



WAREHOUSE MANAGEMENT | WORKFORCE SOLUTIONS

Document Code:	SSP-RD-002	Revision No.:	01
Document Title:	Road Safety Management—Incident/Accident Response	Creation Date:	29-Aug-2025
		Effectivity Date:	5-Sep-2025

Document History Log

Status	Effectivity Date	Description of Change/s	Initiated by
Initial	5-Sep-2025	Revision to standardize process and policies	Maeden Hojilla

Prepared by:	Reviewed by:	Approved by:
 Maeden Hojilla	 Mia Kristel Roasalem	 Marites Olaso



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1. PURPOSE

This policy establishes clear guidelines for responding to vehicular incidents and accidents to ensure the safety of drivers, passengers, cargo, and the public. It aims to promote timely reporting, proper coordination, and effective management of road-related incidents, while minimizing risks, protecting company assets, and preventing recurrence through corrective and preventive actions.

2. SCOPE

2.1 All Expedise Drivers operating on behalf of clients

2.2 Applies to Customer Concierge, Customer Care, Knowledge Transfer, Field Supervisor, Safety officers and Client Representatives

3. DEFINITION OF TERMS

3.1 CAPA Corrective and Preventive Action— a set of improvements to eliminate causes of non-conformities or other undesirable situations.

3.2 Fatality— Death caused by an accident or violence

3.3 Root Cause Analysis (RCA) Is defined as a collective term that describes a wide range of approaches, tools and techniques used to uncover causes of problems

3.4 Early Warning Device (EWD) - on motor vehicles, it is a safety device designed to alert other motorists about a potential hazard or obstruction on the road.

4. Roles & Responsibilities

4.1 Drivers



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4.1.1 Ensure compliance with traffic rules, company policies, and safety regulations.

4.1.2 Check for injuries and provide assistance.

4.1.3 Call immediate emergency services if required (medical, fire, police).

4.1.4 Immediately notify the customer concierge of the accident.

4.1.4.1 **Provide details:** location, time, parties involved, injuries, damages, and vehicle condition

4.1.6 Protect Company Assets: Secure the vehicle, cargo, and equipment from theft or further damage.

4.1.7 Evidence Preservation: Take photos/videos of the scene, vehicles, road conditions, and cargo.

4.1.8 Record police report/blotter details for company submission.

4.1.9 Respectfully comply with police, traffic enforcers, and emergency responders.

4.2 Delivery Helper

4.2.1 Stay calm and assist the driver in securing the scene.

4.2.2 Deploy early warning devices (triangles, cones, reflective vests) at proper distances behind and in front of the truck.

4.2.3 Record names, plate numbers, and contact details of involved parties and witnesses.

4.2.4 Remain with the cargo and the truck until proper turnover is done.

4.3 Safety Officers



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4.3.1 Initiate identification of the criticality and response team according to matrix

4.3.2 Assist in communicating with police officers

4.3.3 Facilitate RCA with investigation team Using Incident Investigation form

4.3.4 Release official RCA CAPA after investigation

4.4 Customer Concierge

4.4.1 Receive and respond to accident notifications

4.4.2 Notify internal and client stakeholders immediately

4.4.3 Coordinate medical and transport support

4.4.4 File incident reports within 24 hours

4.4.5 Conduct Toolbox Talks (TBTs)

4.5 Customer Care Team

4.5.1 Ensure driver welfare and DO-174 compliance

4.5.2 Assist in validating incident documents

4.5.3 Coordinate medical and financial aid

4.6 Knowledge Transfer Team

4.6.1 Maintain and update road safety documentation



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4.6.2 Investigate incidents and lead policy reviews

4.7 Business Unit Head

4.7.1 Coordinate with the Safety Officer on accident investigations.

4.7.2 Provide resources (budget, manpower, transportation)

4.7.1 Provide clients with updates on incidents, recovery actions, and delivery adjustments.

4.8 Client Representatives

4.8.1 Provide site-specific safety briefings

4.8.2 Support on-site coordination during incidents

4.9 Incident/Accident Safety Committee

4.9.1 Review and validate Incident Reports (IR), police reports, and supporting documents.

4.9.2 The Accident Safety Committee will verify whether the case has been resolved.

5. PROCEDURES

5.1 Incident/Accident Response Procedures

5.1.1 Immediate Action by Driver/Delivery Helper

.5.1.1.1 Ensure Personal Safety



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5.1.1.2 Move to a safe area if possible.

