



Innovative Strategies for the Road Ahead

Fleet Forum Toolkit Managing Crash Reporting & Analysis



Supporting tools

The Managing Crash Reporting and Analysis Toolkit is designed for organisations that manage a vehicle fleet and that need to establish a crash reporting and analysis policy and supporting procedures. It is relevant for those responsible for reporting, as well as investigating and analysing crashes.

The Toolkit provides guidance on what to do following a crash; from actions the driver (or passenger) should take at the scene to investigating a crash and acting on lessons learned. To support organisations in achieving their goals, the Toolkit includes the following supporting tools:

[1 – Actions for Managers](#)

Actions that managers should take in the event of a crash, in advance of a crash and following a crash.

[2 – Insurance Claims](#)

What data to collect and provide to insurance companies to support an insurance claim.

[3 – Actions for Drivers](#)

Actions for drivers following a road crash, including when police are involved and when a driver should leave the scene of the crash.

[4 – Crash Roles & Responsibilities](#)

Roles and responsibilities in the event of a crash for senior management, the crash investigation manager, the transport manager, staff members and drivers.

[5 – Post-Crash Driver Obligations](#)

The recommended post-crash procedure for drivers and passengers.

[6A – Toolbox Talk: Reporting Crashes](#)

Suggestions on how to engage staff in the importance of reporting crashes to prevent future crashes.

[6B - Toolbox Talk: Reporting Near Misses](#)

Suggestions on how to engage staff in the importance of reporting a Near Miss incident.

[6C - Toolbox Talk: Reporting Good Catches](#)

Suggestions on how to engage staff in the importance of reporting a Good Catch incident.

[7 - Toolbox Talk: Crash Scene Actions](#)

Suggestions on how to inform staff about the actions they must take at the scene of a crash.

[8 - Toolbox Talk: Tips for Delivering a Successful Toolbox Talk](#)

Suggestions on how to deliver a successful Toolbox Talk session.

[9 – Investigation Process](#)

The 4 steps that should be taken by an organisation in investigating a road crash.

[10 – Crash Cost Calculator](#)

A helpful tool on how to calculate the costs of an organisation's road crashes.

[11 – Investigation Interview](#)

The importance of face-to-face interviews to discovering the root causes of a crash, and the recommended questions to ask when undertaking such a crash investigation.

[12 – Best Practices for Good Catches](#)

Recommended best practices for establishing a Good Catch or Near Miss reporting programme.

[13 – Root Cause Analysis Questions](#)

A crash investigation model to identify the potential causes of a crash in 5 key categories.

[14 – Learning from Incidents \(LFI\) Framework](#)

This framework is designed to help organisations learn from crashes and avoid them in future through changes in behaviour or technical processes.