

Document Name: Claims Data Gathering for Incident	Control Number:	 A CRH COMPANY	 A CRH COMPANY	 A CRH COMPANY
Revision Date: 09/01/26	Revision Number: 4			
Revised By: Ligia Pascual	Owner: Claims			

SOP: Claims Data Gathering for Accidents

Purpose

This SOP outlines the process for collecting and submitting essential documentation following accidents, ensuring accountability, timely escalation, and compliance with company standards.

Responsibility Assignment

- **Safety Managers/Directors:**
 - Identify the key operational leaders responsible for collecting the required documentation.
 - Assign each required document to the appropriate operational leader.
 - Upload all documentation assigned to Safety directly to OneDrive.
- **Operational Leaders:**
 - Gather the assigned information and upload the required documentation directly to OneDrive.
- **Claims Team:**
 - Track documentation status and send completion reminders to Key Leaders and Safety regarding any outstanding items.

Process

1. When an incident occurs, it must be promptly reported to the Claims team.
2. Claims will collaborate with Legal to establish privilege over the incident.
3. Once privilege is established, Claims will email the relevant requirements from Sections 1–6 to the local Safety Leaders, who will identify the Key Leaders responsible for each item.
4. Safety will return the completed assignment to Claims. Claims will then distribute the requirements to the designated Key Leaders and clarify each person's responsibilities.
5. Key Leaders will upload the required documentation directly to OneDrive rather than submitting it by email, reducing the risk of information being overlooked or lost.
6. Claims will track completion and follow up individually with Key Leaders regarding any outstanding information.
7. If document retrieval exceeds expected time frames, Claims will escalate the issue to Area Managers and General Managers, with Safety Manager/Directors copied for visibility.

Compliance and Follow-Up

- All documentation must be submitted within the specified time frames.
- Claims will monitor progress and issue reminders as necessary.
- Failure to comply will invoke the escalation process.

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Document Collection Deadlines

Below are the required documents and corresponding deadlines for submission, organized by accident type.

Section 1: All Accidents (Always Required)

	Key Leader	Time frame	Task
☐		1 – 3hrs	Photographs and videos of the accident scene
☐		1 – 3hrs	Photographs and video of the affected vehicles or property damage
☐		1 – 3hrs	Photographs and video of the affected party(ies)
☐		1 – 3hrs	Internal accident report and investigation file (facts only)
☐	Safety	Up to 24 hrs	If circumstances are warranted, upload the completed Serious Incident Report (SIR)

Section 2: Accidents Involving Company Drivers

	Key Leader	Time frame	Task
☐		1 – 3hrs	Driver logs / daily logs for the 7 days prior to the Accident
☐		1 – 3hrs	Police Report Number along with copy of Citation if one is given
☐		Up to 8 hrs	Drug and Alcohol Testing (Post Accident)
☐		36hrs	Drug Results (Post Accident)
☐		48 hrs	Driver Videos (inc. dashcam, in cab)
☐		48 hrs	Drivers Personnel File / DL (for non-CDL) - Pre employment drug screening /Annual Employee Reviews / Disciplinary Actions / Write-Up / Warnings / Reprimands / Moving Violation Records, if any
☐		48 hrs	Driver Pre-Qualification Report / MVR file / Driving History Records / CDL / MedCard (For CDL Drivers) / Smith Training or any driver training for Non-DOT drivers
☐		48 hrs	Bills of lading, shipping/delivery tickets (for DOT)
☐		48 hrs	Weight ticket(s) if our driver was carrying a load when the Accident occurred (DOT)
☐	CLAIMS	48 hrs	Payroll Records (3 month prior to Accident) – Claims to request from Payroll Dept.

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Section 3: Accidents Involving Our Drivers (Truck & Trailer Maintenance)

	Key Leader	Time frame	Task
☐		1 week	Vehicle title & Registration
☐		48 hrs	If Truck or Trailer leased, lease documents
☐		48 hrs	Annual vehicle inspections (DOT vehicles)
☐		48 hrs	Driver's Trip Inspections (Pre/Post)
☐		48 hrs	Maintenance records
☐		48 hrs	Repair records for damages: invoices, estimates, for damage of vehicle
☐		24 hrs	ECM/GPS Records (DOT Vehicles)
☐		1 week	Driver's manuals
☐		1 week	Safety manuals, applicable as of date of Accident
☐		1 week	Driver specific policies & procedures, applicable as of date of Accident

Section 4: Accidents Occurring in Construction Zones

	Key Leader	Time frame	Task
☐		8 hrs	Photographs and video (GoPro or Dashcam) of our traffic control, at least 1-mile up to the accident scene (in the direction in which the Accident occurred)
☐		8 hrs	If involving a motorcycle Accident: pictures and video showing the depth of the road surface "lip" as close to the accident as possible, using a straight-edge and a ruler
☐		1 week	All Traffic Control Plan documents related to the accident scene
☐		1 week	Contract between us and the Owner/General Contractor, as applicable
☐		1 week	Subcontract(s) between us and any subcontractor(s) whose work could be implicated in the Accident (especially any traffic control subcontractor(s))

Section 5: Additional Construction Zone Accident Documentation

	Key Leader	Time frame	Task
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☐		1 week	Superintendent/ project manager/ foreman notes for week <u>prior</u> to Accident
☐		1 week	Videos or pictures of the traffic control for the 24 hours <u>prior</u> to the Accident
☐		1 week	Subcontract(s) between us and any subcontractor(s) whose work could be implicated in causing the Accident (especially any traffic control or milling subcontractor(s))

Section 6: Accidents Involving Yellow Iron's

	Key Leader	Time frame	Task
☐		1 – 3hrs	Operator HR personnel file
☐		1 – 3hrs	Maintenance Records
☐		1 – 3hrs	Repair records for damages: Invoices, estimates, for damage of vehicle
☐		Up to 8 hrs	Safety manuals, applicable as of date of Accident
☐		36hrs	Drug Results (Post Accident)

Section 7: Accidents Involving Our Third-Party Haulers

	Key Leader	Time frame	Task
☐		3-4 days	Bills of lading, shipping/delivery tickets
☐		3-4 days	Weight ticket(s) if driver was carrying a load when the accident occurred
☐		1 week	Hauler Trucking Service agreement and COI