

COMMUNICATION AND INCIDENT REPORTING

Immediate communication following an incident is vital.

To report an incident:-

1. Report by phone or email to your operational contact
2. Please also email the details to crash@pofm.com
3. **Customer Representatives Must also be informed as per site rules.**



Please report any:-

- Injury
- Road Traffic Accident
- Load shift or loss
- **Any near misses on site or on route or at Customer**
- Police stop checks – even if no action is taken
- If the Driver is unhappy with how the load has been configured
- Problems with delivering on time

Please provide as much information as possible:-

- Who is injured / what is damaged
- Description of the incident
- Time and location
- Actions already taken
- Photos from the scene

