

Parcel delivery drivers and couriers are always on the go often traveling many miles during the day. Whether the route to be completed is within a 10-mile radius or a 50-mile radius, motor vehicle accidents can occur at any time. No one knows when an accident is going to strike and place them out of service. Being prepared and remembering to follow a few simple guidelines can prevent a bad situation from getting worse.

## PROTECT YOURSELF FROM HARM

- If the accident is minor and you are not injured, move your vehicle to the side of the road to avoid disrupting traffic.
- If your vehicle is on fire evacuate the vehicle as quickly and safely as possible.
- Turn off the engine and turn on hazard lights.
- If another participant involved is aggressive before emergency services arriving onsite, remain calm and do not engage with the participant(s). If you are threatened, remain in your vehicle if the vehicle is deemed safe to occupy.

## GET HELP

- Call 911 and request medical assistance if needed. If you are unable to call 911, ask someone in the immediate area to call 911.
- In the event of an accident where severe (or potentially severe) injuries are suffered, remain calm as emergency services will be on the scene soon.
- Exit the vehicle once safe to do so and check on the other participant(s) wellbeing if you are safely able to do so.

## RECORD KEY ON-SCENE INFORMATION

- Collect information from the police personal including name and contact information.

- Observe the immediate surroundings and make note of any potential contributing factors that might have contributed to the accident. Ex: wildlife, weather conditions, other vehicles
- If safe to do so, photograph the scene. Photographs should include vehicles involved in the accident. Additionally, if another participant(s) is involved in the accident, discretely photograph the participant(s) if no injuries are present. A photograph of the participant outside of the vehicle walking around is sufficient.
- Identify any witnesses that may have observed the accident take place.
- Complete an accident investigation with an immediate supervisor or administrative person responsible for accident investigations.

## FOLLOW COMPANY POLICIES

- Do not leave the scene of an accident.
- Contact your immediate supervisor and notify them that an accident has occurred including the location and status of injured participants.
- Do not admit fault to the other party. Let the police determine the at-fault party (if applicable).
- Be cooperative and provide necessary information and documentation to police.
- Do not discuss the accident with the news media.