.2 from the *CLOCS Standard for construction logistics*. A sample collision reporting policy, template data collection and collision analysis and investigation forms and instructions for using the *FORS Collision Manager* reporting tool are provided within this toolkit.

The driver and manager collision reporting forms are also available separately in pdf format to download from **www.clocs.org.uk** and these can be completed electronically.

This toolkit has been prepared in consultation with the insurance industry. The information gathering forms have been developed to ensure that you also capture the information needed for use in any insurance claim made.

Following a collision the primary responsibility of your driver is to help co-ordinate activities to make the scene safe, assess the well-being of any party involved and summon assistance from the appropriate emergency services.

Drivers should start capturing collision data only after these duties have been performed and the driver has notified the operating base and where required, the police and insurers.



For further information:

- [CLOCS Standard for construction logistics: Managing work related road risk](#)
- www.clocs.org.uk

1.2 Who should use this toolkit?

This toolkit is for any fleet manager or vehicle operator who needs to establish or update their collision reporting policies and procedures.

It is also applicable to those responsible for reporting collisions and individuals involved in investigating and analysing collisions. We recommend using this toolkit in conjunction with *FORS Collision Manager*.

Construction sector clients will also find this document useful when providing assistance to their contractors.

FORS Collision Manager is a free to use reporting and alert tool allowing you to easily capture, log, report, analyse and investigate collisions and identify lessons learned. More information can be found in section 2.7. or <https://www.fors-collision-manager.org.uk>

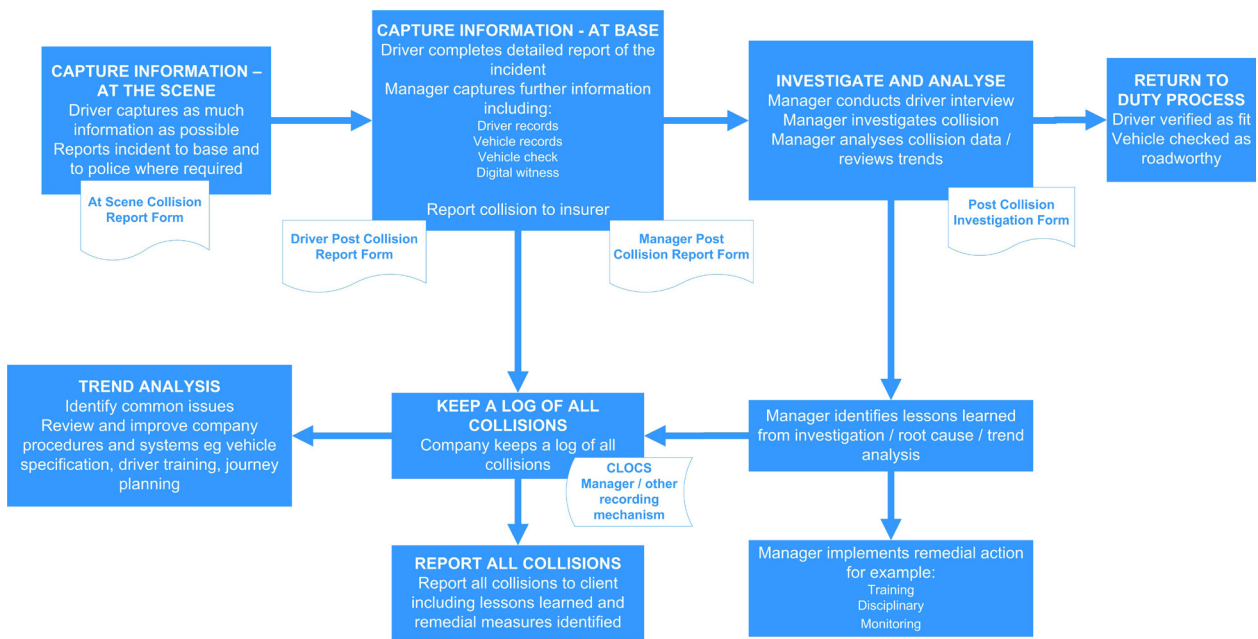
1.3 How do I get started?

The first thing to do is to identify what collision reporting your company currently does and if there are any existing policies and procedures.

You should then read this toolkit and use the information to either strengthen your existing collision reporting procedures or implement new procedures.

Look at the collision management and reporting flow chart in figure 1.1. This shows the main aspects of what needs to be done in the event of a collision. Ask yourself 'Have I got a system or procedure in place that covers each of these steps?'

Figure 1.1: Collision management and reporting – overview of requirements



This toolkit contains the following information:

Section 2 - details what you need to comply with the CLOCS requirement on collision reporting and provides information on the *FORS Collision Manager* reporting tool.

Section 3 - shows you how to develop and implement a collision management policy.

Section 4 - summarises the recommended next steps and provides further sources of help and information.

1.4 At a glance collision reporting requirements

Table 1.1 will help you identify the relevant sections of this toolkit to help you meet the collision reporting requirement.


Table 1.1: Navigating the key sections of the toolkit

What must I do to comply?	When must I do it?	Where do I look in this toolkit?
Capture, investigate and analyse road traffic collision information that results in injury or damage to vehicles and property	Each time a relevant collision occurs	Sections 2.2, 2.5, 2.6 and 2.7
Maintain a log of all collisions	The log shall be updated each time a relevant collision occurs	Section 2.3 and 2.7
Report all collisions to your client or contracting entity	On a frequency as defined at your management review meetings	Section 2.4 and 2.7
Include lessons learned and remedial measures in reporting	On a frequency as defined at your management review meetings	Section 2.6 and 2.7

The *CLOCS Standard for construction logistics: Managing work related road risk* covers active management of WRRR across operations, vehicles and drivers.

The following other requirements in the *CLOCS Standard* link to the collision reporting requirement:

Reference number	Requirement title	How this requirement links to the collision reporting requirement
3.1.1	Quality operation	If you chose to demonstrate compliance with the quality operation requirement through bronze accreditation to FORS you will need to have a policy and procedure in place for reporting and recording collisions and near misses
3.3.1	Training and development	In your progressive training you should ensure that drivers understand what to do in the event of a collision. This should be included in induction training and refresher training



For further information:

- [Fleet Operator Recognition Scheme \(FORS\)](#)
- [CLOCS Guide - Managing driver training and licensing](#)

How to comply with the collision reporting requirement (3.1.2)

2.1 What collision reporting and investigation must I do?

Section 3.1.2 of the *CLOCS Standard* requires that you shall:

- Capture, investigate and analyse road traffic collision information that results in injury or damage to vehicles and property
- Keep a log of all collisions which shall include details of all evidence required to investigate an incident
- Report all collisions to your client or contracting entity
- Report lessons learned and remedial measures identified to help prevent reoccurrence of similar incidents

Sections 2.2 to 2.7 of this toolkit explain in more detail what is required to comply with requirement 3.1.2.

Appendices 1-4 provide forms to help you and your drivers capture the information required at each stage of the process.

2.2 Capture information at the scene

Following a collision there is likely to be a great deal of information that can be collected at the scene to inform post collision actions and analysis. It is the responsibility of the driver, wherever possible, to collect this information.

Information should be collected as soon as possible to ensure that the opportunity to collect vital data is not lost. Capturing as much information at the collision scene as possible will help to ensure that data is reliable.

It can then be used in conjunction with witness statements, police reports and driver interviews to populate a collision report. It will also aid the submission of any insurance claims following the collision. Many insurance providers require drivers to report a collision by phone to the insurer from the scene (known as first notification of loss).

It is important that those at the scene (usually the driver) know what evidence to collect. It is also important for drivers and managers to recognise the limitations of being able to collect data following a traumatic event as stress could lead to incorrect data being collected.


Once the collision scene is safe and secure and any appropriate medical attention has been given, the driver shall collect the following data for all collisions that result in injury or damage to vehicles and/or property:

1. The names and addresses of the other driver(s) and passenger(s) together with their telephone number(s) the make, model, colour and registration number of the vehicle(s) they were travelling in
2. The names, addresses and telephone numbers of all independent witnesses and any injured parties
3. The name, number and station of any police officer who attended the scene
4. The name, address and policy of the motor insurers for any other vehicle(s).
5. Details of the collision damage (and any unrelated existing damage) to the other driver's vehicle
6. Details of vehicle(s) involved and any other property damage together with the respective positions of the vehicles after the collision
7. If it is safe to do so record any information by using a camera or mobile phone. If personal identity is in question take a photo of the driver and any key witnesses

At the scene the driver shall use a suitable form for recording this information. They may use forms:

- Developed by the company itself
- Provided by insurance companies or agents
- Provided in this toolkit

Appendix 1 provides a CLOCS compliant *At Scene Collision Report Form* to be issued to drivers to help them collect information at the scene.

For further information:

- [At Scene Collision Report Form](#)

Completing the At Scene Collision Report Form

This form is to be filled in by the driver as soon as it is safe to do so whilst at the scene of the collision and covers the immediate incident details that need to be collected such as contact details of witnesses.

Drivers should collect further evidence and information that will assist with the analysis of the collision and this may include photographs, diagrams and written statements from witnesses.


Drivers should take photographs (where safe to do so) of the collision scene from a number of different positions and include the vehicles, the scene itself, any damage to vehicles / property and any other details. This could be done using a camera or a mobile phone.

2.3 Log and record the collision

Once all available information has been collected at the scene, the vehicle(s) have been removed and any immediate requirements of your organisation have been addressed, it will be necessary for the driver (or whoever has responded at the scene) to return to the depot and report the collision in full.

A post collision report form should be completed by the driver as soon as possible after a collision.

A CLOCS compliant *Driver Post Collision Report Form* is shown in Appendix 2.

 **For further information:**


- [Driver Post Collision Report Form](#)

Completing the Driver Post Collision Report Form

This form should be completed independently by the driver on their return to base after the collision and within a recommended maximum of 24 hours. It should be used to describe the collision from the driver's viewpoint and should be included in the collision file for the purposes of investigation. The driver should be encouraged to include as much information in the 'Driver's statement' section as possible.

At this point, you as a manager should start to collate and record all the information available about the collision. This may be done using the *Manager Post Collision Report Form*.

A CLOCS compliant *Manager Post Collision Report Form* is shown in Appendix 3.

 **For further information:**

- [Manager Post Collision Report Form](#)

Completing the Manager Post Collision Report Form

You or the manager responsible should complete this form within 24 hours of the collision being reported. It should be used to describe the collision from the company's point of view and include details of the incident, the relevant company driver/vehicle, an assessment of the damage caused to all parties involved and highlight any evidence that has been collected up to this point.

The purpose of this form is to document as much about the collision as possible. It is not to determine how or why it happened or where liability lies, this takes place in the investigation stage. Any contradictions or discrepancies in the driver's account that cannot be resolved should be documented and reviewed in the investigation stage.


2.4 Reporting the collision

As well as your legal duties to report certain collisions and insurer requirements the Standard requires you to report all traffic collisions that result in injuries or damage to vehicles or property to your client or contracting entity using an approved reporting mechanism. Inputting your incidents in to *FORS Collision Manager* will allow you to produce reports and summaries - see section 2.7.

It should also be noted that that the reporting forms identified in this toolkit do not alter any statutory responsibilities of notifying police. However, the police would expect you to release data to assist them in their investigation and failure to do so might constitute an offence of perverting the course of justice.

You should set a reporting frequency at your management review meetings.

Reports shall include lessons learned (information drawn from the analysis) and remedial measures (actions that will be put in place to minimise the chances of a similar collision occurring).



For further information:

- [FORS Collision Manager - https://www.fors-collision-manager.org.uk](https://www.fors-collision-manager.org.uk)

Time limits for reporting collisions

It is important that your collision reporting policy states time limits by which a collision should be reported and recorded to the relevant office. In addition, clear roles and responsibilities should be outlined in your policy identifying who should be involved at each stage of the investigation. Section 3 provides more information on developing a collision management policy.

When	Maximum time by which action should be completed	Action
At scene immediately after a collision	As soon as possible once immediate actions have been completed	Driver reports to Transport Manager
At base with information collected from scene	Recommended within 24 hours of incident and ideally prior to the end of shift	Driver reports to Transport Manager
Manager reviews evidence and determines what happened	Recommended within 24 hours of the driver reporting the collision at base	Transport Manager/ Office support
Information logged in <i>Collision Manager</i>	Recommended within 72 hours of incident	Transport Manager/ Office support
Information investigated, analysed and reported	As appropriate	Transport Manager reports to Company Director

Collision reports

A collision report will help the investigation into the collision and any analysis and development of lessons learnt.

For each collision you should set up a separate file to keep all of the records and reports relating to that collision.

Your collision report may take the form of a series of individual documents that collectively provide all the information

you need in relation to the logging, investigation, analysis and reporting of a collision. It also captures information that can be submitted to your insurance company for use in any claim made.

Collision *Manager* has been designed with insurance claim information in mind and aims to minimise duplication when logging and reporting incidents - see section 2.7.

Table 2.1 shows the types of data that should be recorded following a collision.

