

---

## Standard Operating Procedure for Traffic crash information collection for Funded Partners

### 1. Purpose

UNHCR operates a vehicle fleet of approximately 6,000 vehicles, with an average of 80 million km per year, exposing our operations to the risk of traffic crashes. Despite some reduction on the rate of traffic the rate of traffic crashes with casualties has remained constant, the rate of fatal traffic crashes has increase; therefore, understanding the causes of traffic crashes is fundamental for identifying countermeasures.

Consequently, the UNHCR's Assets and Financial Management Section (AFMS) has established a frame agreement with a company for conducting traffic crash root cause analysis (TCRCA) based on the information provided to the Insurance Program when notifying traffic crashes and presenting insurance claims, and only when the traffic crashes result total loss as consequence of disabling or irreparable damage, or when somebody is injured or killed. The results of the root cause analysis are used for improving the understanding of traffic crash causes, for identifying and implementing preventative measures, and as supporting evidence in case of legal issues. Unfortunately, on some occasions the information found in such documents is not enough for conducting TCRCA; therefore, AFMS has created this Standard Operating Procedure (SOP) to establish a clear procedure on collecting traffic crash information.

The information collected is then shared with the UK's Transport Research Laboratory ([TRL](#)) which is the traffic crash investigation service supplier AFMS established a Frame Agreement with. TRL uses that information to produce a report of every type of traffic crash sent for investigation and to conduct an annual analysis to facilitate the decision-making process and support road safety initiatives.

### 2. Scope

This SOP applies to traffic crash cases involving UNHCR's vehicles driven by partner drivers in accordance with the paragraph 3.2 Right of Use of UNHCR Assets (RoU) of the [Areas of Specialization](#). Traffic crashes related to private vehicles or to locally rented vehicles are out of scope.

## 3. Responsibilities

### 3.1. Partner driver or vehicle occupants

Partner drivers should notify their supervisors as soon as possible and no later than 24 hours when they are involved in traffic crashes.

In case of a Road Traffic Crash (RTC) involving third parties, the partner driver should remain at the crash site until directed otherwise by local authorities unless their personal safety, or the safety of the occupants, is manifestly endangered, or where the local UN security protocols dictate another course of action. If there is an imminent threat of violence, or if there is a risk of mob violence, or if other risks have been identified locally by the Field Security Adviser (FSA) or Security Focal Point (SFP)<sup>1</sup> where the safer option for the partner organization personnel would be to go to the nearest police station.

Unless the partner driver's physical and/or mental<sup>2</sup> conditions after the crash prevents them from collecting information and writing reports, when the traffic crash results in disabling damage or irreparable damage of the UNHCR or third-party vehicle, or it produces injuries and/or fatalities, the driver should:

1. Secure the scene according to [Annex 2](#).
2. Take pictures as indicated in [Annex 3](#).
3. Write a traffic crash report within 24 hours containing at least the next components:
  - a. Date and time
  - b. Location
  - c. Weather conditions
  - d. Road conditions
  - e. Description of the vehicles involved in the traffic crash
  - f. Travelling direction (for example southbound, northbound, towards x city)
  - g. Maneuver done by the driver just before the collision. For example, entering an intersection, following another vehicle, overtaking, attending communication devices, etc.
  - h. Maneuver or actions done by the third parties involved in the crash (if any)
  - i. Influencing factors such as number of hours driving, tight schedule allocated for conducting the tasks requested by management, medication taken, stress and reasons for being stressed, etc.
  - j. Travelling speed at the moment of the collision (this could be based on the driver's or passenger's best assessment).

In case the driver was carrying passengers, but as consequence of the traffic crash the partner driver's physical and/or mental conditions of the driver prevents them from following the procedure indicted in

---

<sup>1</sup> In operations where there is not a FSAs there could be SFPs instead.

<sup>2</sup> A physical or mental state preventing a person from reporting a traffic crash may include but are not limited to: injuries requiring hospitalization, unconsciousness, shock, loss of memory, and post-traumatic stress disorders.

3.1, and in case the physical and mental conditions of any passenger allows it, any passenger should follow the before mentioned procedure.

