

## Breakdown Procedure

### Gather Key Details from Driver:

Driver name and vehicle registration

Exact location (postcode, road name, or GPS if available)

Nature of breakdown (e.g. engine failure, flat tyre, warning lights)

Passenger status (onboard, dropped off, or waiting)

Safety status (e.g. vehicle in safe location, hazard lights on)

Does the driver have passengers on board ?

YES

NO

Apologise and explain the situation professionally  
Offer alternative transport:  
Dispatch nearest available vehicle  
Keep passenger updated on ETA

All vehicles should be carrying a spare wheel and basic tools for roadside tyre changes.  
If these are missing or the location is unsafe, follow the standard breakdown procedure.  
If equipment is present and the location is safe, the driver is expected to change the tyre.  
If unsure how, refer to a YouTube tutorial or contact the office for guidance.  
Leaving a vehicle with a flat when all items are available may result in a recovery charge billed to the driver.

Is this a breakdown or a flat tyre?

Flat Tyre

Breakdown

Is the vehicle in a safe place ?

YES

NO

Ensure driver leaves a note on display explaining that the vehicle will be moved the next working day, please arrange for a 50/50 driver to collect the driver

Can it be moved to a safe place?

YES

NO

Ensure driver is safe and arrange recovery

If during normal office hours please call the workshop. Dial 201

OUT OF HOURS ONLY

1st: Dean Jackson  
07563 951 360

Cars & 8 Seaters only

2nd: Knocks Recovery  
07762 790 851

All vehicle Types

3rd: Jason Brown

Only reach out to Jason if neither of above can be reached

### Recovery Cost Control

If a broken-down vehicle is in a safe location, leave it and return keys to the office.

It will be collected or repaired the next working day.

Only send a 50/50 driver for collection.

The affected driver should be dropped at home or office—**whichever is closer**—to reduce costs.

FOR COMPANY-OWNED VEHICLES ONLY