

MATERIAL HANDLING

Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-13

Customer Accidents

All accidents/incidents on customer's premises, involving equipment supplied or maintained by Toyota Material Handling UK Ltd (TMHUK) or its subcontractors, must be reported to establish the requirement for an investigation and report.

All accidents reported should be processed in accordance with the process flow on page 3.

Reporting an accident/incident on a customer's premises

- 1.0 The reporting person is to call the Business Centre Administration Team on 0370 850 1402. Outside of normal business hours these calls will be handled by our 'out of hours' service provider.
- 1.1 Business Centre Administration will complete the relevant fields within the QHSE Accident/Incident intranet program. An automated email will be sent to the relevant leaders within the after sales group
- 1.2 The relevant leader is to contact either the attending technician or the service team manager (STM) of the area to establish the details of the accident/incident and to determine whether further investigation is required (Q082). This is to be recorded on the QHSE Accident/Incident intranet program where, if required, a Q082 will be initiated and the STM notified.
- 1.3 In addition to the process above, an investigation can be instigated by any of the following:
 - Divisional Director
 - Safety Council
 - QSE Team
 - Technical Operations
- 1.4 If a TMHUK team member is involved in such an accident and sustains personal injury then SM-11- Accident/Incident Reporting & Investigation must also be followed.

Attending a reported accident/Incident

- 2.0 When examining equipment involved in a Customer Accident it will always be necessary to complete a worksheet recording the examination and its conclusions. This document is the customers report on the condition of the equipment at the time of examination and MUST be signed by the customer. It will not seek to determine the cause of the accident; we should not offer any subjective opinions on cause/responsibility, either verbally or on the worksheet.
- 2.1 When completing the worksheet, the technician must state in the External Text that it is an examination/report of equipment having been involved in an accident and detail any faults found.
- 2.2 A 'Machine Incident Examination' checklist must be completed in every instance and all sections completed. A copy of this worksheet and checklist must be made available to the customer/site operator by whatever is the customers preferred medium.
- 2.3 Where possible a truck report must be downloaded and retained for investigation purposes.

- 2.4 Whilst gathering information at the customers' premises, care should be taken to avoid being drawn into conversation regarding the suitability or design of the equipment. **Never admit liability to the customer or provide formal statements without authority from senior management.**
- 2.5 Keep all causal parts and return to the Technical Manager using Quarantine Parts label SD13.

Completing an Accident/Incident Report (Q082)

- 3.0 If a Product Accident/Incident Report is required, then the Q082 - Product Accident/Incident Report user guide must be followed. The general requirements of when a Q082 is to be completed are, but not limited to:
- Fatality
 - Injury
 - Where there may be some implied liability for TMHUK
 - Any automated or semi-automated equipment involved
 - Customer claims that the truck is at fault where there has been personal injury or property/product damage.
 - Dangerous occurrence involving a Truck

Uncontrolled truck movement

- Truck movement without a traction control being operated.
- Movement of the lifting mechanism without a lift / lower control being operated.
- Service or parking brake failure.
- Steering system failure.
- Sudden cab drop on a truck with elevated operator position.
- Wire guidance fault causing truck to collide with racking.

Truck overturn or component failure that could have caused a truck to overturn

- Overturn of any industrial truck in our product range.
- Failure or detachment of wheel, axle or stabiliser.

Lifting mechanism failure causing load or lifting component to drop or detach.

- Chain, chain anchor, chain anchor pin failure
- Fork carriage or chain anchor mounting point failure
- Failure of hook type fork or fabricated fork arm.
- Mechanical or hydraulic attachment failure or detachment from its mounting point.
- Failure of a mast or tilt cylinder mounting.
- Failure of a tilt cylinder or tilt cylinder rod yoke.

Truck fire**Any truck safety system failure**

For any accident/incident resulting in Fatality, Significant Injury and/or High Property or Loss Damages an Accident/Incident Report will be completed by the Technical Operations team and sent to the relevant product safety e-mail address as specified within the reporting procedure, published on T-Space, within 24hours.