Table 2.1: Data that should be recorded following a collision

Data	Why it is important to collect this data
Incident type	Whether the incident resulted in a KSI, damage to vehicle only or near miss will inform to a significant degree the resultant actions required. Any collision could result in criminal proceedings if offences are disclosed or identified. All personal injury collisions regardless of severity of injury are likely to involve the police.
Incident date and time	This will enable an understanding of the times of year and day that incidents are occurring
Location	This information is vital in enabling identification of any collision hotspots
Was collision on prescribed route?	Did the driver deviate from the route set by the Transport Manager? If so, it may be that the route the driver selected was inappropriate for the vehicle they were driving. Was a prescribed route provided?
Road type	The type of road is an important consideration. If incidents are occurring on a particular type of road (eg motorway) is specific training required?
Road condition	This will help identify if the road surface was a factor in the collision. Ice, oil or an uneven road surface can all cause a driver to lose control of a vehicle. A cyclist could be adversely affected by road conditions including pot holes and slippery manhole covers.
Road features (eg bus lane, cycle lane etc.)	A lack of segregated facilities requires vulnerable road users to share the carriageway with large vehicles. This may have been a factor in the collision/incident
Road hazards	Hazards on the road can result in a collision. These can include temporary road works or parked vehicles

Data	Why it is important to collect this data
Road speed limit	Speeding is often a factor in collisions. The speed the vehicle was travelling at should be collected, either from the driver, from on-board systems or the police (who can determine speed by marks left by braking)
Type of junction (if applicable)	If collisions are occurring at a particular type of junction, (such as a roundabout) are measures required to address this?
Signage	If there is a particular hazard at the location of the incident was this appropriately signed? If not then drivers should be warned and it may be appropriate to contact the Local Highway Authority. This is why it is important to report missing or damaged signage, did this affect the collision?
Weather	Weather can significantly impair drivers' ability to operate their vehicle safely. It is vital, in order to develop an understanding of how a collision occurred, that data relating to the weather conditions at the time of the collision is noted
Vehicle details	Information related to the vehicle is vital when undertaking post-collision analysis. The age and body type of vehicles could affect the nature of a collision and its resultant impacts
Vehicle Damage	Information relating to where vehicles were damaged as well as the cost implication help to understand the impact a collision has on your business
Vehicle safety features	If there were safety features such as blindspot cameras or side-proximity sensors fitted to the vehicle this may have prevented a collision occurring. Were they working at the time of the collision?
Vehicle movement	A significant proportion of cyclist fatalities resulting from a collision with an HGV occur when the vehicle is turning left and the cyclist is in the vehicles' blindspot. In order to determine if the direction the vehicle was manoeuvring was a factor in the collision
Driver details	Details of the driver are a critical element of any data collected. This could determine whether the driver is licensed to drive the type of vehicle they are operating, whether they require glasses and are wearing them and whether they were wearing a seatbelt
Third party involvement	Details on any other road users are vital in ensuring an understanding of how a collision occurred and the severity of any impacts. VRUs are often less visible and have less protection afforded to them. This means that a collision with an HGV is more likely to result in a KSI.
Causality and outcomes	The individual tasked with investigating the collision should assess how they think the collision was caused (eg impairment or distraction). Should there be a prevalent cause of collisions at an organisation this could be addressed by re-routing vehicles away from a particular 'problem' location or fitting safety equipment

As well as using the forms provided in this toolkit to collect and record the information set out in table 2.1 and create collision reports, you may choose to record information electronically. *CLOCS Manageris* a ready-made, free to use, reporting tool that enables you to capture all these items of data - see section 2.7.

 **For further information:**

- **FORS Collision Manager**
<https://www.fors-collision-manager.org.uk>

2.5 Investigate the collision


Following a collision you shall undertake an investigation into the causes.

Completing the Post Collision Investigation Form

The *Post Collision Investigation Form* should be completed by you or the manager responsible during a de-brief with the driver. It seeks to identify the causes of the collision as well as verify the facts as reported in the driver and manager post collision forms. All the forms of evidence available should be present for the investigation.

It is this *Post Collision Investigation Form* that assists the manager in determining the cause and identifying any action to be taken as a result.

Appendix 4 provides a CLOCS compliant *Post Collision Investigation Form* to help you undertake and record the investigation process.

 **For further information:**

- **Post Collision Investigation Form**

Furthermore, as a manager it is your responsibility to ensure:

- The driver is fully fit and competent for duty prior to any subsequent task after involvement in a collision
- The vehicle is legal and roadworthy prior to any subsequent task after involvement in a collision

You should extract all relevant information from any data sources that may inform you of the outcome of the collision. This includes but is not limited to:

- Driver interviews
- Vehicle daily defect reports
- Tachograph charts and digital downloads
- Data downloads from on-board telematics systems
- Digital 'witness' data such as on-board camera systems
- Witness statements
- Photos taken at the scene
- Police reports

This section provides guidance for persons responsible for undertaking a collision investigation and analysing results to develop remedial actions and lessons learned.

Whilst investigations will differ from company to company and, indeed, from event to event, the process is guided by four key principles:

- **Swift response**
It is important that the incident is investigated as soon as possible, whilst details are fresh and evidence still clear and available
- **Comprehensive**
There is a need for all of the information gathered to provide a detailed and wide-ranging pool of data to analyse and from which to draw conclusions
- **Accuracy of data**
No matter how much information is gathered however, it is important that it is of quality and accurate in order to ensure that weight can be placed on the conclusions drawn
- **Robustness of analysis**
Effective collation of information and a clear, focused investigation will enable reliable and comprehensive examination of both individual incidents and the broader trends over time

Driver interviews

When undertaking a collision investigation, one of the key sources of information will be the driver of the vehicle involved. However it is important to balance the need to discuss the collision whilst it is fresh in their mind with the understanding that the driver may be distressed, in need of support or in need of professional guidance.

When asking questions of the driver it is important to avoid appearing to apportion blame. Rather than 'What did you do wrong?' or 'What went wrong here?' ask 'What happened?' Often the way the answer is framed can provide information: 'All of a sudden...' may indicate that the driver was not paying full attention at the time of collision.

It is important to try to corroborate the driver's version of events. One of the main ways this can be achieved is through a quick discussion with any witnesses to the collision. This needs to be done quickly as witnesses often disperse rapidly from the scene. Even if they are unwilling to offer their name they may still provide information.

There is a need to investigate all collisions, not just for health and safety concerns, but also to ensure that full and accurate information is presented to the insurer.

As well as seeking information from the driver and witnesses, it is important to inspect the vehicle and road for any sign of damage or defect which may have caused or contributed to the collision. Recovery of the vehicle may destroy some of this evidence so it needs to be captured before recovery begins.

It is also important to understand the role that telematics can play in providing an 'unbiased witness' to any incident or claim. A suitable package can help determine a number of relevant factors:

- Telematics data can be an excellent complement to determining low impact and low severity collision claims (it can be used to determine the change in velocity of a collision for crash severity and injury causation)
- Identifying if there was a failure to stop or yield at a junction Evaluating potential mechanical failures, e.g. brakes, airbags, seatbelts, steering, tyres, etc
- Establishing a drive profile to determine if a driver was driving in their 'normal' fashion and/or in line with company driving policy
- In conjunction with the vehicle tachograph, establish whether the driver was adhering to Drivers' Hours rules

In-house investigations

Where possible, the investigation to establish cause should not be conducted by people who are directly linked to the events that unfolded in order to prevent bias or 'covering up' of deficiencies. Thus the driver of the vehicle would not make a suitable investigator. Instead, somebody who has a good grasp of the company's processes and policies should be involved in order to see that these were followed or, indeed, if they resulted in the collision occurring. They should also have sufficient skills and ideally have undertaken training in collision investigation techniques and root cause analysis.

Whilst there is no legal compulsion to conduct an investigation, having clearly assessed the causes behind and trends in your vehicle collision record will make identifying and planning interventions much more effective. In-house investigations ensure too that all information stays within the company and can be considered discreetly with timings arranged to suit the needs of individuals (within the broader timeline of the investigation).

The insurance company may also wish to conduct its own investigation. This decision will depend on your previous record with the insurer, the insurer's policy and the severity of the collision.

Likewise, if the police are involved in investigating a collision, then this will again differ for each instance, however certain key guidelines should be followed:

- The policy should indicate who is responsible for liaising with the police and insurance investigations
- Ensure that all relevant records and files are easily accessible for the investigation
- Comply with the police's and insurer's requests for information
- The vehicle trailer and load may be impounded for the duration of the investigation and this should be taken into account

Although the people involved in any chain of events will differ from company to company, it is important that all possible sources of information are explored. As such, the following roles could be consulted in the course of the company's own investigation:

- Driver involved
- Any witnesses to the collision
- Vehicle technician who last inspected the vehicle
- Transport manager/planner
- Emergency service personnel who attended the scene

In some of these instances, in addition to the specialised information which their role entails, it may be suited for the investigator to ask them how they felt the collision occurred. When undertaking such an investigation, it is important to remember the three main causes of most collisions:

- Poor concentration levels - hard to stay 100 *per cent* focussed for duration of driving
- Observation skills - the oft-named 'looking but not seeing' problem
- Failure to keep adequate space and/or time to react accordingly; not anticipating the possibility of a collision based on context

Interview techniques

Be calm and ensure your questions are unambiguous. All parties should also be asked if there were clear warning signs or ways as to how they felt the collision could have been avoided.

Throughout the investigation, all parties should be treated with suitable respect. In particular, it is important to consider the driver's own legal and human rights, as well as any additional processes involved as a result of union membership and company disciplinary processes.

Vehicle checks

In addition to human sources, it is also important to look at the vehicle itself and the operational practices which were in place at the time of collision to assess whether these may have led to the collision occurring. When investigating the vehicle for information related to the collision, it is important to use all sources of information. Daily walkaround checks and servicing reports can provide information on a range of essential features such as tyres, lights, brakes, wheels and mirrors. It may also be worth considering in-vehicle diagnostics and telematics systems (if fitted) to gather a

fuller picture of the state of the vehicle (and in some instances the driver) at the time of the collision.

Operational practices

Finally, the third important area is to understand the operational practices in the run-up to the collision that may have contributed towards the collision. Again these differ from company to company, but examples would include:

- Was the driver rushing under time pressure to meet an unreasonable deadline?
- Was suitable time allowed for maintenance and vehicle checking?
- Was the driver recently trained/assessed for medical/training needs?

You should record the outcomes of this investigation.

2.6 Analyse the data to establish trends and lessons learned

Analysis of data is important to help you determine trends and issues and develop appropriate remedial actions to reduce the risk of a similar collision happening in the future.

When analysing why the collision occurred you need to consider the following factors:

- Driver or other road user error (failure to pay attention)
- Fatigue (how long had the driver been driving for)
- Lack of appropriate training (e.g. was the driver unfamiliar with the vehicle he or she was operating)
- Mechanical failure (may be a maintenance or manufacturer issue)
- Weather conditions (e.g. heavy rain, fog)
- Light conditions (did the collision occur during the hours of darkness)
- Road conditions (e.g. uneven road surface, icy surface)
- Highway layout (is there an issue with the highway layout at the location where the collision occurred? Is it a collision hotspot?)

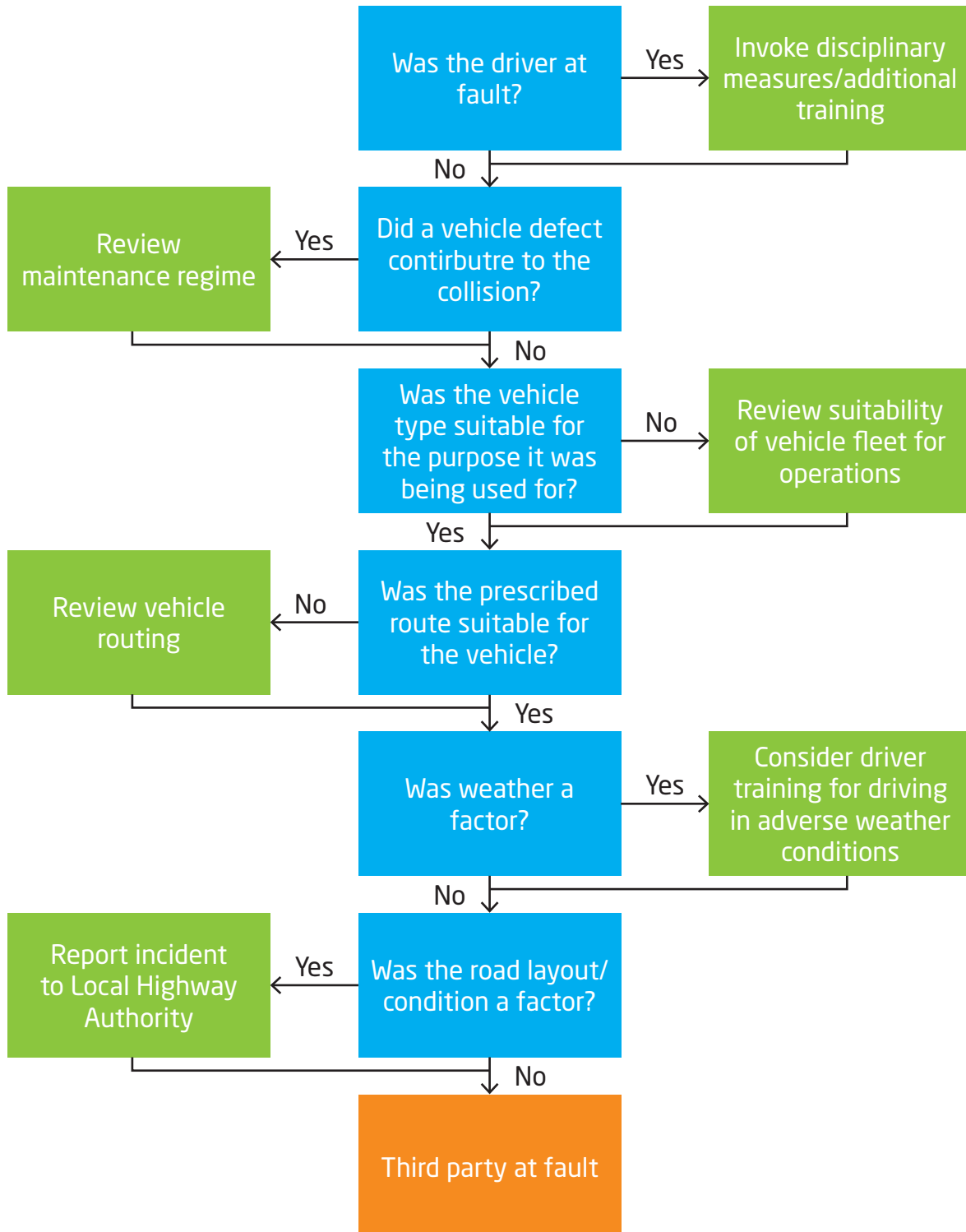
Dealing with investigation findings and implementing remedial action

