CRITICAL INCIDENT MANAGEMENT PLAN
Serious Injury Motor Vehicle Crash

Incident:

- **Staff Member in Serious Injury Motor Vehicle Crash**

Guiding principles:

- Delegate tasks
- Put people first
- Be professional and ethical at all times
- Work logically to your Critical Incident Plan
- Delegate duties to others
- Be proactive, not reactive
- Deal only in the facts, keep an open mind, never assume anything
- Critical Incidents take precedence
- Document everything, including time, date, place
- Consider preservation of your brand
- Employers must show good faith, do things for good reason and use fair process

Your Immediate Action: (1 hour)

- Record all information received including time, date, place
- Ascertain if anyone has been injured
- Identify and record the exact location of the crash
- Confirm Ambulance and Fire have been advised, if not, make the call
- Consider attending the scene or sending a company representative
- Ensure the Police have been advised, if not, make the call
- Request those at the scene to make it safe by warning other road users
- Record the name and contact details of the person who advised you
- Ask the informant if they witnessed the crash
- Confirm it is one of your company vehicles involved via registration number
- Ask caller how many vehicles and people are involved in the crash
- Ask the caller for an update of injuries if known
- Ask caller to take scene photos if present

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Following Your Immediate Action: (2 hours)

- Confirm the identity of your staff member(s) involved
- Advise their next of kin (in person where possible)
- Identify how you can assist next of kin
- Advise WorkSafe
- Attend the crash scene where possible or send a company representative
- Record all relevant details at the scene
- Identify yourself as the Business owner to Police
- Advise Police you would like to take photos of the scene
- Request Police permission to recover identification, valuables, tools from vehicle
- Offer to transport next of kin to hospital
- Attend the hospital where appropriate
- Brief your senior staff on incident
- Arrange senior staff to defer relevant work with Clients for today
- Confirm whether the crash has occurred during or outside work duties
- Convene a staff meeting that day to advise of incident

Continue Investigation (48 hours):

- Consider involving EAP Works for any staff
- Continue liaising with next of kin
- Return identification and valuables to next of kin
- Secure staff member(s) tools
- Return tools to next of kin
- Provide updates to all staff
- Advise company insurer
- Follow up with WorkSafe investigator
- Assess requirements of next of kin
- Provide advice and support to next of kin
- Arrange for appointments to be rescheduled with Clients as necessary
- Reassign injured staff member(s) workload as required
- Check in with other people involved in crash
- Provide any of your scene photos to the Police
- Recover any additional items or damaged goods from company vehicle

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- Conduct a safety audit on all other company vehicles
- Identify any significant relevant events that took place prior to the crash
- Initiate an internal Health and Safety review of incident
- Document any Health & Safety issues identified
- Implement any Health & Safety policy changes with all staff

Your Human Resource Considerations:

- Consider length of time for staff member to recover
- Consider utilising staff member during recovery - light duties, quoting
- Consider need for temporary contract employee(s)
- Consider need for recruitment of permanent replacement employee
- Consider involving EAPWorks for any staff
- Liaise with ACC case manager for staff member, as required

Your Legal Obligations and Considerations:

- Staff may be prosecuted and need to appear in court
- Legal representation may be required for staff member
- Company may be prosecuted by WorkSafe
- Legal representation may be required for your company
- Company or staff member may be pursued in Small Claims Court
- Company or staff member may be subject to civil claim by other parties' insurer

Your Financial Considerations:

- Lost business productivity due to time spent on incident
- Lost business productivity due to staff member(s) absence
- Cost of legal representation for staff member and or company
- Insurance excess payable
- Cost to replace vehicle if insurance claim declined
- Cost to repair or replace other parties' vehicles or property
- Cost to recruit replacement staff member (temporary or permanent)
- Costs associated with supporting staff member and family

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Your Media Liaison Considerations:

- Consider appointing an internal or external person to handle any media enquires
- Consider preparing a draft press release
- Direct staff not to speak to the media or post any information online

Your Business Continuity:

- Delegate your duties whilst actioning the incident plan
- Keep all other staff well informed
- Consider what intellectual property may be held by staff member
- Prioritise completing staff member's unfinished jobs
- Identity how best to replace work capacity of injured staff member
- Assess need to recruit replacement staff member (temporary or permanent)
- Consider need for replacement company vehicle

Your Moral Obligations:

- Consider financial support for staff member's family
- Consider assisting staff member to apply for ACC entitlements
- Consider assisting with staff members legal costs
- Consider assisting staff member to return to work in reduced capacity if required
- Consider company and staff proving home help as required

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Your Key Contacts and Specialist Services:

- Mastercraft National Support Office
- Websites

  Ministry of Business, Innovation and Employment

  www.employment.govt.nz/resolving-problems/steps-to-resolve/personal-grievance

  Accident Compensation Corporation

  www.acc.co.nz

  Employment Relations Authority

  www.era.govt.nz

  Auckland: 09 970 1550

  Wellington: 04 915 9550

  Christchurch: 03 964 7850

  Employee Assistance Programme (EAPWorks)

  www.eapworks.co.nz

  Mediation Services

  www.employment.govt.nz/resolving-problems/steps-to-resolve/mediation

  Employer and Manufacturers Association

  www.ema.co.nz/services/advice

  Employment Act 2000

  www.employment.govt.nz/about/employment-law/legislation/

  WorkSafe NZ

  https://worksafe.govt.nz/

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- Next of Kin Contact:

- Other parties details:

- Company Insurer:

- Company Health and Safety Advisor:

- Company Employment Lawyer:

- Private Investigator:

- Public Relations:

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