



Incident, Accident and Emergency Response Policy

Purpose

This policy sets out how Peters Travel responds to incidents, accidents, and emergency situations involving its Public Service Vehicle (PSV) operations.

The purpose of this policy is to ensure that:

- Incidents and emergencies are managed safely and effectively
- Passenger, driver, and public safety is prioritised at all times
- Legal and regulatory reporting obligations are met
- Incidents are investigated, recorded, and learned from
- The operator's licence, reputation, and safety culture are protected

This policy supports compliance with:

- The Public Passenger Vehicles Act 1981
- The Road Traffic Act 1988
- The Health and Safety at Work etc. Act 1974
- Traffic Commissioner Statutory Guidance and Directions
- DVSA expectations regarding incident management and reporting

Incidents are recognised as critical tests of management control and safety culture.

Scope

This policy applies to:

- All incidents, accidents, and emergencies involving Peters Travel PSVs
- All drivers and staff involved in PSV operations
- All journeys, including service, private hire, positioning, and non-service use

It covers road traffic collisions, passenger injuries, breakdowns, fires, medical emergencies, and other serious events.

Principles of Incident and Emergency Management

Peters Travel operates on the following principles:

- Safety of passengers, drivers, and the public comes first
- Emergency services must be contacted where required
- Incidents must be reported accurately and promptly
- Learning from incidents is essential to continuous improvement

Incidents are treated as **safety events**, not blame exercises.



Roles and Responsibilities

Operator Licence Holder

The Operator Licence Holder is responsible for:

- Ensuring systems exist for incident response and reporting
- Supporting drivers during and after incidents
- Reviewing serious incidents and investigation outcomes
- Ensuring regulatory notifications are made where required

Transport Manager

The Transport Manager is responsible for:

- Coordinating incident response and reporting
- Supporting drivers during incidents
- Determining whether external reporting is required
- Investigating incidents proportionately
- Identifying root causes and corrective actions
- Escalating serious incidents to the Licence Holder

The Transport Manager must maintain oversight until incidents are resolved.

Drivers

Drivers are responsible for:

- Managing the immediate safety of passengers and themselves
- Following emergency procedures
- Contacting emergency services where required
- Reporting incidents promptly to management
- Cooperating with investigations

Drivers must not leave the scene of an incident unless it is unsafe to remain.

Immediate Actions in an Incident

In the event of an incident or emergency, drivers must prioritise:

1. Safety of passengers and themselves
2. Securing the vehicle and scene where safe to do so
3. Contacting emergency services if required
4. Informing the Director & Transport Manager as soon as possible / practicable

Where evacuation is necessary, drivers must follow training and ensure passengers are moved to a place of safety.



Passenger Care and Welfare

Following an incident, drivers must:

- Reassure passengers calmly
- Provide assistance where safe and trained to do so
- Avoid speculation or admission of fault
- Ensure vulnerable passengers receive appropriate support

Passenger welfare remains a priority until the situation is resolved.

Breakdowns and Non-Collision Incidents

For breakdowns or non-collision incidents:

- The vehicle must be made safe
- Undertaking Party and Passengers must be kept informed
- Recovery arrangements must be coordinated
- Alternative transport must be arranged where necessary

Safety takes precedence over journey completion.

Investigation and Analysis

Incidents are investigated to:

- Establish what happened
- Identify contributory factors
- Determine whether systems were effective
- Identify corrective and preventive actions

Investigations are proportionate to the severity of the incident.

Corrective and Preventive Actions

Following investigation:

- Immediate corrective actions are implemented
- Longer-term improvements are identified
- Training, procedures, or policies may be updated

Actions are recorded and monitored for effectiveness.



Records and Documentation

The following records are maintained:

- Incident and accident reports
- Investigation notes
- Witness statements (where applicable)
- Corrective action records

Records are retained in accordance with legal and operational requirements.

Support and Welfare

Peters Travel recognises that incidents can be distressing.

Where appropriate:

- Drivers may receive support or give reasonable time away from duties
- Return-to-duty decisions consider driver wellbeing

Driver welfare supports long-term safety and professionalism.

Review and Continuous Improvement

This policy is reviewed:

- Annually
- Following serious incidents
- Following regulatory changes or guidance updates

Incident management arrangements will evolve as operational experience grows.

Position: Company Director - Peter's Travel Ltd

Name: Ilyasali Ahmed Patel

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