The importance of remedial action and learning lessons from collision analysis is paramount in ensuring similar collisions do not reoccur. Figure 2.1 provides an example of remedial actions associated with each element of an investigation. This may include but is not limited to:

- Driver advice and counselling
- Driver assessment and/or training/retraining
- Disciplinary action
- Revised routing considerations
- Reporting of highway defects
- Improved vehicle inspection and maintenance regimes
- Revised vehicle and/or vehicle equipment specification
- No action taken

Collision Manager provides the opportunity for learning notes to be added to any incident logged and allows you to view lessons learned by other organisations for similar incidents. All data is anonymous. See

Figure 2.1: Remedial actions flowchart



Trend analysis

In order to effectively analyse if there are underlying similarities between multiple incidents it is important that all collisions and near misses are recorded centrally within the company and checked regularly for emerging trends. One person should be tasked with overseeing the database for the whole company, to offer the best assessment - as smaller chunks of the data (by region or by load type, for example) may not present the same ability to gather a clear overall picture. When assessing the data, a number of potential similarities should be checked:

- Are there common collision types? (e.g. when reversing or with urban driving?)
- Are certain drivers overly-represented in the statistics?
- Are there location hot-spots or routes for collisions?
- Trends in terms of the time of day and/or night or light levels?
- Is bad weather a factor in a large proportion of collision?
- Are there similarities in the age-group/job-role of drivers involved?

Careful record-keeping such as this is indicative that the company has embraced a safety-led culture; and allows clear analysis and assessment of collision trends.

For example, your analysis may demonstrate that a high number of collisions in the industry are linked to low speed manoeuvres such as turning and reversing in confined spaces.

Taking all of the information gathered after each collision and aggregating it allows certain trends (if any) to be established:

- Do most drivers consistently drive well without any problems?
- Is one make of vehicle mainly involved?

The answer to these questions may point to insufficient driver training (in either one case or in several) or to a vehicle which is unsuitable for the role to which it is currently being applied. Alternatively it might be an operational issue:

- Is it the layout of the yard that is causing these issues?
- Perhaps vehicle size has increased since the yard was set out resulting in obstructions which were not originally envisaged?

Having identified the issue at stake, it is important then to develop some remedial options:

- Manoeuvring training for drivers - a Driver CPC for example?
- Re-adjustment of vehicle operations - either alternative vehicles or fitting of extra features to vehicles (such as mirrors/sensors) to mitigate the problem?
- Could the yard be adjusted to ease the use of vehicles - such as being made one way?

This approach can be replicated in relation to collisions that occur due to a particular location, weather, vehicle defects and many other identified trends.

2.7 Using FORS Collision Manager to meet the requirement

Collision *Manager* is an online tool that will help you to comply with requirement 3.2.1 of the *CLOCS Standard* and offers a single resource to log, report, investigate and analyse incidents and collisions.

Collision *Manager* consists of a website and spreadsheet tool. Where possible the website should be used for creating, editing and reporting incidents. The spreadsheet can be used to maintain an offline record of incidents and data in the spreadsheet can be uploaded directly to FORS Collision *Manager*.

Aiming to avoid duplication of work, Collision *Manager* has been designed with insurance reporting in mind and may also be used to gather information for this purpose.

Collision *Manager* is for use by construction logistics operators, developers, clients and any other organisation that may benefit from the data and information outputs within their work related road risk initiatives.

It has been designed to allow any user to log in and view trends across the construction sector and their performance against similar companies. Anonymity is maintained through all areas of the site and any potentially sensitive data is encrypted.



Registering on FORS Collision Manager

To start using FORS Collision *Manager* you must first register as an organisation and nominate an administrator. Once your organisation is set up you are able to grant access to other users within your organisation - this may be read-only access where required. More detailed information about registering can be found in Appendix 6 - Collision *Manager* - Instructions for use

Logging incidents

Collision *Manager* allows you to add new incidents as soon as possible after the collision without requiring all the details. Collision *Manager* is designed to be flexible depending on the amount of information available to you at different times. Details to log include:

- Incident details
- Vehicle details
- Driver details
- Vehicle safety features
- Vehicle movement
- Damage / Injury details
- Location details
- Road details
- Third party involvement
- Insurance outcome
- Company values (allowing 4 encrypted categories of the users choice)

Reporting, investigation and analysis


Collision *Manager* provides the ability to produce reports both on an individual company basis and on a peer comparison basis. Reports available include:

- Dashboard report (company comparisons or overall incident summary)
- Causality comparison
- Causality pivot table
- Company damage and injury
- Incident mapping

Lessons learned

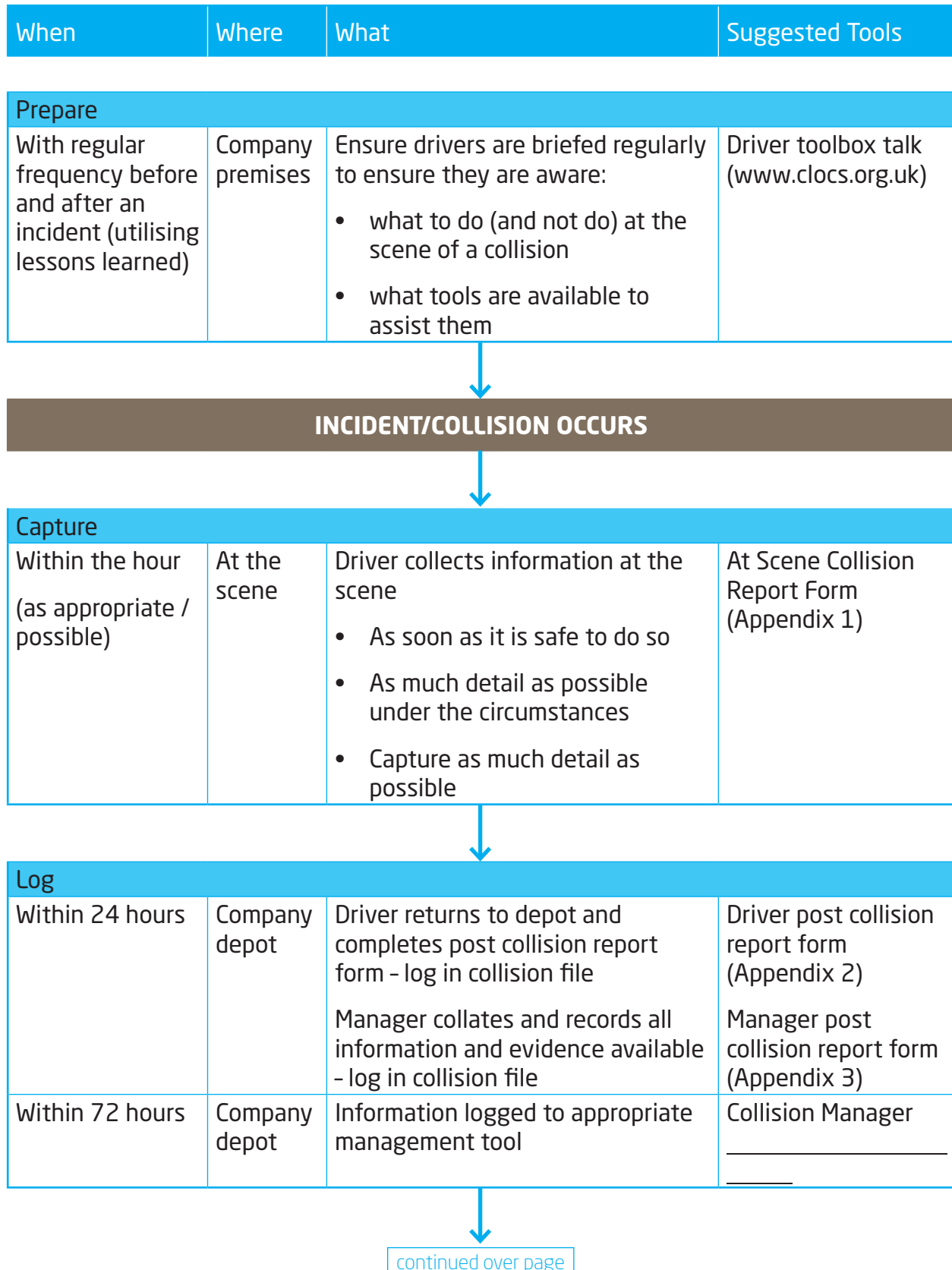
Collision *Manager* allows learning notes to be added to any incidents or near-misses that are added. These may be updated at a later date once the situation has been resolved or an investigation completed. As well as gaining greater insight into your own incidents this feature allows you to view lessons learned by other organisations that have experienced a similar incident (all data remains anonymous)

Getting started with Collision *Manager* is quick and easy. See Appendix 6 - Collision Manager - user instructions for further information.

**For further information:**

- FORS Manager
<https://www.fors-collisionmanager.org.uk>

Figure 2.2 Meeting requirement 3.1.2 at a glance



When	Where	What	Suggested Tools
Report			
As per collision reporting policy and/or client requirements	Company premises	Report to client: <ul style="list-style-type: none"> • Available information as required • Lessons learnt • Remedial measures Collision report for investigation ie police or insurance company	FORS Collision Manager https://www.fors-collision-manager.org.uk
↓			
Investigate			
As appropriate	Company premises	Manager extracts all relevant information informing the outcome of collision Manager completes de-brief with driver Manager identifies actions and remedial measures to be taken	Post collision investigation form (Appendix 4)
↓			
Analyse			
Ongoing	Company premises	Determine trends and issues Record lessons learned	Collision Manager https://www.fors-collision-manager.org.uk

Developing and implementing a collision management policy

So far this toolkit has set out the collision reporting requirements of the *CLOCS Standard* and it has provided you with supporting forms and tools for capturing, logging and reporting collisions.

This is only part of the story. To help you manage collisions and near misses effectively you will need a collision management policy and supporting procedures.

3.1 Developing your policy

A robust collision management policy is vital to ensure that there are clear procedures on what to do following a collision. It will help ensure that:

- Individuals know what to do in the event of a collision
- A quick and appropriate response to a collision is made
- A considered analysis of collisions is made to identify remedial actions, issues and trends

Your policy should seek to implement measures that:

- Improve understanding of required post collision actions
- Develop understanding of how collisions occur
- Reduce the number of collisions and incidents that occur?
- Reduce severity of collisions when they do occur

The policy should establish procedures from the top level through to management and supervisors down to drivers and any other staff who need to be involved.

Your procedures may be broken down into types of collision, such as minor, serious and major, with the appropriate people being included (such as a company press officer for a major incident) or remaining relatively small-scale for minor collisions.

Your policy should also include reporting near misses as this information can prove invaluable when investigating the likely cause of collisions.

If the company policy is not adhered to, for example a driver does not follow procedure, there will need to be clearly set out sanctions in the policy document. For the most serious departures from the company policy (for example not stopping at the scene of a collision) the sanctions may include dismissal, regardless of any associated criminal proceedings.

Use this example to develop your own collision management policy statement.

Example collision management policy statement

<Insert company name> is committed to following robust procedures in the event of a collision involving one of its drivers.

This policy is to ensure that <Insert company name>'s road traffic collision reporting and post-collision processes are documented and managed in a consistent way in order to reduce the number and severity of all vehicle collisions.

Managing risks associated with driving is the joint responsibility of senior management, operations, fleet management and driving staff. This policy applies to all staff responsible for any aspect of the post-collision process, training staff and all driving staff.

If a driver is involved in a road traffic collision it is essential that the procedures outlined in <Refer to attachments to this policy or manual containing procedures> of the Collision Management Policy are followed to ensure that:

- The collision is managed safely, legally and reported to the relevant authorities promptly
- The incident facts are collated accurately and recorded correctly (including people involved and property damaged)
- Vehicular assets involved are repaired to a safe and legal state prior to being returned to the road
- The well-being and competency of the driver involved are assessed to ensure the individual's abilities and fitness are of a standard to enable a return to driving duties
- The incident is fully investigated to determine both primary and contributory factors which led to the collision
- The incident facts are analysed to determine and implement any remedial actions which may prevent similar incidents occurring in the future

This policy is a 'living' document and as such will be updated on an ongoing basis. <insert person name> is the person responsible for the maintenance of this policy, its communication and implementation.

3.2 Implementing your policy

Roles and responsibilities

Your collision management policy should also set out the specific roles and responsibilities for:

- Senior managers
- Transport managers
- Driving staff

These include for example the effective communication to managerial and driving staff of the policy and means to ensure drivers are aware of their duties and responsibilities.

Appendix 5 of this toolkit provides a list of the most relevant roles and responsibilities.

Specific procedures for drivers and for managers to follow in the event of a collision should be established.

Procedures for drivers may be set out in your drivers' handbook. An example is provided in section 3.3.

