
Vehicle Accident Reporting Procedure

1.0 Policy Objective & Scope

The objective of this policy is to establish a clear, mandatory procedure for all commercial drivers, field technicians, and fleet personnel to follow in the event of a vehicle accident. This policy ensures compliance with Transport Canada and provincial Ministry of Transportation reporting requirements, protects the company from legal and financial liability, and facilitates rapid insurance claims processing.

This policy applies to all employees operating company-owned, leased, or rented commercial vehicles, as well as personal vehicles used for company business. It covers all incidents involving property damage, injury, or fatality, regardless of fault or severity.

2.0 Roles & Responsibilities

- **Driver/Operator:** Responsible for immediate scene safety, securing the vehicle, exchanging information with other parties, and submitting a digital accident report via SiteQueue within 2 hours of the incident.
- **Fleet Manager:** Responsible for reviewing all accident reports within 4 hours, coordinating with the insurance broker, and initiating any required vehicle recovery or repair.
- **Safety Officer:** Responsible for conducting a root cause analysis within 48 hours, updating training materials if needed, and ensuring compliance with regulatory reporting deadlines.
- **Dispatcher:** Responsible for immediately reassigning any pending jobs from the involved vehicle and notifying the Fleet Manager of the incident.

3.0 Core Rules & Guidelines

- Any accident involving a company vehicle must be reported to the Fleet Manager within 2 hours, regardless of the time of day or day of the week.
- The driver must never admit fault or liability at the scene. Only factual statements about what happened are permitted.
- If the accident involves injuries, fatalities, or total property damage exceeding \$5,000, the driver must call 911 and notify the local police immediately.
- The driver must not move the vehicle until police arrive, unless the vehicle poses an immediate safety hazard or blocking traffic.
- All accidents must be documented using the SiteQueue digital accident report form. Paper forms are not accepted.

4.0 Step-by-Step Procedure / Workflow

1. Stop the vehicle immediately in a safe location. Turn on the four-way hazard flashers and deploy reflective safety triangles or flares at least 30 metres behind the vehicle.
2. Check for injuries to yourself, passengers, and other parties. If anyone is injured, call 911 immediately. Do not move injured persons unless they are in immediate danger.

- 3.** Call the local police if the accident involves injuries, fatalities, or property damage exceeding \$5,000. Provide your location and a brief description of the incident.
- 4.** Exchange information with the other driver(s): full name, address, phone number, driver's licence number, insurance company and policy number, licence plate number, and vehicle make/model.
- 5.** Take clear, wide-angle photographs of the scene: all vehicles involved (including licence plates), damage to all vehicles, skid marks, road conditions, traffic signs, and any visible injuries.
- 6.** Do not discuss fault or liability with anyone except law enforcement and your Fleet Manager. Do not sign any documents from other parties or their insurance representatives.
- 7.** Open the SiteQueue app on your company phone and complete the digital accident report form. Include all details: date, time, location, weather conditions, a factual narrative of events, and upload all photographs.
- 8.** Submit the report through SiteQueue. The system will automatically notify the Fleet Manager and Safety Officer. If you cannot access the app, call the Fleet Manager directly and submit the report as soon as connectivity is restored.
- 9.** Remain at the scene until police release you. If the vehicle is drivable and safe, proceed to the nearest company-approved repair facility. If not, arrange for towing through the Fleet Manager.
- 10.** Contact the Fleet Manager to confirm the vehicle's status and your availability for reassignment. Do not return to duty until cleared by the Fleet Manager.

5.0 Documentation & Compliance

- 1.** The driver must submit the digital accident report via SiteQueue within 2 hours of the incident. Failure to do so will result in a written warning for the first offence and a 3-day suspension for subsequent offences.
- 2.** The Fleet Manager must review and approve the report in SiteQueue within 4 hours, and forward it to the insurance broker within 24 hours.
- 3.** The Safety Officer must complete a root cause analysis within 48 hours and document findings in the SiteQueue incident log. Any systemic issues must be addressed in the next safety meeting.
- 4.** All accident reports are retained in SiteQueue for a minimum of 7 years as required by Transport Canada recordkeeping regulations.
- 5.** Non-compliance with this procedure, including failure to report, falsifying information, or admitting fault, will result in disciplinary action up to and including termination of employment.

Regulatory Disclaimer: This document is a generic site management template provided for educational purposes. The end-user assumes all liability for reviewing, adapting, and validating all field protocols against local site requirements.