However, if all vehicle occupants (passengers and driver) resulted injured, or their mental state results adversely affected, following the above procedure is not required.

### 3.2. Partner Drivers' Supervisor

The partner driver's supervisor should be responsible for:

- 3.2.1. Ensuring the procedure described in 3.1 is followed to the extent possible within 24 hours and provide remote assistance when needed.
- 3.2.2. Guiding drivers or passengers remotely on the collection of traffic crash information and on taking pictures of the scene.
- 3.2.3. Ensuring the traffic crash report is fully completed with adequate details.
- 3.2.4. Notifying the situation and forwarding the traffic crash report to the relevant UNHCR office within 24 hours.

### 3.3. FSA or Security Focal Point

In case of a RTC or incident involving third parties, a FSA or SFP may respond to the crash site until directed otherwise by local authorities unless their personal safety, or the safety of the occupants, is manifestly endangered, or where the local UN security protocols determine another course of action. If there is an imminent threat of violence, or if there is a risk of mob violence, or if other risks have been identified locally FSA or SFP should direct UNHCR personnel to go to the nearest police station.

FSAs or SFPs are recommended to support all affected parties by following the SOP for Traffic crash information collection for UNHCR staff and affiliate workforce.

### 3.4. UNHCR country office insurance contact point

After receiving the information of the traffic crash provide by the partner organization driver supervisor, the UNHCR country office insurance contact point must fill in the Vehicle incident Report Form and follow the SOP for Traffic crash information collection for UNHCR staff and affiliate workforce.

## 4. Definitions

4.1. **Disabling damage:** Disabling damage occurs when road vehicle damage prevents the departure of the vehicle from the scene of the crash, in its usual operating manner, by daylight, and after simple repairs.

**Inclusions:**

- Vehicle which could potentially be driven but could incur further damage if driven after the damage sustained during the incident thereby.

**Exclusions:**

- Damage which can be remedied temporarily at the scene without special tools other than the normal factory supplied tool kit or parts other than tires.
- Tire disablement without other damage even if no spare tire is available.
- Headlamp or taillight damage, which would make night driving hazardous but would not affect daytime driving.
- Damage to turn signals, horn, or windshield wipers which makes them inoperative.

4.2. **Irreparable damage:** damage that cannot be adequately fixed. This includes pillar deformation, airbag deployment, etc.

4.3. **Traffic crash:** a collision involving one or more vehicles and that results in injury, death and/or material damage.

|             |   |
|-------------|---|
| Approved by | Head of Assets and Fleet Management Section |
| Date        |   |
| Signature   |   |