Immediate actions for managers to follow are:

1. Inform the police and any other emergency services of the collision, if required and if the driver is incapable of doing so
2. Assess the roadworthiness of the vehicle and seek approval from the engineering director for the vehicle to continue in service. If the vehicle is deemed unfit for service, in conjunction with the engineering department, initiate vehicle recovery / engineer support as required and task a replacement vehicle
3. Assess the wellbeing of the driver and task a replacement driver as required
4. Determine any impact on the task in hand (including injuries to passengers) and implement any business continuity measures that may be required

Collisions that require police attendance

A collision involving an HGV is more likely to cause serious damage and injury to persons than those involving smaller vehicles. An HGV is also more likely to represent a significant obstruction on the road.

It is more likely that the police will become involved in a collision involving an HGV and it is important that staff at your organisation know what to do in the event that police are called to or arrive at the scene.

If the police are called, the driver must remain at the scene at a safe location until the police have arrived and await further instruction. The driver should inform the transport manager that the collision is subject to police investigation or assistance.

What is expected of the driver?

The driver shall remain at the scene of the collision if the police are to attend. He or she shall not leave the scene of the collision under any circumstances until the police have confirmed their presence is no longer required. The driver is expected to comply with any requests made by the police.

At the scene of a collision if the driver has committed or is suspected of committing an offence including offences such as driving whilst under the influence of alcohol or drugs, they may be liable to arrest.

The driver may find it difficult to liaise effectively with his/her company if they are under arrest. The police will contact your organisation during the course of any criminal investigations relating to the driver.

What to do in the event of fatality

If the collision results in a fatality it is likely that the police will inform the family of the deceased.

There is likely to be press attention and your organisation may be asked to make a statement. Your post-collision procedures should identify who is responsible for liaising with the press in such an eventuality. This should be someone senior in the organisation, such as a company director.

What if the driver is unable to respond at the scene?

If the driver is sufficiently incapacitated (e.g. injured or in shock) they may be unable to provide an adequate response at the collision scene.

It is therefore important that you have a procedure for gathering evidence and responding to the collision that doesn't involve or rely on the driver.

An individual or role should be identified who is responsible for the at-scene response in the event that driver involved cannot assist for any reason. This is likely to be one of the following:

- Transport manager
- Company director
- Senior driver
- Health and safety officer

Access to legal and welfare support

In the event of a dispute or criminal/civil proceedings arising from a collision it may be pertinent to request legal advice. Your policy may include a legal practice your organisation would look to use, and should identify an individual responsible for contacting and liaising with any legal representation.

Those directly involved in a collision may experience resultant physical or mental difficulties. You should therefore identify in your post-collision procedures an appropriate individual within your organisation or a third party tasked with providing post-collision support to those adversely affected.

Continuity planning

A driver involved in a collision may require time off work due to injury or criminal proceedings. Also, depending on the factors contributing to the collision, there may need to be immediate changes to how your organisation operates. This may include sending the transport fleet for safety checks or a temporary halt to transporting certain types of goods.

Your post-collision policy should include continuity plans, identify potential additional staff needs in the event of specific incidents and procedures for briefing existing staff and informing clients.

Insurance claims

If the data collected is consistent with that specified in this toolkit it is likely to satisfy the requirements of most insurance companies tasked with processing a claim. However your organisation should contact your insurance provider to ensure the post-collision information requirements encapsulate all that is required to progress an insurance claim. It is acknowledged that larger organisations may self insure their vehicles.

The insurance company should be contacted once all the information has been collated and logged. This should be done as soon as possible to minimise the likelihood of issues arising from further information requests that can more easily be addressed when the collision occurred a short time ago. Many insurance companies and brokers require collisions to be identified by the driver at the scene. This is usually achieved by directly telephoning the claims department.

Particular information required by an insurance company is likely to include:

- Details of the scene
- Photographs
- Vehicle registration (all parties)
- Vehicle damage (all parties)
- Contact details for all parties
- A plan of the collision
- Whether it was felt there was anything suspicious about the collision

Your post-collision reporting procedures should specify who is responsible for contacting the insurance company (likely to be the transport manager or similar) and when this should occur by.

3.3 Communicating your policy

If your collision management policy is not communicated effectively, then it is unlikely that it will have the desired impact. Therefore, a robust communication strategy should be developed to ensure that everyone in your organisation is aware of the policy and its contents.

Therefore, it is recommended that your organisation delivers a training session aimed at all those likely to be involved in post-collision procedures. A toolbox talk and headline contents for dissemination at driver and staff training events should be developed to assist this. Drivers are often reluctant to report collisions (and particularly near-misses) as they are concerned about resultant disciplinary action. It is important that your communications help ensure drivers are not afraid of reporting the truth about a collision. This will enable you to be able to carry out a thorough investigation and learn lessons.

By informing drivers of the importance of reporting all collisions you can change driver perception of post-collision behaviour and actions.

A vital part of communications is to impress upon every individual that safety and careful record keeping of collisions is part of the company's culture. This needs driver buy-in to be effective.

Drivers' handbook

Your drivers' handbook offers an opportunity to inform drivers of their obligations in the event of a collision. The statement shown here offers an example of a post-collision procedure that may be included in your drivers' handbook.

Immediate actions for the driver at the scene

If you are involved in a collision stop in a safe place.

Section 170 Road Traffic Act 1988 makes it an offence to fail to stop at the scene of an accident.

Once you are in safe place assess the well-being of both yourself and any third parties involved in the incident. If immediate medical attention to any party is required then this should be sought by using the emergency telephone number 999.

Similarly, even if there is no immediate medical emergency, if you feel either the police or the fire services are required then call 999 as your first action.

Once any immediate actions have been fulfilled, assess if the collision is minor, serious or major:

Incident Severity	Description
Minor	Incident involving damage to vehicles
Serious	Incident requiring medical attention to one or more persons or significant damage to vehicle
Major	Incident resulting in serious injury or fatality

Then contact <insert name> or <insert name> as soon as it is safe to do so and report the incident.

Contact details are as follows: <insert 24 hour telephone number for specified contact>

They will advise you as to what steps to take next. Follow the instructions on your Scene of Collision Information Form and complete and hand out the 'Third party copy' to the other party involved

If traffic management measures are required (eg the vehicle is blocking the road) safely assist in alerting other road users of the hazard.

Whilst at the scene, collect as much information about the incident as you can, including date and time, location, weather, third party details and the direction each party was travelling in.

If a camera or camera phone is available, photograph the collision scene from a number of different directions and take pictures of any vehicles / property damaged. Road measurements may also be useful to record.

If the incident is serious or major do not leave the scene until the police have arrived to take a statement. Before you leave the scene complete the At Scene Collision Report Form.

Do not attempt to drive the vehicle involved in the collision if anything affecting its roadworthiness is affected. This includes steering, lights, tyres, brakes and windscreen.

Following the incident, if you should experience any symptoms suggesting you have an injury as a result of the collision seek immediate medical attention.

Police involvement at the scene

If a police officer arrives at the scene of the road traffic collision, the following points are to be observed:

- If the police officer asks you to take a breathalyser test, you are to comply. Refusal, without reasonable excuse, may make you liable to prosecution
- You are to make a statement if required by the police officer. This is to be given to a police officer out of hearing of other witnesses
- No statement is to be made to any person other than a police officer and no admission of liability is to be made
- If the police are present, the vehicle is not to be removed until they give permission.

Leaving the scene

Before you leave the scene of a road traffic collision, you are to complete, the *At the Scene Information and Reporting Form - Driver*. Even if there is no apparent damage to your vehicle.

If you are in any doubt as to the roadworthiness of the vehicle, contact the operations office for further advice.

The *Driver Post Collision Information and Reporting Form* must be complete before handing it to the duty operations staff and must include:

- a. The nature of any injuries to persons or animals.
- b. Any damage caused to any vehicle or other property involved
- c. A sketch plan of the road layout and position of vehicles, or photographs
- d. A brief statement of events that led to the collision
- e. Full names, addresses and telephone numbers of 3rd parties involved
- f. Full names, addresses and telephone numbers of any witnesses
- g. Details of any emergency service personnel in attendance

If you are unlikely to be back at your depot location within 24 hours, you are to telephone your duty operations staff immediately and give the full details of the road traffic collision from the *At the Scene Information and Reporting Form* and the *Driver Post Collision Information and Reporting Form*.

If the road traffic collision has resulted in injury to another person, domestic animal or property you are to report to the police within 24 hours, in person if not reported at the time at the scene.



For further information:

- Download this driver handbook information on post collision actions

Drivers' toolbox talks


Managers should ensure that all drivers receive instruction on the company's collision management policy and procedures and this should be part of the driver induction process as well as the ongoing driver development plans.

'Toolbox talks' (short instructional sessions) delivered by managers during driver briefing sessions are an effective means of engaging drivers and conveying important information.

The collision reporting and analysis toolbox talk provides managers of drivers with the following support material

designed to help brief drivers about the correct procedures to following a collision:

- Slide pack
- Preparation and speakers notes, including driver quiz
- Blank attendance list
- Driver's handbook insert

**For further information:**

- [Download this toolbox talk presentation, supporting material and forms](#)

Next steps and further information

4.1 Next steps

This toolkit has been produced in close collaboration with construction industry organisations and associations. The information provided in this toolkit is emerging practice and will be kept under review in order to take into account collective feedback, new research findings and new industry practices in relation to managing work related road risk.

Collision Manager (see section 2.7) combines an online collision reporting system with a package of alerts to keep you informed of collisions as they happen. It has been developed to help improve management of WRRR across the construction sector.

Reporting collisions and near misses through *FORS Collision Manager* will give construction logistics operators the ability to analyse collisions, derive lessons learnt, share best practice, implement those lessons and ultimately reduce the number of collisions.

Collision Manager also allows for the sharing of lessons learnt in order to help other operators ensure they do not have the same.

Log on to *Collision Manager* now and see how it can help you to manage your collision and near miss reporting.



For further information:

- FORS Collision Manager
<https://www.fors-collision-manager.org.uk>

4.2 Further information

For further information visit www.clocs.org.uk

An electronic version of this document and the following tools and support material be downloaded from the following link:

CLOCS Toolkit - Managing collision reporting and analysis
<http://www.clocs.org.uk/clocs-guides/>

- Example collision management policy statement
- Driver handbook post-collision procedure
- At Scene Collision Report Form
- Driver Post Collision Report Form Manager Post Collision Report Form
- Post Collision Investigation Form
- FORS Collision Manager - <https://www.fors-collision-manager.org.uk>

Toolbox talk support material:

- Slide pack
- Preparation and speakers notes, including driver quiz
- Blank attendance list
- Driver's handbook insert

Further useful information can be found in the following guides and publications:

CLOCS Standard for construction logistics: Managing work related road risk (WRRR)
<http://www.clocs.org.uk/standard-for-clocs/>

CLOCS Guides, Toolkits and associated forms can be downloaded from:
<http://www.clocs.org.uk/clocs-guides/>

- CLOCS Guide - Managing driver training and licensing
- CLOCS Guide - Managing work related road risk in contracts

- CLOCS Guide - Managing supplier compliance
- CLOCS Guide - Vehicle safety equipment
- CLOCS Toolkit - Managing collision reporting and analysis
- CLOCS Compliance Toolkit

CLOCS Guide - Managing supplier compliance

<http://www.clocs.org.uk/wp-content/uploads/2014/07/CLOCS-Guide-managing-supplier-compliance.pdf>

Further information can be found in the following publications:

Construction logistics and cyclist safety - summary report

Transport Research Laboratory

http://www.trl.co.uk/online_store/reports_publications/trl_reports/cat_road_user_safety/report_construction_logistics_and_cyclist_safety_summary_report.htm

Construction logistics and cyclist safety - full technical report

Transport Research Laboratory

http://www.trl.co.uk/online_store/reports_publications/trl_reports/cat_road_user_safety/report_construction_logistics_and_cyclist_safety_technical_report.htm

Driving at work: Managing work-related road safety

Department for Transport / Health and Safety Executive

<http://www.hse.gov.uk/pubns/indg382.pdf>

Construction Logistics Plan Guidance for developers

Transport for London

<http://www.clocs.org.uk/wp-content/uploads/2014/05/construction-logistics-plan-guidance-for-developers.pdf>

Construction Logistics Plan Guidance for planners

Transport for London

<http://www.clocs.org.uk/wp-content/uploads/2014/05/construction-logistics-plan-guidance-for-planners.pdf>

Further information on the Fleet Operator Recognition Scheme (FORS) is available from

www.fors-online.org.uk

Collision reporting forms

There are four collision reporting forms that accompany this toolkit that support you right through the reporting and investigation process. Completing these forms will enable you to capture information to input into FORS Collision Manager.

Appendix 1 - At Scene Collision Report Form

This form is to be filled in by the driver as soon as it is safe to do so whilst at the scene of the collision and covers the immediate information that needs to be collected such as contact details of witnesses. You should remind the driver to complete the form and take photographs at the scene.

Appendix 2 - Driver Post Collision Report Form

This should be completed independently by the driver prior to the end of shift at base and within a recommended maximum of 24 hours. It forms part of the driver's account of the collision and should be included in the collision file for the purposes of investigation.

Appendix 3 - Manager Post Collision Report Form

The manager should complete this form within a recommended maximum of 24 hours of the collision being reported at base by the driver. It forms the company's view of what happened at the scene and immediately prior to the collision.

The manager completing the form should first assemble the *At Scene Collision Report Form* along with the *Driver Post Collision Report Form* as well as any other evidence available such as, witness statements, vehicle data (tachograph or telematics data) and photographs and fill out the form having examined all of this.

It should be noted that the *Manager Post Collision Report Form* is a summary of the evidence to determine what happened from the point of view of the company. It is not trying to determine how or why it happened or who is liable, which takes place in the next stage, the investigation.

