
Commercial Fleet Accident Reporting And Scene Documentation

1.0 Policy Objective & Scope

The objective of this policy is to establish mandatory procedures for all commercial drivers, dispatchers, and field technicians to follow in the event of a vehicle accident. This policy ensures timely reporting, thorough scene documentation, and full compliance with Transport Canada and provincial Ministry of Transportation (MTO) regulations. It applies to all company-owned, leased, or rented commercial vehicles operated on behalf of the organization.

2.0 Roles & Responsibilities

- **Commercial Driver:** Responsible for immediate scene safety, calling emergency services, exchanging information, documenting the scene, and submitting a digital accident report via SiteQueue within 2 hours.
- **Fleet Safety Manager:** Responsible for reviewing all accident reports within 24 hours, coordinating with insurance adjusters, and initiating corrective actions.
- **Dispatcher:** Responsible for logging the accident in the dispatch system, notifying the Fleet Safety Manager, and reassigning the driver's remaining duties.
- **Safety Officer:** Responsible for conducting a post-accident investigation, analyzing root causes, and updating training materials as needed.

3.0 Core Rules & Guidelines

- Any accident involving a company vehicle, regardless of fault or damage amount, must be reported to the Fleet Safety Manager within 2 hours.
- The driver must never admit fault, apologize, or discuss liability at the scene. Only factual statements to police are permitted.
- The driver must not move the vehicle unless directed by law enforcement or to prevent further danger.
- Photographs must be taken of all vehicles involved, license plates, damage, skid marks, road conditions, and any visible injuries.
- The driver must obtain contact and insurance information from all other involved parties and witnesses.
- Failure to report an accident within the required timeframe will result in a formal safety suspension pending investigation.

4.0 Step-by-Step Procedure / Workflow

1. Immediately stop the vehicle in a safe location, turn on four-way flashers, and deploy reflective triangles or flares at the required distances (5m, 30m, 60m behind the vehicle on highways).
2. Check for injuries to yourself, passengers, and other parties. Call 911 if medical attention is needed. Do not move injured persons unless they are in immediate danger.

- 3.** Call local police if there is any injury, fatality, or property damage exceeding \$2,000 (as per provincial reporting thresholds). Remain at the scene until police arrive.
- 4.** Exchange information with all other drivers involved: full name, address, phone number, driver's license number, insurance company, policy number, and vehicle plate number.
- 5.** Collect witness information: name, phone number, and a brief statement of what they saw. Do not ask witnesses to sign anything.
- 6.** Document the scene thoroughly using the SiteQueue mobile app: take wide-angle photos of the entire scene, close-ups of damage, license plates, road conditions, traffic signs, and skid marks. Capture at least 10 photos.
- 7.** Draw a simple diagram of the accident scene on paper or in the app, showing vehicle positions, direction of travel, lane markings, and any relevant landmarks.
- 8.** Complete the digital accident report form in SiteQueue, including date, time, location, weather conditions, a factual description of the incident, and all collected information.
- 9.** Submit the report via SiteQueue immediately. If cellular service is unavailable, complete the offline form and submit as soon as connectivity is restored.
- 10.** Contact your dispatcher to report the accident and receive instructions regarding vehicle recovery, towing, and your remaining shift.
- 11.** Do not discuss the accident with anyone other than police, your Fleet Safety Manager, or authorized insurance representatives. Refer all media inquiries to the Fleet Safety Manager.
- 12.** If the vehicle is towed, ensure all personal belongings and company equipment are removed. Obtain a tow receipt and note the tow yard location and contact information.

5.0 Documentation & Compliance

- 1.** All accident reports must be submitted digitally via SiteQueue within 2 hours of the incident. Paper reports are not accepted except as a backup when the app is unavailable.
- 2.** The Fleet Safety Manager will review each report within 24 hours and forward it to the insurance provider along with all supporting photos and diagrams.
- 3.** A post-accident investigation will be conducted within 5 business days, including a review of telematics data, dashcam footage, and driver history.
- 4.** Failure to submit a complete accident report within 2 hours will result in a written warning for the first offense, a 3-day suspension for the second offense, and termination for the third offense.
- 5.** Any driver found to have falsified information, omitted details, or failed to document the scene as required will face immediate termination and potential legal action.
- 6.** All accident documentation will be retained for a minimum of 7 years in accordance with Transport Canada recordkeeping requirements.

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