

- *Managing in a large transport company.*
- *Dealing with a major accident*
- *The example*
- *Summary*





The dreaded phone call –

- *Police*
- *Senior Management*
- *Verbal identification*
- *Witnesses at scene*

- *Family*
- *Customer*
- *Recovery*



The next day

- *More phone calls*
- *Instruct document collection*

- *Confirm compliance*
- *Senior management phone hook-up*
- *Family counselling*
- *Notify all staff*



Ongoing requirements



- *Nurture family (psychologically and financially)*
- *Police investigation*
- *Document retrieval*
- *Driver hours*
- *Operational compliance*
- *Maintenance records*
- *Training records*
- *Medical records*



“DON'T TAKE SHORTCUTS”