Appendix 4 - Post Collision Investigation Form

The *Post Collision Investigation Form* should be completed during discussions with the driver, it seeks to identify the causes of the collision as well as verify the facts as reported in the driver and manager post collision forms. All the forms of evidence available should be present for the investigation. It is this last form that requires the manager to determine the cause and identify any action to be taken as a result.

The driver involved should have the right to appeal such decisions if necessary.



For further information:

- Editable copies of each of these forms are available to download from www.clocs.org.uk/clocs-guides


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At Scene Collision Report Form

Complete this form at the scene of the collision as soon as it is safe to do so. Where possible take photographs at the scene to support your evidence.

Incident ref (office use only)	
Date and time of incident	
Name	

Incident details

Road name and/or no.			
Direction			
Location (nearest town, county and / or GPS co-ordinates)			
Police involvement	Y <input type="checkbox"/>	N <input type="checkbox"/>	Officer shoulder no. <input style="width: 100px;" type="text"/>
Police station			

Provide an outline statement covering the movement of your vehicle at the time of collision. This should include speed, signals, warning given etc

Pictures taken of (tick all that apply):	
Vehicle position	<input type="checkbox"/>
Damage to vehicles/ property	<input type="checkbox"/>
Persons involved	<input type="checkbox"/>
Surrounding area	<input type="checkbox"/>

- At the scene tips**

 - Do not admit liability
 - Do not provide a statement to any person other than a police officer
 - Contact your traffic office if you are in any doubt about the roadworthiness of your vehicle

Continued overleaf...

Page 1 of 2



At Scene Collision Report Form

Third party contact details	
Name	
Address	
Telephone	Email

Third party vehicle details	
Vehicle registration	
Make	Model
Colour	No of occupants
Insurance co	
Policy no	
Damage	<input type="checkbox"/> Major <input type="checkbox"/> Minor <input type="checkbox"/> None <input type="checkbox"/> Not Applicable

Third party injury details	
Injury severity	<input type="checkbox"/> Fatal <input type="checkbox"/> Serious <input type="checkbox"/> Slight <input type="checkbox"/> None <input type="checkbox"/> Not applicable

Continue on separate sheet if more than one other party is involved

Details of witness 1		Details of witness 2	
Name		Name	
Address		Address	
Telephone		Telephone	
Email		Email	

Additional notes

Continue on separate sheet if more than two witnesses are involved


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Driver Post Collision Report Form

You should complete this form back at base within a recommended maximum of 24 hours from the collision.

Incident ref (office use only)	
--------------------------------	--

Date and time of incident	
---------------------------	--

Name	
Address	
Phone number	
email	

Driver statement

Provide a description and preferably a sketch or photographs of the collision

At the time of collision, were you wearing a seatbelt?			
Yes - Worn	<input type="checkbox"/>	No - Not exempt	<input type="checkbox"/>
No - Exempt	<input type="checkbox"/>	Not applicable/available	<input type="checkbox"/>

Weather

Describe conditions at the time of the collision e.g. rain, hail, fog etc etc

Continued overleaf..

Driver Post Collision Report Form

Details of your vehicle

Vehicle registration	
Vehicle damage - provide a description/sketch/pictures of the damage to your vehicle	

Third party details

Injuries (please tick)	Fatal	<input type="checkbox"/>	Slight	<input type="checkbox"/>	Not Applicable	<input type="checkbox"/>
	Serious	<input type="checkbox"/>	None	<input type="checkbox"/>		

Vehicle/road user type: eg pedestrian, car, bus, van, tram, artic lorry, rigid lorry etc	
--	--

Provide a description/sketch/pictures of the damage to third party vehicles

Driver declaration

I understand this report form and supporting evidence and statements will form the basis by which the company and its insurers will pursue or defend any claim. I therefore declare that all information provided is true and accurate to the best of my knowledge and belief

Signature		
Name		Date

Continue third party information on separate sheet if necessary

Page 2 of 2




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Manager Post Collision Report Form

You should complete this form within a maximum of 24 hours of the collision being reported at base by the driver. First assemble the At Scene Collision Report Form along with the Driver Post Collision Report Form as well as any other evidence available such as, witness statements, vehicle data (tachograph or telematics data) and photographs and fill out the form having examined all of this.

Incident ref (office use only)	
Date and time of incident	

Section 1 - Collision review

Review details

Date of review		Time of review	
Review completed within timescales?	Y <input type="checkbox"/>	N <input type="checkbox"/>	
If no, please give reasons why not			

Obtain evidence from as many of these sources as possible. Discrepancies between these checks and the driver post collision report form should be noted here for follow-up in the investigation							
Driver 'at scene' and 'post collision' forms	Y <input type="checkbox"/>	N <input type="checkbox"/>		Photos / sketch of collision scene	Y <input type="checkbox"/>	N <input type="checkbox"/>	
Witness statement	Y <input type="checkbox"/>	N <input type="checkbox"/>		Confirmed accuracy of facts	Y <input type="checkbox"/>	N <input type="checkbox"/>	
CCTV	Y <input type="checkbox"/>	N <input type="checkbox"/>		Visited the scene	Y <input type="checkbox"/>	N <input type="checkbox"/>	
Vehicle defect report	Y <input type="checkbox"/>	N <input type="checkbox"/>		Telematics systems	Y <input type="checkbox"/>	N <input type="checkbox"/>	
Tachograph records	Y <input type="checkbox"/>	N <input type="checkbox"/>					

Incident details

Road name and/or no.			
Direction			
Location (nearest town, county and / or GPS co-ordinates)			
Police involvement	Y <input type="checkbox"/>	N <input type="checkbox"/>	Officer shoulder no. Crime no.
Police station			

Incident type (please tick)			
Damage and personal Injury	<input type="checkbox"/>	Near miss	<input type="checkbox"/>
Damage only	<input type="checkbox"/>	Personal injury only	<input type="checkbox"/>

Driver Details

Name		Date of birth		Age			
Length of service							
At the time of collision was the driver wearing a seatbelt? (please tick)							
Yes - worn	<input type="checkbox"/>	No - exempt	<input type="checkbox"/>	No - not exempt	<input type="checkbox"/>	Not applicable/available	<input type="checkbox"/>
Is the current drivers licence type applicable for the category of vehicle driver? (please tick)							
	Y <input type="checkbox"/>		N <input type="checkbox"/>		N/A <input type="checkbox"/>		
Time shift commenced			Time since last break				
Time previous shift finished			Hours sleep during previous days rest				
Did driver feel tired in any way	Y <input type="checkbox"/>	N <input type="checkbox"/>					

Continued overleaf...

Manager Post Collision Report Form

Driver injury details (please tick)			
Fatal	<input type="checkbox"/>	Slight	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>		
Serious	<input type="checkbox"/>	None	<input type="checkbox"/>

Driver fitness assessment	Y	N	If no, please state why
Eyesight checked	<input type="checkbox"/>	<input type="checkbox"/>	
Wellbeing checked	<input type="checkbox"/>	<input type="checkbox"/>	
Licence checked	<input type="checkbox"/>	<input type="checkbox"/>	
Interview completed	<input type="checkbox"/>	<input type="checkbox"/>	
Driver fit to return to work	<input type="checkbox"/>	<input type="checkbox"/>	
Driver suspended pending further investigation	<input type="checkbox"/>	<input type="checkbox"/>	
Driver placed on medical leave	<input type="checkbox"/>	<input type="checkbox"/>	

Vehicle details

Vehicle registration	<input type="text"/>	Fleet number	<input type="text"/>
----------------------	----------------------	--------------	----------------------

At the time of the incident was the vehicle (tick all that apply)			
In service	<input type="checkbox"/>	<input type="checkbox"/>	On time
On route to a job	<input type="checkbox"/>	<input type="checkbox"/>	Returning from a job
After the incident was the vehicle (tick all that apply)			
Safe to continue	<input type="checkbox"/>	<input type="checkbox"/>	Recovered
Replaced	<input type="checkbox"/>	<input type="checkbox"/>	Attended by an engineer

At the time of the incident was the vehicle on an approved route (please tick)			
On a prescribed route	<input type="checkbox"/>	Prescribed route not provided	<input type="checkbox"/>
Deviated from prescribed route	<input type="checkbox"/>	Not applicable/available	<input type="checkbox"/>

Assessment of damage to vehicle (please tick)			
Major	<input type="checkbox"/>	No damage recorded	<input type="checkbox"/>
Minor	<input type="checkbox"/>	Not applicable/available	<input type="checkbox"/>
Impact point (please tick)			
Front	<input type="checkbox"/>	Offside	<input type="checkbox"/>
Nearside	<input type="checkbox"/>	Rear	<input type="checkbox"/>
Not applicable/available	<input type="checkbox"/>		<input type="checkbox"/>

Post collision evaluation (please tick)			
Collision report completed	<input type="checkbox"/>	<input type="checkbox"/>	If not, state why
Damage estimate complete	<input type="checkbox"/>	<input type="checkbox"/>	
Roadworthiness inspected	<input type="checkbox"/>	<input type="checkbox"/>	

Continued overleaf...

Page 2 of 4

Manager Post Collision Report Form

Section 2 - Data collection

Driver actions at the time of collision (tick all that apply)

Driver actions at the time....	In relation to the junction....
Changing lane to left	Approaching junction or waiting at junction approach
Changing lane to right	Cleared junction or waiting/parked at junction exit
Going ahead left hand bend	Emerging from slip road
Going ahead other	Entering main road
Moving off	Leaving main road
Overtaking on nearside	Mid junction - on roundabout or on main road
Overtaking stationary vehicle on its offside	Not at or within 50m of a junction
Parked	Not applicable/available
Reversing	
Slowing or stopping	
Turning left	
Turning right	
U turn	
Waiting to go ahead but held up	
Waiting to turn left	
Waiting to turn right	
Waiting to reverse	
Not applicable/available	

Third party actions at the time of collision (tick all that apply)

Moving forwards	Crossing left to right
Moving backwards	Crossing right to left
Turning left	Stationary
Turning right	Not applicable/available

Safety features fitted to the vehicle (tick all that apply)

Identify which safety features were fitted (F) to your vehicle and working (W) at the time of the collision							
Camera - back	F		W		Fresnel lens	F	W
Camera - front	F		W		Cycle safety stickers	F	W
Camera - nearside	F		W		Audible warning system	F	W
Camera - offside	F		W		Side guard - nearside	F	W
Mirror - Class IV wide angle	F		W		Side guard - offside	F	W
Mirror - Class V close proximity kerb	F		W		Not applicable/available	F	W
Sensors - back	F		W		Sensors - nearside	F	W
Sensors - front	F		W		Sensors - offside	F	W

Continued overleaf...

Page 3 of 4

Manager Post Collision Report Form

Road details

Road type: e.g. motorway, dual carriageway, one way street		
Road conditions (tick all that apply)		
Dry	<input type="checkbox"/>	Mud on road
Flood	<input type="checkbox"/>	Oil or diesel spill
Frost/ice	<input type="checkbox"/>	Road surface defective e.g. pothole
Snow	<input type="checkbox"/>	Not applicable/available
Wet/damp	<input type="checkbox"/>	
Road Features (tick all that apply)		
Advanced Stop Line (ASL)	<input type="checkbox"/>	Pedestrian refuge island
Bus lane	<input type="checkbox"/>	Pedestrian guard railing
Contraflow cycle lane	<input type="checkbox"/>	Zigzag hazard lines
Cycle lane including Cycle Super Highway	<input type="checkbox"/>	Not applicable/available
Trixi mirror	<input type="checkbox"/>	

Junction type (tick all that apply)		
Automatic traffic signal	<input type="checkbox"/>	Roundabout
Automatic traffic signal with Advanced Stop Line (ASL)	<input type="checkbox"/>	Slip road
Crossroads	<input type="checkbox"/>	Staggered junction
Entering/exiting private drive/entrance	<input type="checkbox"/>	Stop sign
Mini roundabout	<input type="checkbox"/>	T junction
Multiple junction	<input type="checkbox"/>	Zebra crossing
Not at a junction	<input type="checkbox"/>	Not applicable/available
Pelican or puffin controlled crossing point	<input type="checkbox"/>	

Details of signage (tick all that apply)					
Roundabout	<input type="checkbox"/>	Staggered junction	<input type="checkbox"/>	No right turn	<input type="checkbox"/>
Mini roundabout	<input type="checkbox"/>	Traffic merging from left ahead	<input type="checkbox"/>	No U turn	<input type="checkbox"/>
Traffic signals	<input type="checkbox"/>	Zebra crossing	<input type="checkbox"/>	No entry	<input type="checkbox"/>
Give way	<input type="checkbox"/>	Manually operated stop and go signs	<input type="checkbox"/>	Sign defective	<input type="checkbox"/>
Stop	<input type="checkbox"/>	Traffic signals not in use	<input type="checkbox"/>	Sign obscured	<input type="checkbox"/>
Crossroads	<input type="checkbox"/>	Sharp deviation of route to left	<input type="checkbox"/>	Sign missing	<input type="checkbox"/>
No left turn	<input type="checkbox"/>	Sharp deviation of route to right	<input type="checkbox"/>	Not applicable/available	<input type="checkbox"/>
T junction with priority over vehicles from the right	<input type="checkbox"/>				

Manager declaration	
I declare that all the information provided is a true and accurate record of the facts to the best of my knowledge and belief	
Comments	
Signature	
Name	Date

Post Collision Investigation Form

Section 1 of this form should be used to capture information during the driver interview. Section 2 of this form should be used during the analysis and investigation process.

