

RISK TIP

INCIDENT RECORDING

Being involved in a collision or crash can be emotional and stressful. It can happen in an instant – all involved parties have to react quickly. In this moment it may be difficult to remember that everything you say and do can have an effect on the outcome, so The Guarantee has put together an easy to reference list of tips on what to do if you are involved in an incident.

IT IS IMPORTANT NOT TO TAKE PHOTOGRAPHS OF ANY INJURED PARTIES UNDER ANY CIRCUMSTANCES.

- 1. Turn off engine and turn on four-way flashers, set out flares and/or reflectors.**
Secure your vehicle using warning devices if you can do so safely. Take precaution if setting off flares.
- 2. Remain at the scene and check for immediate dangers such as fuel spills or fires.**
Remain calm and focused at all times. Ensure your personal safety and the safety of others.
- 3. Call 9-1-1 immediately and advise of damages and injuries.**
Ensure that emergency responders have been notified. Check to see if you or anyone else has been injured. Ensure all injured parties are cared for and call an ambulance if necessary.
- 4. Collect as much information from the scene of the incident.**
Be prepared to provide a contact phone number, the location of the incident, a brief description of the incident, any spills, and related damages to all vehicles and cargo.
- 5. Contact your employer or the insurance company's toll free number to report the incident.**
Follow company policies and procedures for incident reporting and notify your company contact as soon as possible. If your contact cannot be reached, report the incident directly to the company's fleet insurance provider using their toll free number. Delays in reporting can cause increased damages and costs for bodily injury, environmental, theft losses and evidence.
- 6. Have witness cards and ask anyone who saw the incident or collision to fill them out.**
Request witnesses to provide contact information and complete witness cards, but do not force them. Secure business cards from witnesses, if possible. If unsuccessful, taking a picture of their vehicle and licence plate can help authorities to locate them.
- 7. Complete as much of the incident report as possible at the scene.**
Complete an Incident Reporting Kit including witness cards, with details on time, date, weather, third party drivers and passengers, third party vehicle information, road type, signs, geography, events leading up to the incident, emergency services and provide a detailed sketch.

8. **If possible, take photos of the scene. Do not take photographs of any injured parties under any circumstances.**
Include photos of vehicle and property damage, approaching the scene from all directions (if safe to do so), traffic devices, skid marks and anything that may be relevant. Keep a camera readily accessible in your vehicle or use your cell phone camera to take photos.
9. **Do not discuss the incident with anyone except the police, your employer, or a representative of The Guarantee Company of North America.**
Provide information for the incident report only. Exercise your right to silence. You should speak with your legal counsel ahead of time to be aware of the information you are required to (or not required to) provide at the scene of an investigation.
10. **You are not required to give a statement to the police, but do cooperate with them.**
The police are there to complete an incident report and investigate. In cases of serious injury, death, or multi-vehicle collisions, you should have legal counsel with you at the time of the police interview. Do not admit fault or liability to anyone.

After the incident has been cleaned and you have been cleared to leave, be sure you are both physically and mentally prepared to continue. Discuss this with your company contact and care givers to ensure everyone involved agrees that you are ready to get back behind the wheel.

THREE WAYS TO REPORT AN INCIDENT:

1. ONLINE

- Visit our Go-To Solution online portal to enroll as a new user and create your profile: theguaranteegotosolution.com
- Once your profile is created, a representative will contact you to confirm your account activation and answer any questions you may have.
- Use this portal to report both claim and non-claim incidents, create alerts, find a contractor, and get instant access to resources from our strategic partners.

2. MOBILE APP

- Once you have created your profile on theguaranteegotosolution.com, you can download the mobile app to get instant access to report an incident – in real time!
- Available in Google Play, Blackberry World, and iTunes App store.

3. PHONE

- For urgent assistance, we offer 24-hour claims reporting service at 1-800-847-0959.