

## Communication and Incident Reporting

**Immediate communication following an incident is vital.**

To report an incident:-

1. Report by phone or email to your operational contact  
(see the "Contact Matrix" below)
2. [crash@pofm.com](mailto:crash@pofm.com)



Please report any:-

- Injury
- Road Traffic Accident
- Load shift or loss
- Any near misses on site or on route or at Customer
- Police stop checks – even if no action is taken
- If the Driver is unhappy with how the load has been configured
- Problems with delivering on time

Please provide as much information as possible:-

- Who is injured / what is damaged
- Description of the incident
- Time and location
- Actions already taken



## Communication Matrix

Collection Point	Day Contact		Day Contact & Out of Hours		Safety Contact		Alternative Contact		Alternative Contact	
	Name	Telephone Number	Name	Telephone Number	Name	Telephone Number	Name	Telephone Number	Name	Telephone Number
Rotherham, Stocksbridge	Roxanne Humphrey	+44(0)1724404397	Andy Rooke	+44(0)7909918998	Bill McCormack	+44(0)7795300650	Paul Fitzpatrick	+44(0)7768034880	Scott Walker	+44(0)7714225282
Scunthorpe Rod Mill	Jason Sturdy	+44(0)1724381810	Andy Rooke	+44(0)7909918998	Bill McCormack	+44(0)7795300650	Paul Fitzpatrick	+44(0)7768034880	Scott Walker	+44(0)7714225282
Brinsworth, Rotherham Bright bar, Wednesbury, Skinningrove, Darlington, Dawsons (Middlesborough), Flixborough, Scunthorpe Billets (Redbourne)	Leza Busby	+44(0)1724405742	Andy Rooke	+44(0)7909918998	Bill McCormack	+44(0)7795300650	Paul Fitzpatrick	+44(0)7768034880	Scott Walker	+44(0)7714225282
Scunthorpe Plate, Clydebridge, Dalzell	Emma Rooke	+44(0)1724402442	Andy Rooke	+44(0)7909918998	Bill McCormack	+44(0)7795300650	Paul Fitzpatrick	+44(0)7768034880	Scott Walker	+44(0)7714225282
Corby, Hartlepool	Dave Prosser	+44(0)1536404065	Hugh Muir	+44(0)7736891956	Rachelle McKeen	+44(0)7710148048	Paul Fitzpatrick	+44(0)7768034880	Scott Walker	+44(0)7714225282
Shotton	Andrew Pritchard	+44(0)1633293162/ +44(0)7798717470	Matthew Gray	+44(0)7734717098	Colin Evans	+44(0)7920205188	Paul Fitzpatrick	+44(0)7768034880	Scott Walker	+44(0)7714225282
Llanwern, Port Talbot, Brierley Hill	Darren Thompson	+44(0)1633293161/ +44(0)7710705914	Matthew Gray	+44(0)7734717098	Colin Evans	+44(0)7920205188	Paul Fitzpatrick	+44(0)7768034880	Scott Walker	+44(0)7714225282
Llanelli	Neil Huggard	+44(0)1554778769/ +44(0)7900227971	Matthew Gray	+44(0)7734717098	Colin Evans	+44(0)7920205188	Paul Fitzpatrick	+44(0)7768034880	Scott Walker	+44(0)7714225282
Cogent (Newport), Crosskeys, Tafarnabach	Helen Jenkins	+44(0)1633929010	Matthew Gray	+44(0)7734717098	Colin Evans	+44(0)7920205188	Paul Fitzpatrick	+44(0)7768034880	Scott Walker	+44(0)7714225282