Incident ref (office use only)	
Date and time of incident	
Insurance claim number	

Section 1 - Driver interview

Investigation conducted by	
Job title	
Investigation date	

Incident details

Road name and/or no.			
Direction			
Location (nearest town, county and / or GPS co-ordinates)			
Police involvement	Y <input type="checkbox"/>	N <input type="checkbox"/>	Officer shoulder no. <input type="text"/>
Police station		Crime no.	<input type="text"/>

Driver details and history (from driver records)

Driver name			
Date of birth	<input type="text"/>	Age	<input type="text"/>
Employment date	<input type="text"/>	Car test pass date	HGV test pass date <input type="text"/>
Driving licence country of issue (please tick)			
UK	<input type="checkbox"/>	If Non -UK please specify country	<input type="text"/>
Non-UK	<input type="checkbox"/>	Not applicable/available	<input type="checkbox"/>
Is the current drivers licence type applicable for the category of vehicle driven (please tick)	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>
Endorsements (please complete details of all current penalty points)			
Penalty points	<input type="text"/>	Code	Date of offence <input type="text"/>
Penalty points	<input type="text"/>	Code	Date of offence <input type="text"/>
Penalty points	<input type="text"/>	Code	Date of offence <input type="text"/>
Company driving assessment? (please tick)	Y <input type="checkbox"/>	N <input type="checkbox"/>	Date <input type="text"/> Outcome (pass/fail/score etc) <input type="text"/>
Experience on vehicle type	<input type="text"/>	Years	Months <input type="text"/>
Number of collisions in last 3 years	<input type="text"/>	At fault	Not at fault <input type="text"/>

Continued overleaf...

Page 1 of 5

Post Collision Investigation Form

Medical history/eyesight			
Last medical test date	<input type="text"/>	Last eye test date	<input type="text"/>
Corrective vision not required	<input type="checkbox"/>	Corrective vision required and not in use	<input type="checkbox"/>
Corrective vision required and in use	<input type="checkbox"/>	Not applicable/available	<input type="checkbox"/>

Other relevant medical information

Shift pattern and fatigue factors

Verify the facts as reported on the At Scene Collision Report Form and the Driver Post Collision Report Forms. Question and note any discrepancies in addition to those noted on the Manager Post Collision Report Form

Did either shift patterns, or task scheduling contribute to this collision in any way? Y N NA

Vehicle and road details

Verify the facts as reported on the At Scene Collision Report Form and the Driver Post Collision Report Forms. Question and note any discrepancies in addition to those noted on the Manager Post Collision Report Form

Did either the vehicle actions or the road environment contribute to this collision in any way? Y N NA

Third party details

Verify the facts as reported on the At Scene Collision Report Form and the Driver Post Collision Report Forms. Question and note any discrepancies in addition to those noted on the Manager Post Collision Report Form

Did the actions of a third party contribute to this collision in any way? Y N NA

Continued overleaf...

Page 2 of 5



Post Collision Investigation Form

Collision statement/description Verify the facts as reported on the At Scene Collision Report Form and the Driver Post Collision Report Forms. Question and note any discrepancies in addition to those noted on the Manager Post Collision Report Form

Analysis - in your opinion, who or what was at fault? (please tick)		
Company driver <input type="checkbox"/>	Third party <input type="checkbox"/>	Other <input type="checkbox"/>
If other, please provide further details		

Cause - in your opinion, what caused the collision?

In your opinion, how could this incident have been prevented?

Mitigating circumstances Consider any mitigating circumstances raised by the driver

Interviewer declaration	
I declare that all conclusions drawn and recommendations made are true and accurate to the best of my professional opinion	
Signature	
Name	Date

Driver declaration	
I accept that all conclusions drawn from the information provided and any recommendations made are a true and accurate record of the interview discussions taking place	
Signature	
Name	Date

Continued overleaf...



Post Collision Investigation Form

Section 2 - Analysis and outcomes

Collision type category		
Collision type - based on the information collected above, please categorise the collision type (tick all that apply)		
Behaviour or inexperience	<input type="checkbox"/>	Road environment contributed
Driver/rider error or reaction	<input type="checkbox"/>	Special codes *(see below)
Impairment or distraction	<input type="checkbox"/>	Vehicle defects
Injudicious actions	<input type="checkbox"/>	Vision affected by external factors
Pedestrian only (casualty or uninjured)	<input type="checkbox"/>	Not applicable/available
Collision sub-type - additionally, what sub-category would you attribute as an underlying causal factor (tick all that apply)		
Not displaying lights at night or in poor visibility	<input type="checkbox"/>	Illness or disability, mental or physical
Deposit on road (eg oil, mud, chippings)	<input type="checkbox"/>	Poor or defective road surface
Slippery road (due to weather)	<input type="checkbox"/>	Cyclist wearing dark clothing at night
Inadequate or masked signs or road markings	<input type="checkbox"/>	Driver using mobile phone
Defective traffic signals	<input type="checkbox"/>	Distraction in vehicle
Traffic calming (eg speed cushions, road humps, chicanes)	<input type="checkbox"/>	Distraction outside vehicle
Temporary road layout (eg contraflow)	<input type="checkbox"/>	Aggressive driving
Road layout (eg bend, hill, narrow carriageway)	<input type="checkbox"/>	Careless, reckless or in a hurry
Driving too slow for conditions, or slow vehicle (eg tractor)	<input type="checkbox"/>	Nervous, uncertain or panic
Tyres illegal, defective or under-inflated	<input type="checkbox"/>	Animal or object in carriageway
Defective lights or indicators	<input type="checkbox"/>	Learner or inexperienced driver/rider
Defective brakes	<input type="checkbox"/>	Inexperience of driving on the left
Defective steering or suspension	<input type="checkbox"/>	Unfamiliar with model of vehicle
Defective or missing mirrors	<input type="checkbox"/>	Stationary or parked vehicle(s)
Overloaded or poorly loaded vehicle or trailer	<input type="checkbox"/>	Vegetation
Road layout (eg bend, winding road, hill crest)	<input type="checkbox"/>	Disobeyed automatic traffic signal
Disobeyed 'Give Way' or 'Stop' sign or markings	<input type="checkbox"/>	Buildings, road signs, street furniture
Disobeyed double white lines	<input type="checkbox"/>	Dazzling headlights
Disobeyed pedestrian crossing facility	<input type="checkbox"/>	Dazzling sun
Illegal turn or direction of travel	<input type="checkbox"/>	Rain, sleet, snow or fog
Exceeding speed limit	<input type="checkbox"/>	Spray from other vehicles
Travelling too fast for conditions	<input type="checkbox"/>	Visor or windscreen dirty or scratched
Crossing road masked by stationary or parked vehicle	<input type="checkbox"/>	Vehicle blind spot
Vehicle travelling along pavement	<input type="checkbox"/>	Following too close
Cyclist entering road from pavement	<input type="checkbox"/>	Failed to look properly
Wrong use of pedestrian crossing facility	<input type="checkbox"/>	Failed to judge vehicle's path or speed
Dangerous action in carriageway (eg playing)	<input type="checkbox"/>	Junction overshoot
Poor turn or manoeuvre	<input type="checkbox"/>	Junction restart (moving off at junction)
Failed to signal or misleading signal	<input type="checkbox"/>	Impaired by alcohol
Failed to look properly	<input type="checkbox"/>	Impaired by drugs (illicit or medicinal)
Failed to judge other person's path or speed	<input type="checkbox"/>	Careless, reckless or in a hurry
Passing too close to cyclist, horse rider or pedestrian	<input type="checkbox"/>	Pedestrian wearing dark clothing at night
Sudden braking	<input type="checkbox"/>	Disability or illness, mental or physical
Swerved	<input type="checkbox"/>	Stolen vehicle *
Loss of control	<input type="checkbox"/>	Vehicle in course of crime *
Impaired by alcohol	<input type="checkbox"/>	Emergency vehicle on a call *
Impaired by drugs (illicit or medicinal)	<input type="checkbox"/>	Vehicle door opened or closed negligently *
Fatigue	<input type="checkbox"/>	Not applicable/available
Uncorrected, defective eyesight	<input type="checkbox"/>	

Continued overleaf...

Page 4 of 5

Post Collision Investigation Form

Investigation outcomes

Remedial action - actions undertaken as a result of the outcome of the investigation (tick all that apply)	
Communication network introduced throughout company to ensure safety messages / updates are delivered to all staff	
Company induction course amended with specific learnings included	
Company transport policy and procedures reviewed and necessary changes made	
Consideration/order of new vehicle/equipment to address any issues identified	
Driver dismissed	
Driver permanently removed from working on that contract by the customer	
Driver permanently removed from working on that contract by the employer	
Driver referred for medical/vision checks	
Driver referred to further training	
Driver relieved from driving by company for a specified period	
Driver suspended from driving by Traffic Commissioner for a specified period	
Driver temporarily removed from working on that contract by the customer	
Driver temporarily removed from working on that contract by the employer	
Driving assessment conducted	
Fleet reviewed/safety amendments retrofitted	
Health and safety policy/risk assessments/safe systems of work reviewed and amended with learnings	
Independent transport audit commissioned	
Introduction of driver compliance checks	
Introduction of employee suggestion scheme to involve drivers	
Introduction of fleet compliance checks	
Introduction of manager compliance checks	
Introduction of training compliance checks	
Operator Licence revoked by Traffic Commissioner	
Review carried out of performance related pay scheme to include WRRR issues	
Safety group formed to look at issues raised and outcomes incorporated	
Toolbox talk addressing specific issue delivered to staff	
Not applicable/available	

Regulatory action (tick all that apply)	
Driver arrested	No offences disclosed
Driver/operator reported to Traffic Commissioner	Offence reported for summons
Fixed Penalty Notice (FPN) issued	PG9 issued
Formal warning	Vehicle immobilised
Graduated Fixed Penalty (GFPN) issued to driver	Words of advice given
No further action	Not applicable/available

Regulatory outcome (tick all that apply)	
Absolute discharge	Driving licence revoked
Any referral to Highways Authorities etc	Found not guilty
Company fined	Not applicable/available
Conditional discharge	Driver suspended by Traffic Commissioner
Coroners findings	Ordered to re take driving test
Disqualified from driving	Prison sentence
Driver fined	Suspended sentence
Driver outcomes in more serious cases	Not applicable/available
Operator Licence suspended or removed by Traffic Commissioner	

Collision management policy and procedures - example roles and responsibilities

Senior management:

- a. Publish the collision management policy and ensure it is effectively communicated to all managerial and driving staff
- b. Ensure operational management staff are resourced, trained and empowered to conduct the duties outlined in this policy
- c. Ensure that any related policies, any bonus schemes and company disciplinary procedures are consistent with this policy
- d. Ensure that collision management policy sits within company health and safety policies and practices

Transport managers to ensure that:

- a. They are conversant with all procedures and documentation outlined in this policy and that the policy is fully implemented
- b. All drivers are aware of their duties and responsibilities under this policy
- c. Any deviation from this policy in reporting format and/or timeline is fully documented and justified for approval by senior management
- d. All incident evidence is collected and facts are validated for consistency and accuracy to inform the post-collision investigation
- e. The driver is fully fit and competent for duty prior to any subsequent task after involvement in a road traffic collision

- f. The vehicle is legal and roadworthy prior to any subsequent task after involvement in a road traffic collision
- g. A post-collision investigation is conducted and fully documented which is to include an interview with the driver
- h. The HR department is liaised with if disciplinary proceedings are recommended or if the driver's performance bonus is to be affected
- i. The training department is liaised with if a driver assessment and/or training is recommended
- j. Primary and contributory factors are monitored to identify trends to inform driver development, toolbox talks and internal safety campaigns
- k. Monthly reports on the company collision record are provided to senior management for the monthly management meeting

Driving staff to ensure:

- a. In the event of a collision all actions are conducted at the scene and any subsequent reporting is in accordance with the company procedures
- b. All documentation is completed at the end of the driving shift and made available for immediate post collision actions. In the event of the maximum permitted working hours being reached, documentation is to be completed as soon as practically possible as agreed with the duty operations staff

FORS Collision Manager - instructions for use

Definitions

WRRR Work Related Road Risk

CLOCS Construction Logistics and
Community Safety programme

Collision An incident that results in
injuries or damage to vehicles or
property

Portal The FORS Collision Manager
website, database and all associated
web based services and spreadsheets

Visitor Anyone who accesses the portal
who is not a registered user who has
logged in

Registered company A company
registered and approved by the site
administrator to use the restricted areas
of the portal

Company administrator A special
registered user with the ability to add/
remove/modify the registered users
associated with their registered company

Registered user A user approved to view
a specific registered companies data set
within the restricted areas of the portal

Subscribers All registered users
(regardless of their registered company)

Site administrator A special user
with the ability to add/remove/modify
registered companies

Data set All data submitted to the portal
by subscribers, consisting of private data
and shared data

Private data All personal data is
considered private

Shared data All non-private data

Anonymised data Shared data with
references to the registered company and
its assets removed

Company data Additional data included
in the portal by request of the registered
company

Getting started

Welcome to FORS Collision Manager. This guide provides high level information on how to use the tool.