5.1.1.3 Turn on hazard lights.

5.1.1.4 Place the Early Warning Device (EWD) appropriately.

5.1.2 Check for Injuries

5.1.2.1 Provide first aid if trained.

5.1.2.2 Call emergency services (911) if medical attention is required.

5.1.3 Notify First Point of Contact

5.1.3.1 Call Expedise Customer Concierge immediately.

5.1.3.2 Provide the following information:

5.1.3.2.1 Exact location

5.1.3.2.2 Vehicle(s) involved

5.1.3.2.3 Number and nature of injuries or damages

5.1.3.2.4 Presence of police or emergency responders

5.1.4 Stay at the Scene

5.1.4.1 Do not leave the accident scene unless directed by police or emergency personnel.

5.1.5 Secure Evidence

5.1.5.1 **Take clear photos of:**

5.1.5.1.1 All vehicles involved (including license plates)



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5.1.5.1.2 Road conditions

5.1.5.1.3 Surroundings and traffic signs

5.1.5.1.4 Collect names and contact details of witnesses.

5.1.6 Secure the police report from authorities.

5.2 First Point of Contact: Customer Concierge

5.2.1 Upon receiving the report, the Customer Concierge shall:

5.2.1.1 Confirm driver's safety and location

5.2.1.2 Notify Expedise Management and Client immediately.

5.2.1.3 Deploy onsite support within:

5.2.1.3.1 Tow (2) hours (same city)

5.2.1.3.2. Four (4) hours (nearby provinces)

5.2.1.4. Guide driver in completing documentation and incident reports.

5.2.1.5 Coordinate medical assistance, if needed.

5.2.1.6 File an official incident report send copy to Customer Care (*Refer to attached checklist in 10.1.1*)

5.3 Customer Care Support

5.3.1 Validate the following documents:



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5.3.1.1 Incident report

5.3.1.2 Medical receipts

5.3.1.3 Doctor's findings

5.3.2 Coordinate and assist in the processing of:

5.3.2.1 Financial assistance (if needed)

5.3.2.2 Insurance requirements HMO (if applicable)

5.3.3 Advise the Safety Officer about the incident and forward the Incident Report.

5.4 Safety Officer

5.4.1 Immediately verify and acknowledge the incident report.

5.4.2 Initiate identification of the criticality and response team according to matrix (*Refer to attached checklist in 10 .1.4*)

5.4.3 Secure a copy of the police report/blotter for company records.

5.4.4 Provide guidance to avoid admitting fault until the investigation is complete.

5.4.5 Deploy response team to location of incident/accident

5.4.6 Assist in communicating with police officers

5.4.7 Facilitate root cause analysis with investigation team (*Refer to attached checklist in 10 .1.3*)

5.4.8 Release official RCA CAPA after investigation



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5.5 Business Unit Head

5.5.1 The Business Unit Head and Safety Officer shall represent the company in hearings, negotiations, and settlements to ensure coordination, accountability, and protection of company interests.

5.5.2 Shall provide the client with timely updates on incident handling, recovery measures, and the expected schedule for delivery transfer.

5.5.3 Shall communicate to the client all expenses, Police Report, damage and receipts arising from the accident that are covered under the vehicle insurance.

5.6 Incident/Accident Safety Committee

5.6.1 Review and validate Incident Reports (IR), police reports, and supporting documents.

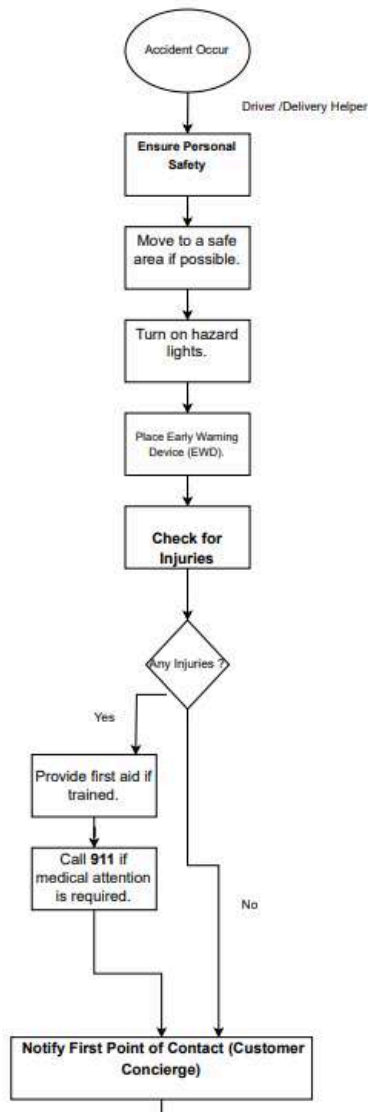
5.6.2 The Accident Safety Committee will verify whether the case has been resolved.



