



NTSU Vehicle Emergency Procedures

Emergency Contacts

 **Emergency Services** (Police, Fire or Ambulance)
 999

 **NTU Security** (24-hour support line)
0115 848 2468

NTU Security is available 24 hours a day and can provide support, advice and assistance if you are involved in an accident, breakdown or other vehicle-related incident.

Breakdown Assistance/Follow on Transport

 Call the QBE Helpline: 0800 389 1708

-  Tell the operator:
 - Your vehicle registration number
 - Your location
 - The nature of the breakdown or incident
-  The operator will arrange breakdown assistance and can advise on follow-on transport where this is available under the policy.

NTSU Vehicle Management Support

Vehicle Management should be contacted to report accidents, breakdowns, vehicle damage, faults, warning lights, near misses, or any concerns about the safety or condition of an NTSU vehicle.

Prompt reporting helps us keep vehicles safe, compliant and available for future users.

Vehicle Management Contact Details

 NTSUVehicleMgmt@ntu.ac.uk
 07964125668

NTSU Vehicle Emergency Procedures

I've Been Involved in an Accident

- ✓ Stop the vehicle safely and switch on your hazard lights.
- ✓ Move to a safe location if possible.
- ✓ Do not stand on:
 - A motorway hard shoulder
 - Blind bends
 - Live carriageways
 - Unsafe locations
- ✓ Check passengers for injuries.
- ✓ Call **999** if anyone is injured or there is a danger to life.
- ✓ Take photographs of:
 - Vehicle damage
 - The accident scene
 - Vehicle registrations
- ✓ Exchange:
 - Names
 - Contact details
 - Vehicle registration details
- ✓ Report the incident:
 NTSUVehicleMgmt@ntu.ac.uk

My NTSU Vehicle Has Broken Down

- ✓ Stop safely and switch on your hazard lights.
- ✓ Move to a safe location if possible.
- ✓ Keep passengers safe.
- ✓ Contact Breakdown Assistance:
 **0800 389 1708**
- ✓ Follow instructions given by the breakdown operator.
- ✓ Keep passengers informed.

Vehicle Recovery Location

If your NTSU vehicle cannot be repaired at the roadside or is not safe to continue the journey, the vehicles should be taken to:

Elm Tree Garage

Rawson Street
New Basford
Nottingham
NG7 7FR

- ✓ Vehicles can be left securely even if the garage is closed.
- ✓ A key safe is available on site.

My NTSU Vehicle Cannot Continue the Journey

Follow on Transport

If the vehicle cannot be repaired at the roadside or the mechanic advises that it is not safe to continue, passengers may require onward transport arrangements.

- ✓ Ask the mechanic about follow-on transport arrangements available through the breakdown recovery company.
- ✓ If the mechanic is unable to assist, contact the breakdown provider directly:
 **0800 389 1708**
- ✓ Explain that you are driving an NTSU vehicle and require assistance with onward travel arrangements.
- ✓ Keep passengers informed and updated throughout.
- ✓ Report the incident as soon as possible:
 NTSUVehicleMgmt@ntu.ac.uk

Incident or Concern With My NTSU Vehicle



Incident or Concern With My NTSU Vehicle

Examples:

- ✓ Vehicle damage
- ✓ Warning lights
- ✓ Mechanical faults
- ✓ Near misses
- ✓ Accidents
- ✓ Any concerns about vehicle safety

When returning the vehicle:

- ✓ Inform Security when handing back the keys.

- ✓ Report the issue to:



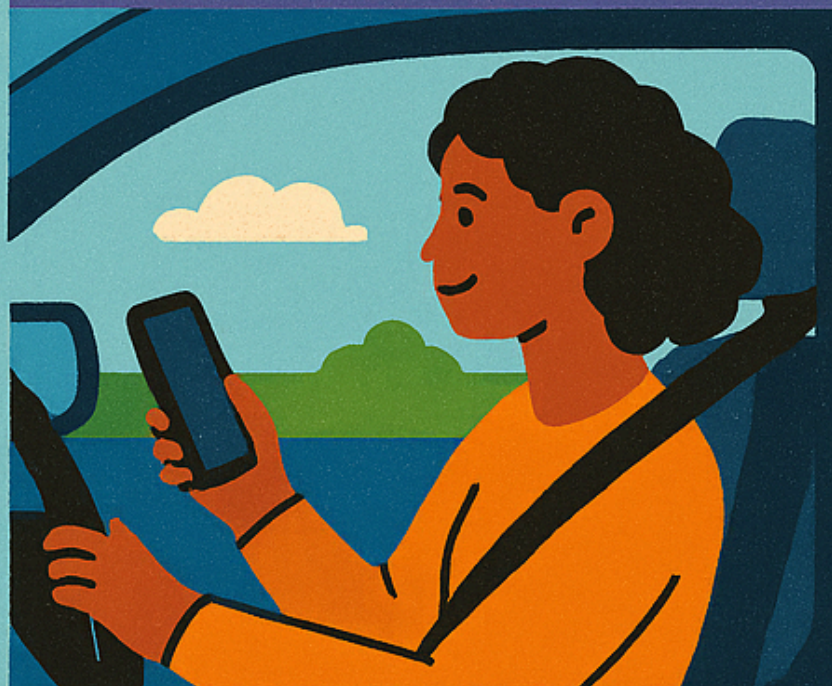
NTSUVehicleMgmt@ntu.ac.uk

DRIVE SAFELY

**OBEY THE
SPEED LIMIT**



**DON'T DRIVE
DISTRACTED**



BUCKLE UP



**DO NOT DRIVE
IMPAIRED**