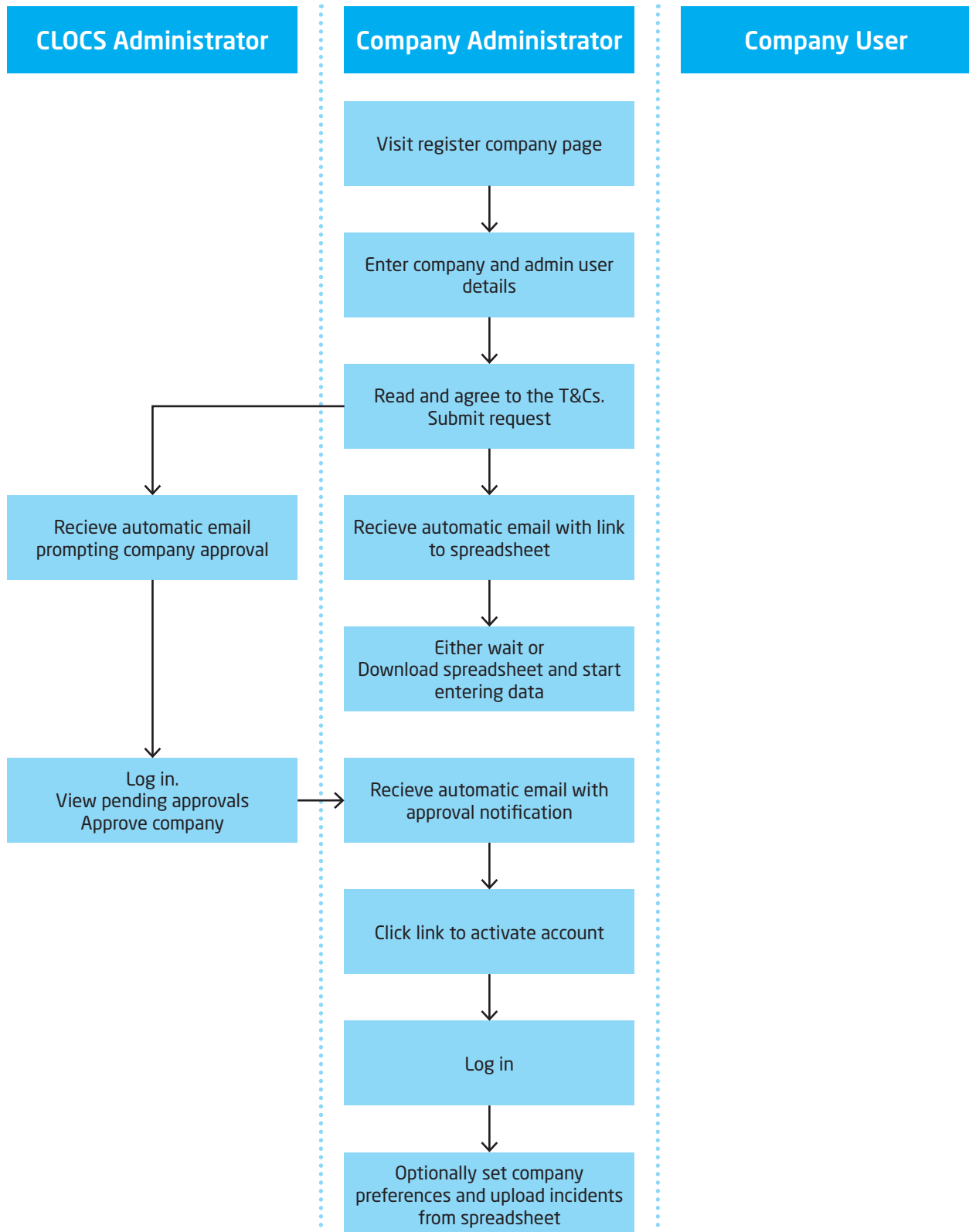
Overview

Collision Manager consists of a website and a spreadsheet. Where possible the website should be used for creating, editing and reporting on incidents. The spreadsheet can be used to maintain an offline record of your incidents. The website comprises:

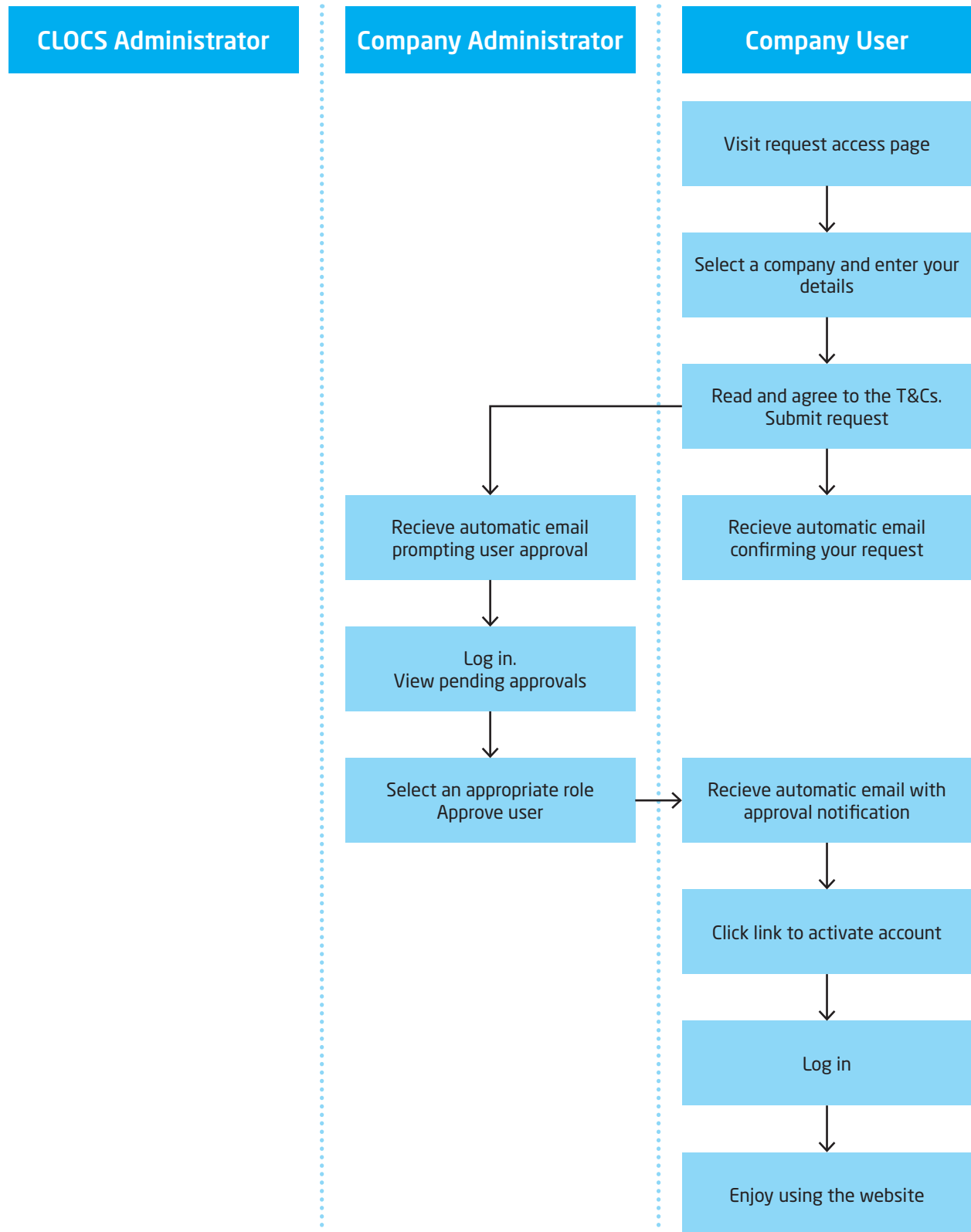
- Home page - Where you arrive on the site
- About page - For more information about FORS Collision Manager
- Contact page - Gives you details of how you can contact us
- Login page - Allows you to log in and reset your password
- Dashboard page - Overview of your company's performance, you are directed here after login
- Incidents pages - Where you will add, edit and view incidents
- Reports page - Where you can obtain a number of predefined reports
- Spreadsheet page - Where you can download the Collision Manager spreadsheet
- Administration pages - Several pages only available to administrators
- Rather than describe each page in detail we have compiled a number of common processes you will need to follow.