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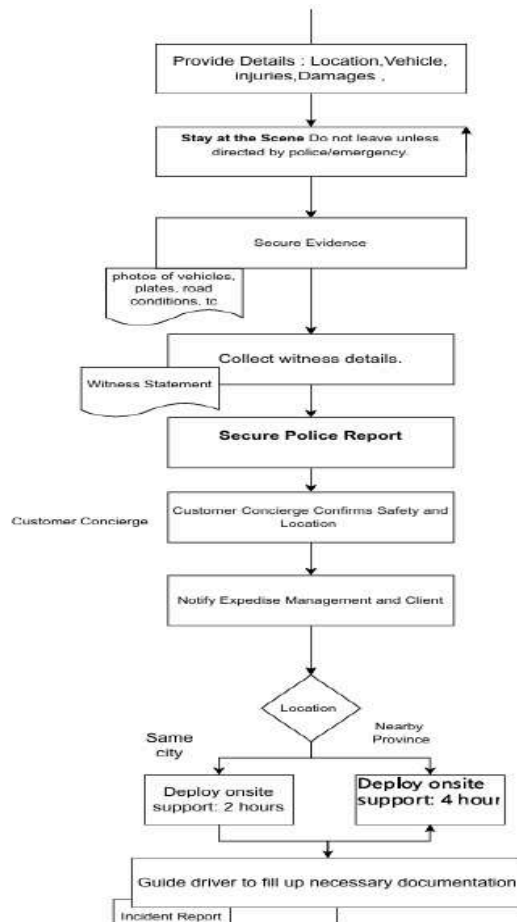
6 Process Flow





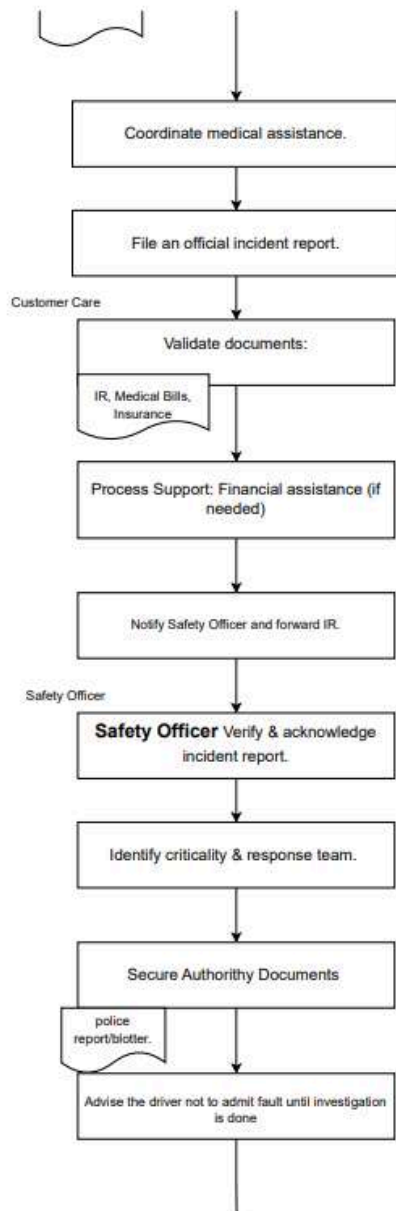
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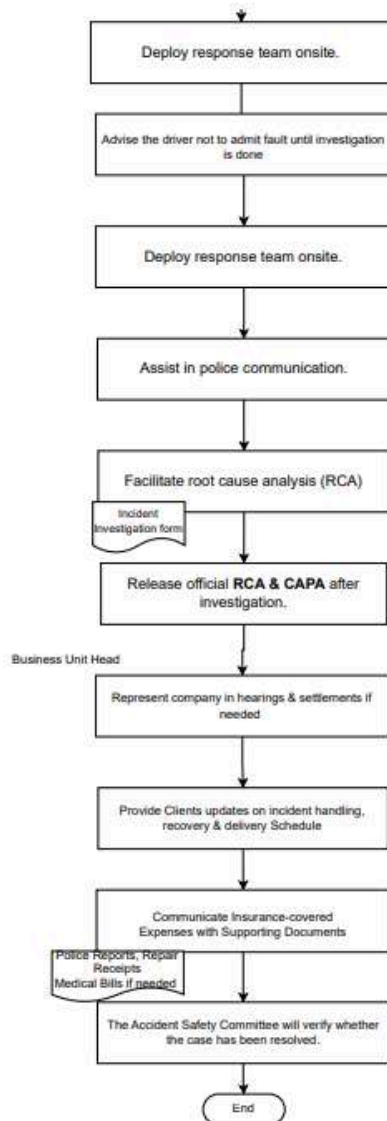