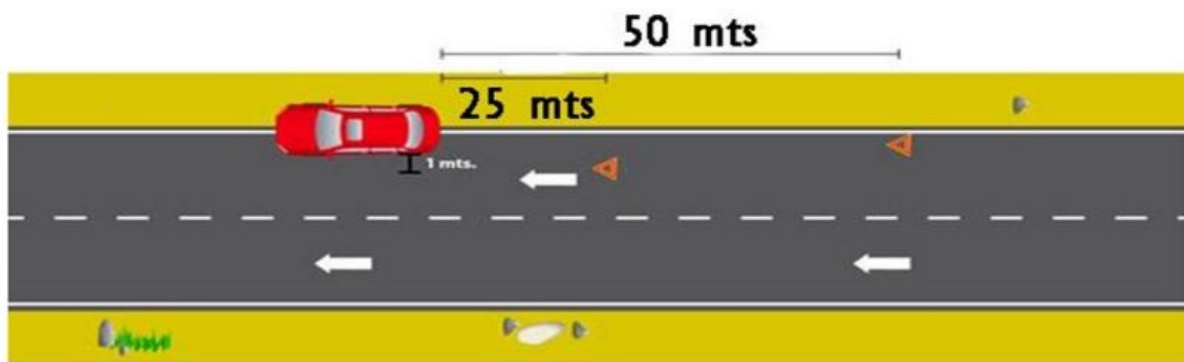


## Annex 2. Securing the scene

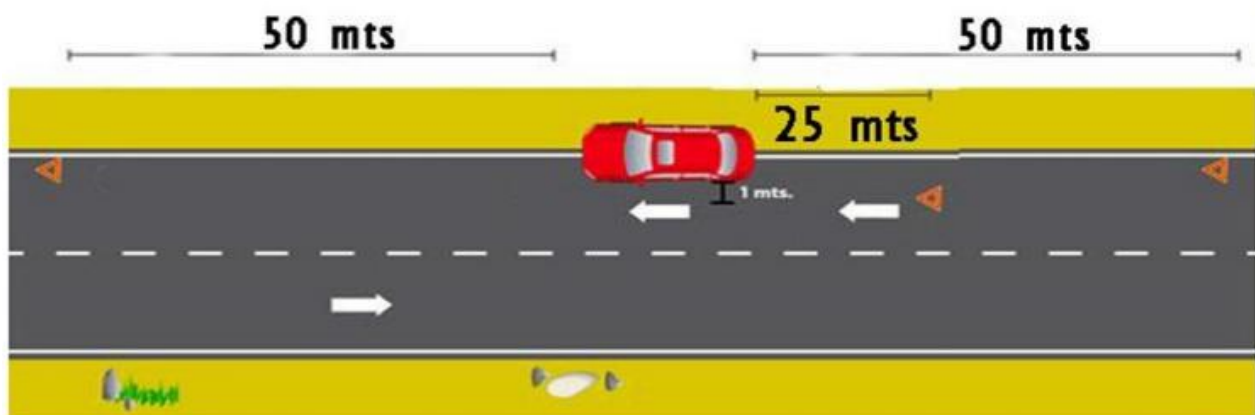
While waiting for the emergency services to arrive take the following actions:

- i. Turn on the warning lights,
- ii. Put on the high-visibility vest, and
- iii. Secure the area by using the safety triangles as indicated in the [UNSMS Security Management Operations Manual. Chapter XX. Annex X – Post Crash Response](#) (see below figures).

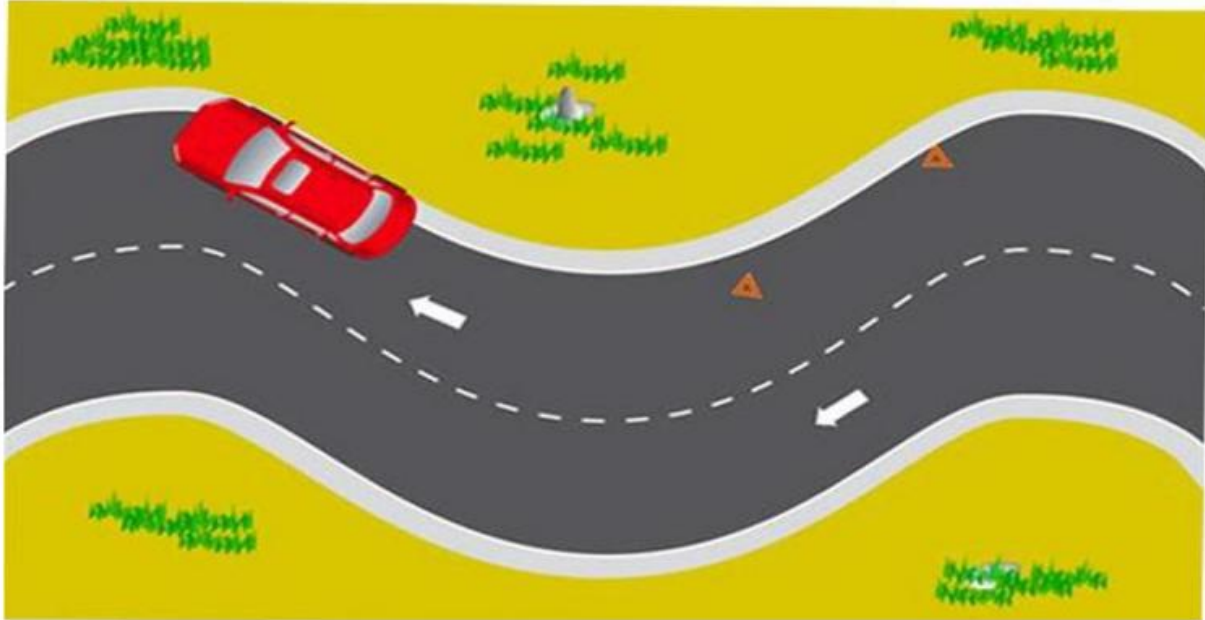
**In a one-way road put two warning triangles behind the vehicle.**