Registration

Registering a company

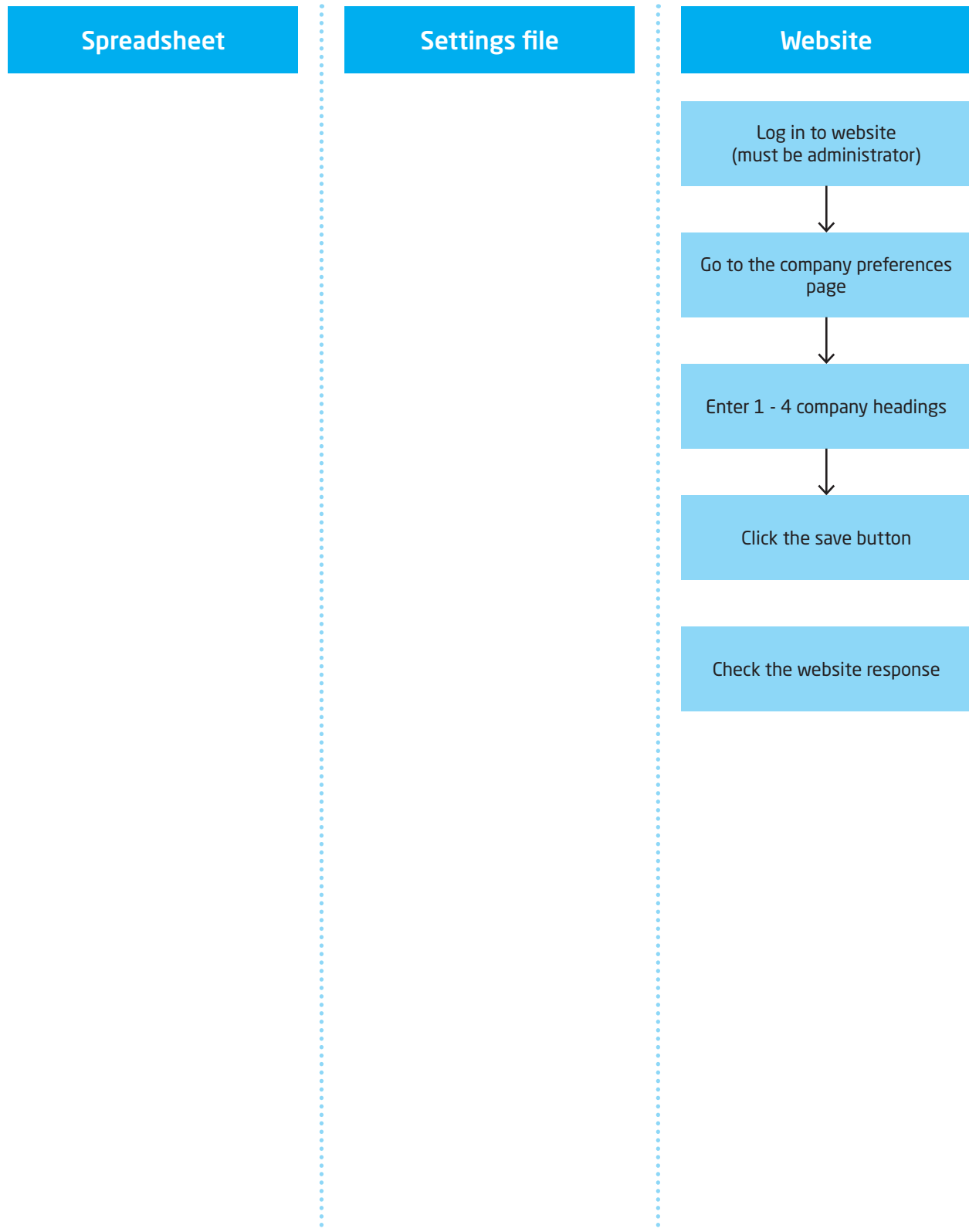


Registering a new user



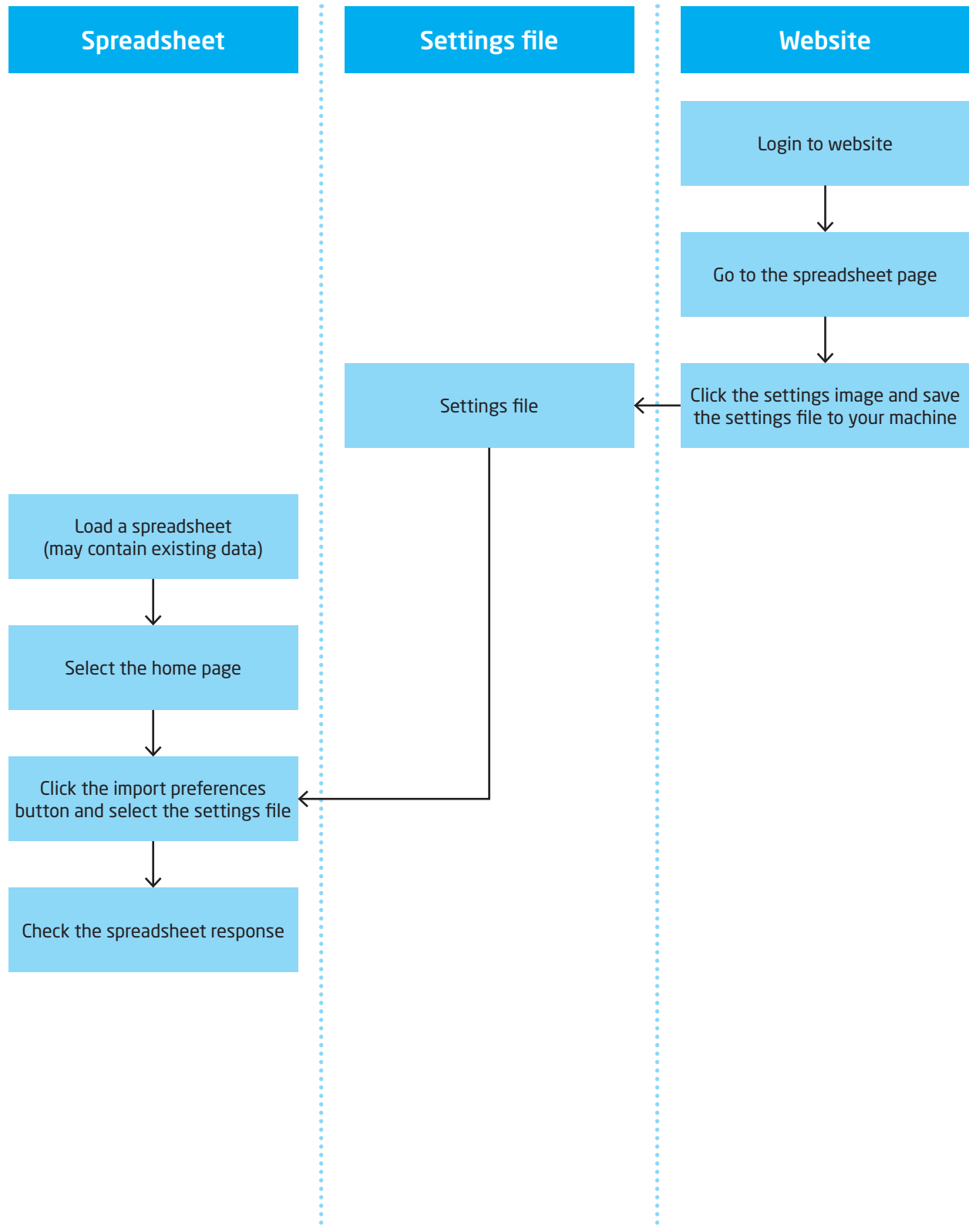
Configuring preferences

Configure company preferences

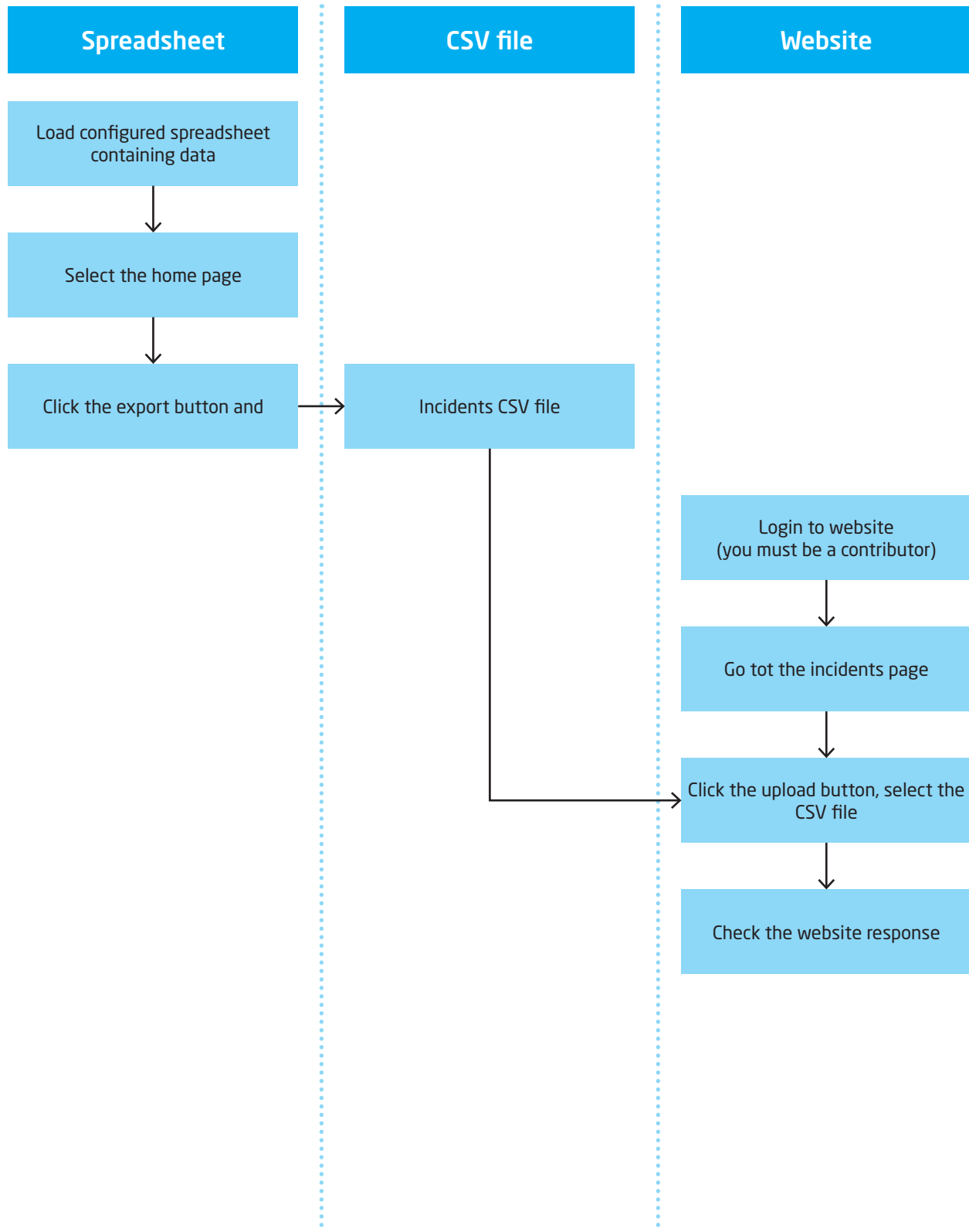


Spreadsheet

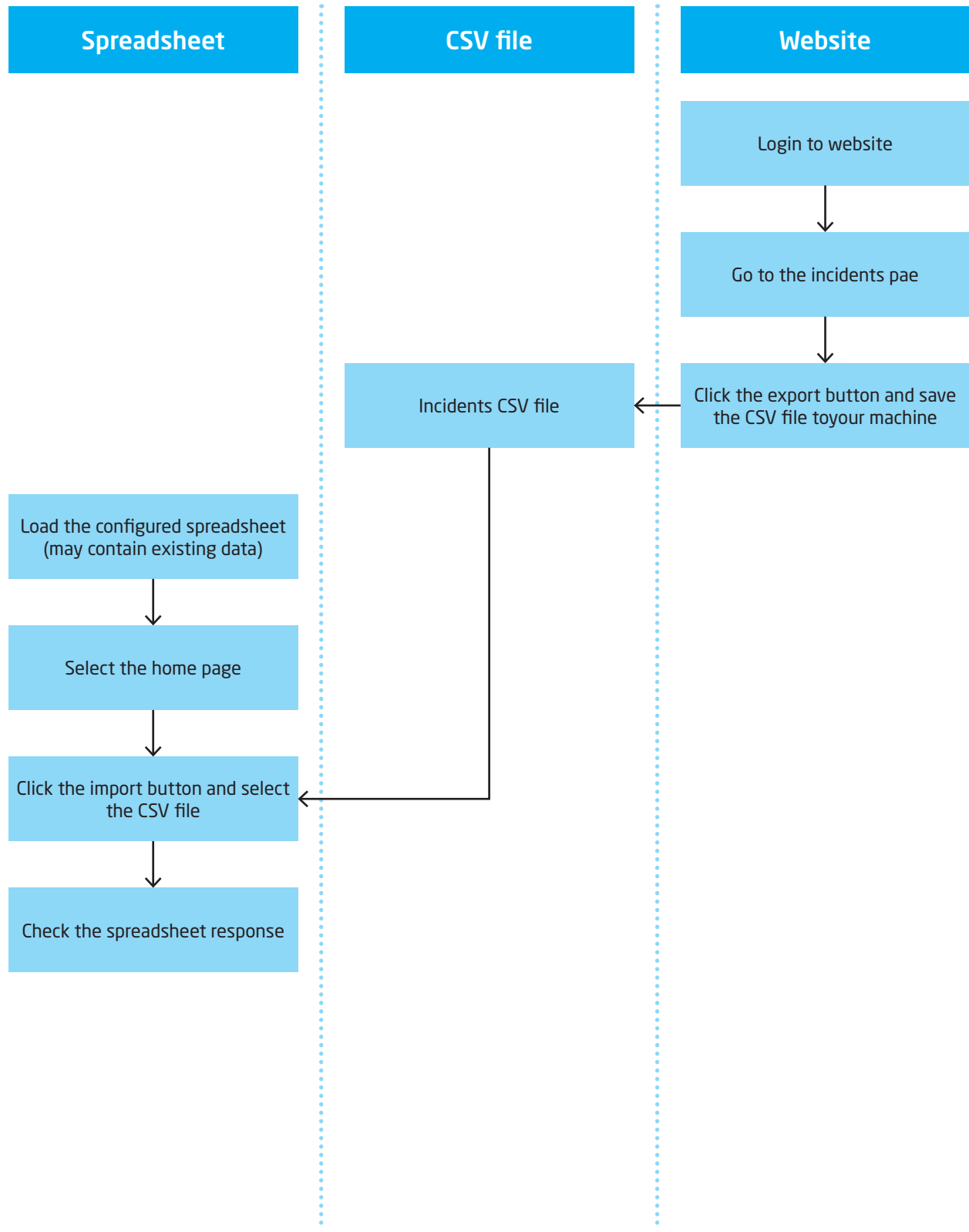
Configure the spreadsheet



Import data from the spreadsheet

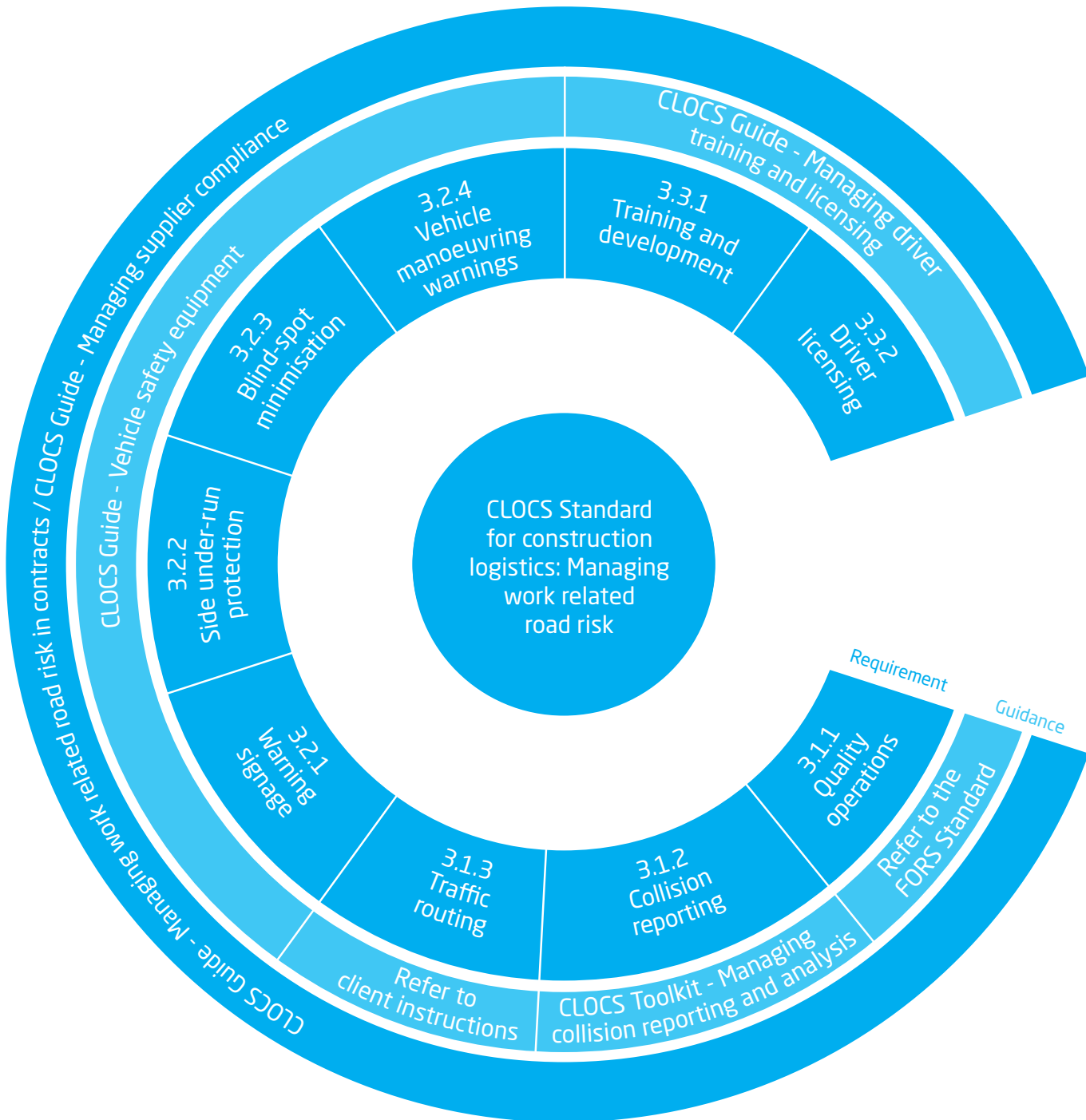


Export incidents to the spreadsheet



Disclaimer

This toolkit is issued by the CLOCS working group. Following the toolkit is not compulsory and you are free to take other action. Regulators seek to secure compliance with the law and may refer to this toolkit as illustrating good practice.



About CLOCS Guides

This toolkit is part of a series of guides developed by the CLOCS working group. The guides are designed to help construction sector clients and logistic operators implement and comply with the *CLOCS Standard for construction logistics: Managing work related road risk*.