

# What should you do in the event of an accident?

## The main points in brief

Road traffic accidents happen very quickly. It's a case of taking the positives for those not injured in an accident. What is the safe and correct way to proceed directly after a collision?

When do the police need to be called? What needs to be kept in mind after an accident?

Being well informed is half the battle and can prevent frustration and extra costs afterwards.

### What to do after a traffic accident

1. Turn on your vehicle's hazard lights immediately.
2. Remain level-headed and get a general idea of the accident scenario.
3. Secure the scene of the accident
  - Wear a high visibility vest
  - Place the breakdown triangle 50 metres away from the scene of the accident.  
(This distance increases to 100 metres on expressways and motorways)
4. Perform first aid immediately if those involved in the accident have been injured.
5. Alert the appropriate emergency services and the police.
6. Look after casualties until the emergency medical services arrive at the scene of the accident.
7. Complete the "European Accident Statement" report forms and draw a sketch of the incident.
8. Report the claim as per internal instructions given by your insurance company or your fleet manager.



### Emergency telephone numbers

**Emergency medical services: 144**    **Police: 117**  
**General emergency number: 112**    **Fire brigade: 118**

**Swiss air ambulance (Rega): 1414**

### Mobility Solutions Ltd's contact details

**Within Switzerland: MoS Assistance**    **0800 667 277**  
**Swiss Post Assistance**    **0800 000 118**

**Abroad: MoS Assistance**    **+41 58 827 61 54**  
**Swiss Post Assistance**    **+41 58 827 61 70**

**E-mail: [mos.servicecenter@swisspost.ch](mailto:mos.servicecenter@swisspost.ch)**

### What to do after a minor accident

1. Secure the scene of the accident and place a warning triangle on the road.
2. If possible, take pictures (with a mobile phone) of the accident scenario and any damage to the vehicles.
3. Move the vehicles to the side of the road, forecourt, etc. and clear the carriageway.
3. Complete the "European Accident Statement" report forms and draw a sketch of the incident.  
Do not sign a promissory note.
4. The police will need to be involved if an agreement cannot be made on who is at fault.

#### Note:

If one of the people involved in the accident wants to get the police involved, all other parties implicated in the accident are obliged to remain at the scene.

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## What to do after an accident on the motorway

1. If possible, steer the vehicle into the hard shoulder.
2. Turn on your vehicle's hazard lights immediately.
3. Remain calm and be very careful of passing traffic before getting out of your vehicle. Only leave your car once you have found a car-free "gap" on the motorway. Fellow passengers must get out of the car on the passenger side. Everyone getting out of the car should move away from the carriageway immediately and stay behind the crash barriers or blockade, safely away from motorway traffic.



(Source: presseportal.de)

4. Wear a high visibility vest for your safety. Place the warning triangle 100 metres away from the broken down vehicle in a visible location.
5. Call your chosen breakdown service. If you are not a member of a breakdown service, call the police.
6. Contact your insurance company or your fleet manager.

## Replacement vehicle

If you need a replacement vehicle, it must be reported to the corresponding breakdown service/garage.

## Car Burglary

The police must be informed in the event of break-in and theft.

## What to do when calling emergency services to report the accident

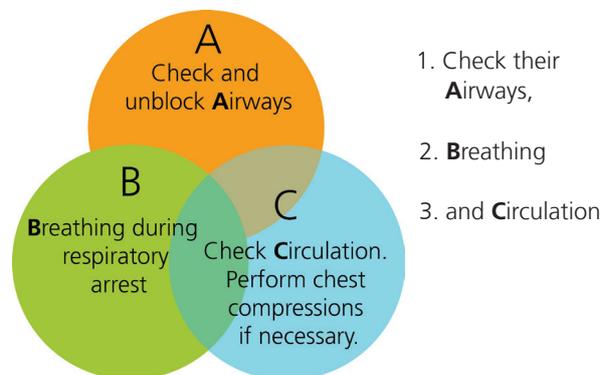
When alerting the emergency services, please give them the following information about the accident:

- a) **Who?** First of all, tell them your name.
- b) **What?** Give a brief explanation of the type of accident, e.g. a collision or a vehicle fire.
- c) **When?** Tell them an approximate time of the accident.
- d) **Where?** Try to give as much information about the place of the accident as possible. For instance, on motor ways you can state the direction of travel and the next exits.
- e) **How many?** Say how many people have been injured.
- f) **Other?** Report any other threats, i.e. if a casualty is stuck in the vehicle or if fuel is leaking from the vehicle.

Source: Beobachter's compact supplement on traffic accidents

## Looking after casualties before the emergency medical services arrive

First aid saves lives: The first few minutes count. If a person is unconscious, perform first aid. Follow the **ABC principle**:



Protect casualties from cold, hot or wet conditions. Talk to the casualties.

TCS offers courses on the right way to proceed in the event of an accident:

TCS courses in 2016

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