**In a two-way road put another warning triangle in front of it.**



**In a curve, put the warning triangles where the oncoming drivers can see there is a problem in advance.**



## Annex 3. Procedure for taking pictures of the traffic crash scene.

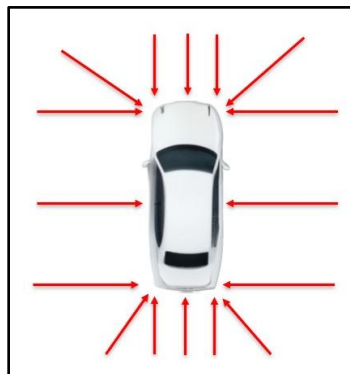
Remember that safety is first, so when taking pictures of traffic crashes look for safe places before taking the pictures. A safe place shall keep you away from the traffic flow. This means that you should be away from the carriageway, so you should walk on a sidewalk, on the inner side of a vehicle barrier, or on the road margins.

Another tip to keep in mind is that you should not walk while been distracted by the mobile phone when taking pictures. Ensure you are paying attention to the oncoming traffic before you walk across or down the road to take pictures from different angles.

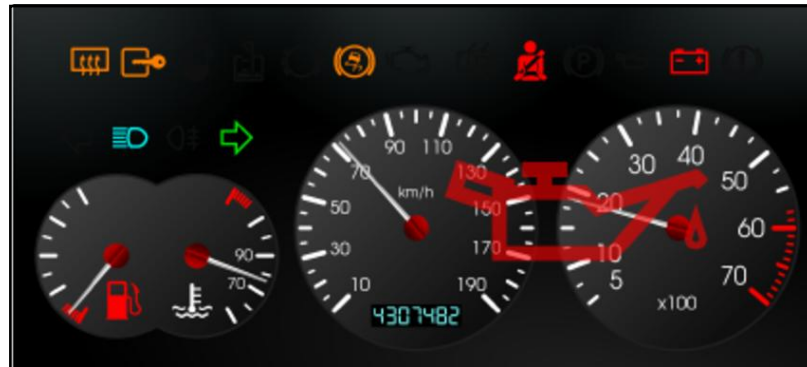
The procedure for taking pictures of the traffic crashes is as follows:

1. Photographs of the road where the crash occurred (360 degrees) showing the vehicle(s) involved in the traffic crash.
2. Approaches from at least 100 metres (preferably further) prior to the collision in the directions taken by anybody involved.
3. Photographs of the road environment in the place where the traffic crash occurred (from a little distance away to capture the road environment characteristics, and close up to capture details of the damage).
4. Minimum four photographs of each of the vehicles involved covering all corners (360 degrees).

**Vehicle photograph angles**



5. Vehicle component-based pictures. For example, engine cluster, tyres, etc.
6. Photographs inside of the vehicle with the driver's door opened if possible, showing the seatbelts, any damage, and the instrument cluster (see below image) especially if any warning lights are illuminated or the airbags were deployed.



The cluster is the part of the dashboard that houses various displays and indicators that enable the driver to operate a vehicle.

7. Close photographs of any damage to the vehicle(s), property damage, or other objects that were impacted by the vehicle such as trees, light poles, etc.
8. Walk 100 m opposite to vehicle direction and take a photo every 20 m (around every 25 steps) including tyre marks, scratch marks, etc.
9. Any road signs or other street furniture<sup>3</sup> in the area including road signals, and the nearest building if possible.
10. General photograph capturing weather / road conditions.
11. It is also advisable to obtain a video of the area if possible.

---

<sup>3</sup> This refers to objects and pieces of equipment installed along streets and roads for various purposes. It includes objects like benches, traffic barriers phone boxes, streetlamps, traffic lights, traffic signs, bus stops, fountains, etc.