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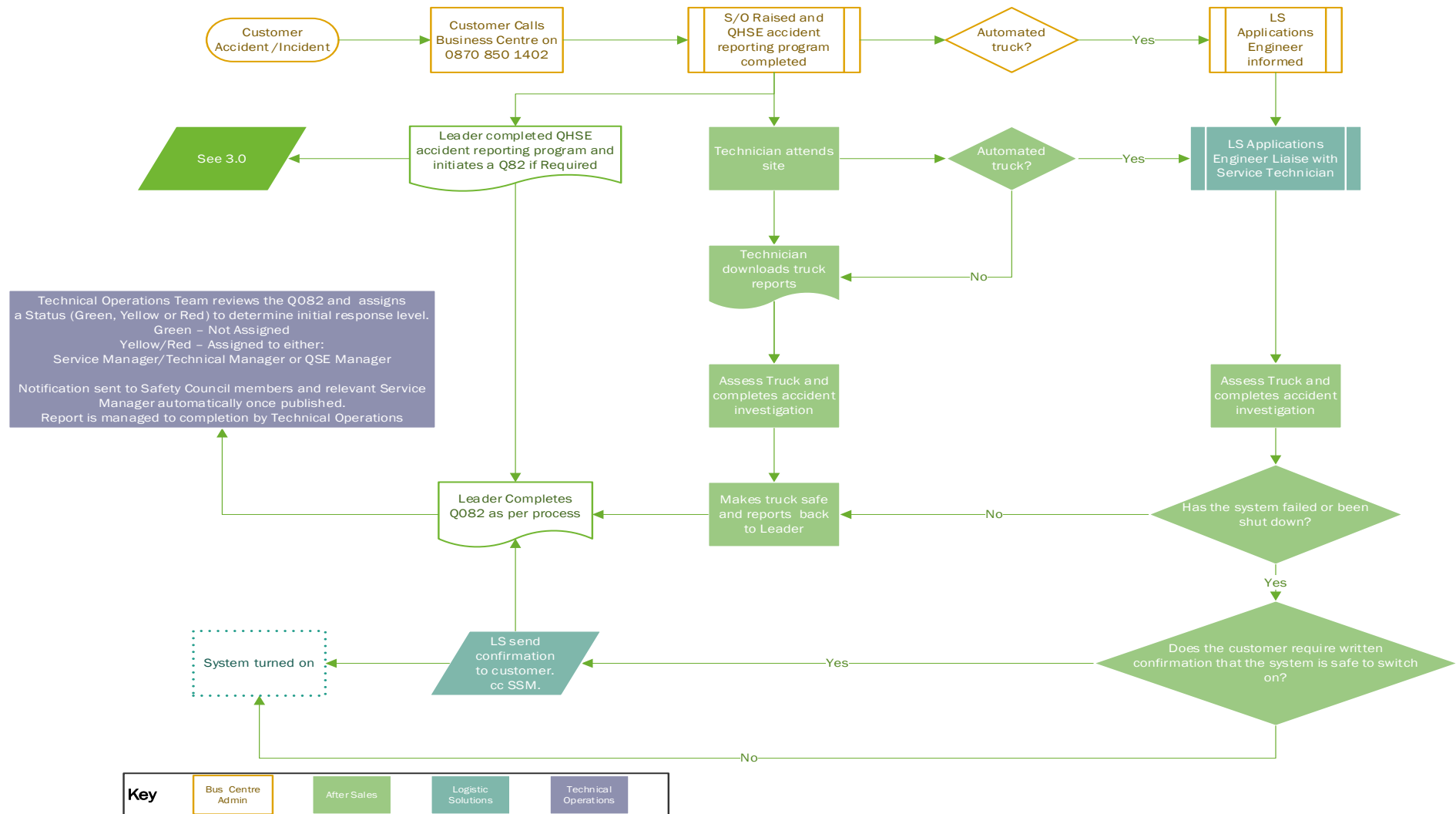
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- 3.1 If the customer requires an immediate response/ report on an accident on their premises, then a Q089 - Preliminary Incident Report is to be initiated. – See Q089 Preliminary Incident Report Guide.
- 3.2 The Q089 report is designed to capture factual information directly following an incident. It is not intended to replace the Q082 and the full investigation. Its purpose is to provide the customer with a preliminary report only.

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