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7. Monitoring & Compliance

7.1 Driver performance evaluation

7.1.1 3 months evaluation upon hiring

7.1.2 5 months evaluation upon hiring for pre-regularization

7.1.3 6 months evaluation upon hiring for regularization

7.1.3 Annual evaluation for performance review

7.2 Disciplinary action for repeated violations (*See Code of Discipline*)

8 Training and Awareness

8.1 Driver Safety Training (Quarterly)

8.2 Fatigue, Stress and Anger Management Awareness (Annual)

8.3 Alcohol and Substance Abuse Awareness (Annual)

8.4 Daily Toolbox Talk (Daily)

9. Documentation

9.1 Incident Report with Photos of the incident scene

9.2 Witness Written statements

9.3 Incident Investigation Report

9.4 Police or external authority report (if applicable)





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9.5 Notary Public Document

9.6 Medical report (if applicable)

10 Attachments

10.1 Incident Report Form



INCIDENT REPORT FORM

Incident Details

Type of Incident	<input type="checkbox"/> Accident	<input type="checkbox"/> Property Damage	<input type="checkbox"/> Major Offense	<input type="checkbox"/> Grave Offense	<input type="checkbox"/> Grievance
Location				Date of Incident	

Involved Customer

Full Name				Profile ID	
Site Code			-	-	Date Hired

Description of Incident / Property

Immediate Actions Taken

Possible Cause

Customer

Signature over Full Name / Date


Witness

Signature over Full Name / Date

Expedise Representative

Signature over Full Name / Date

Role / Business Unit

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10.2 Witness Statement



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Witness Statement Form

Name of Witness:	
Date of Statement:	
Incident Date:	
Incident Location:	

Statement: (Please describe in detail what you witnessed, including who was involved, sequence of events, actions taken, and any other relevant information. Use exact names, times, and locations when possible.)

--

Declaration: I confirm that the above statement is true and correct to the best of my knowledge. I understand that this document may be used in investigations, disciplinary actions, or legal proceedings.

Name & Signature of Witness:		Date Signed:	
Received by Customer Concierge:		Date Signed:	



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10.3 Incident Investigation Report



Incident Investigation Report			
Site Code:		Incident No:	
Date reported:		Department:	
Name of Injured Person:			
Types of Incidents			
Accident <input type="checkbox"/> Near Miss <input type="checkbox"/> Damages <input type="checkbox"/> Unsafe Act <input type="checkbox"/>			
Impact of Incident			
Injury-Related <input type="checkbox"/>		Non-injury related <input type="checkbox"/>	
Road traffic incident <input type="checkbox"/>		Environmental impact <input type="checkbox"/>	
Root Cause Analysis (5 Whys and Fishbone Analysis)			
5 Whys			
What happened? :			
When did it happen? :			
Where did it happen? :			
Who is involved? :			
Why did it happen? :			
How did it happen? :			
Fishbone Analysis			
Methods: a. b.		Materials: a. b.	
Machine: a. b.		Manpower: a. b.	
Measurements/Parameters a. b.		Mother Nature/Environment a. b.	



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10.4 Incident/Accident Response Matrix

The table serves as a risk management guide that outlines the level of risk, its description, the designated response team, and the budget allocated to support their actions.

Risk Level	Description	Response Team	Budget for Response Team	Budget Source
Low Risk	Minor incidents with no injury or only first aid needed; minimal damage or spillage; no external impact.	Driver / Delivery Helper (with immediate supervisor oversight)	₱0 – ₱1,000	Business Unit
Medium Risk	Incidents requiring medical treatment, moderate repair costs, or small environmental contamination; limited external impact.	Customer Concierge - Safety Officer & Business Unit Head (with support from Top Management and Client	₱5,000 – ₱10,000	Finance
High Risk	Major incidents involving extended medical treatment, fatality, severe damage, significant environmental contamination, or media/DOLE involvement.	Customer Concierge - Safety Officer & Business Unit Head (with support from Top Management and Client	₱10,000 – ₱20,000	Finance



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Damage on Property

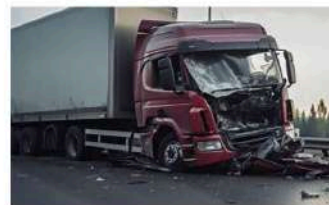
Low Risk



Medium Risk



High Risk



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Employee's Injury

Low Risk



minor injuries

Medium Risk



temporary disability

High Risk



Permanent, total disability or fatality

