



POLICY DOCUMENT

Incident & Accident Reporting Policy

1. Introduction

Albatross Bus & Coaches Ltd is committed to ensuring that all incidents, accidents, and near misses are reported, recorded, and investigated in a timely and effective manner. This policy is established in accordance with the Health and Safety at Work etc. Act 1974 and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

The Company recognises that effective reporting and investigation of incidents is essential to maintaining safety standards, protecting individuals, and supporting its overall risk management framework, including the identification and control of operational and strategic risks.

2. Purpose

The purpose of this policy is to establish a clear and consistent process for reporting and managing incidents and accidents involving Company vehicles, employees, passengers, or third parties. It also ensures that appropriate corrective actions are taken to minimise operational risks, prevent recurrence, and protect the reputation and continuity of the business.

3. Scope

This policy applies to all employees, drivers, contractors, and any individuals acting on behalf of Albatross Bus & Coaches Ltd. It covers all incidents occurring during Company operations, including those involving vehicles, passengers, staff, property, or third parties.

4. Definition of Incident / Accident

For the purpose of this policy:

- **Accident** refers to an unplanned event resulting in injury, damage, or loss
- **Incident** refers to any event that could have resulted in harm, damage, or

loss (including near misses)

This includes, but is not limited to:

- Road traffic collisions
- Passenger injuries (boarding, travelling, or alighting)
- Vehicle damage or mechanical failure
- Slips, trips, or falls
- Fire or emergency situations
- Behavioural incidents involving passengers

5. Reporting Requirements

- All incidents and accidents must be reported immediately.
- Drivers and staff shall:
 - Inform the Company without delay
 - Record full details including time, location, and circumstances
 - Obtain details of all parties involved and witnesses where possible
 - Collect supporting evidence such as photographs where appropriate
 - Failure to report an incident may result in disciplinary action.
- All reported incidents shall be reviewed to determine whether they present a risk that must be recorded, escalated, or updated within the Company's Risk Register in line with the Risk Management process.

6. Immediate Actions at the Scene

In the event of an accident or incident, the driver shall:

- Ensure the safety of all passengers and individuals involved
- Stop the vehicle in a safe location and secure the scene
- Contact emergency services where required
- Provide reasonable assistance to injured persons
- Avoid admitting liability or making statements regarding fault
- Follow Company instructions

Passenger safety shall remain the primary priority at all times.

7. Investigation Process

All reported incidents shall be formally reviewed and investigated.

The investigation shall:

- Establish the facts and root cause of the incident
- Determine whether procedures and safety controls were followed
- Identify any failures in operational processes or controls
- Assess whether the incident impacts existing risk assessments
- Recommend corrective and preventive actions

Where necessary, outcomes of investigations shall be used to update the Company's Risk Register, procedures, training programmes, or operational controls.

8. Regulatory Reporting (RIDDOR)

Where applicable, Albatross Bus & Coaches Ltd shall report incidents to the relevant authorities in accordance with **RIDDOR 2013**.

This includes:

- Serious injuries
- Dangerous occurrences
- Work-related incidents requiring hospital treatment
- Fatalities

All such reporting shall be carried out within required legal timeframes.

9. Liability, Indemnity and Force Majeure

9.1 The Company shall manage all incidents and claims through its internal procedures, insurers, and, where necessary, legal processes.

9.2 Except in respect of death or personal injury caused by proven negligence, the Company shall not be liable for loss, damage, delay, or inconvenience arising from incidents occurring during the provision of services.

9.3 All services provided by the Company shall be governed by the laws of England and Wales, and acceptance of services shall constitute acceptance of these legal terms.

9.4 The Company shall not be liable for any failure to perform its obligations where such failure is due to events beyond its reasonable control, including but not limited to severe weather, road closures, accidents, civil unrest, or other Force Majeure events.

10. Third Party and External Risk Considerations

Where an incident involves third parties, suppliers, or external contractors, the Company shall:

- Assess the impact of such incidents on its operations and compliance obligations
- Review the performance and responsibilities of the third party

- Take appropriate action in line with the Company's Third Party Risk Management approach

11. Record Keeping

All incidents and accidents shall be formally recorded. Records shall include:

- Date, time, and location
- Individuals involved
- Description of the incident
- Actions taken
- Supporting evidence
- Investigation outcome

Records shall be retained in accordance with legal and operational requirements.

12. Risk Management and Continuous Improvement

Incident reporting forms a key part of the Company's risk-based approach.

The Company shall:

- Analyse incident trends and recurring issues
- Identify weaknesses in operational controls
- Implement improvements to procedures, training, and safety measures
- Ensure that lessons learned are incorporated into business operations

Effective management of incidents supports the reduction of operational risks and contributes to maintaining the reputation, safety, and long-term viability of the business.

13. Responsibilities

The Admin Officer shall be responsible for:

- Overseeing incident reporting and investigation
- Ensuring compliance with legal obligations
- Maintaining records and documentation
- Ensuring risks are escalated and managed appropriately

All employees and drivers are responsible for reporting incidents and cooperating fully with investigations.

14. Monitoring and Review

This policy shall be reviewed annually or following significant incidents,

operational changes, or updates to legal requirements.

Approved by

Managing Director: _____

Signature: _____

Approval Date: 15 April 2026

