

# CAR EMERGENCY HELP



- ✓ JUMP A CAR
- ✓ CHANGE A TYRE
- ✓ ACCIDENT CHECKLIST



Important for safe,jump a car,change a  
tyre and accident checklist.

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## **FOR COMPANY USE ONLY.**

Please do not share copies with anyone outside of the company.

# how to **JUMP** **A CAR**

## DO YOU NEED A JUMP?

When you turn the key....

- If it cranks slowly or not at all, you probably have a dead battery.  
(If it cranks quickly, you probably don't have a dead battery)
- If your headlights are dim, you probably have a dead battery.
- (If they are bright, your battery is probably okay)
- If your dash lights light up and then go dark or dim when you crank it, you

probably have a dead battery.

▲ -- WARNING: These instructions are not intended to replace professional advice; they simply provide a summary.

# HOW TO JUMP A CAR

## 1. Get a running car



Park the running car near, but not touching the disabled car, trying to position the car in a way to minimize the distance between the batteries.

- Prepare both cars
- Make sure both engines are off.

- Pop the hood on both vehicles.
- Locate the battery on each vehicle.

## 2. Get out your jumper cables

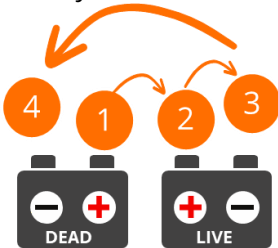
The **positive (+)** terminal will **usually** have a **red cable**, and the **negative (-)** terminal will **usually** have a **black cable**.

ONCE CONNECTED TO A BATTERY, MAKE SURE THE RED AND BLACK ENDS OF THE JUMPER CABLES DON'T TOUCH!

MAKE SURE NONE OF THE CABLES ARE DANGLING INTO ENGINE COMPARTMENT.

### 3. Connect the jumper cables

- Connect one **RED CLAMP** to the **POSITIVE (+)** terminal of the dead battery.
- Connect the other **RED CLAMP** to the **POSITIVE (+)** terminal of the good battery.



- Connect one **BLACK CLAMP** to **NEGATIVE (-)** terminal of the good battery.
- Connect the other **BLACK CLAMP** to a piece of grounded metal on the dead car or connect it to the **NEGATIVE (-)** post of the dead battery.

### 4. Start the working car


- Let idle for a few minutes.

- Rev the engine a little above idle for 30-60 seconds

### 5. Try to start the dead car

- If it doesn't start, **shut the engine of the working car off** before checking the connections.
- Restart the working car and let it idle for another 5 minutes before attempting to start the disabled car. If this doesn't work after a few tries, you may need to have the car towed.

### 6. Remove jumper cables once car starts

 **DON'T LET CABLES OR CLAMPS TOUCH EACH OTHER OR THE ENGINE.**

- Do this in the **REVERSE** order in which they were attached.

- Remove **BLACK (-)** from dead car.
- Disconnect **BLACK (-)** from good car.
- Disconnect **RED (+)** from good battery. Disconnect **RED (+)** from dead battery. Replace any post covers if applicable.

## **7. Keep your car running**

- Run car above idle (slightly revved with foot gently on gas) for 5 minutes, then on or above idle for 20 min before turning off.

# how to **CHANGE A TYRE**

Changing a flat tyre should only take you 15-30 minutes ... you got this!

## HOW TO CHANGE A TYRE

Changing a flat tyre should only take you 15-30 minutes ... you got this!

### 1 Find A Safe Location



### 2 Turn On Your Hazard Lights



### 4 Apply Wheel Wedges



### 6 Apply Wheel Wedges



### 5 Place The Jack Under



### 8 Raise The Vehicle With Jack



### 9 Unscrew The Lug Nuts



### 11 Mount The Spare Tyre On LLug Bolts



### 13 Lower The Vehicle completely



### 14 Replace The Hubcap (Optional)



## 1. Find A Safe Location

- DO NOT abruptly brake or turn.
- Slowly reduce speed and find a stretch that is:
- Level - prevents your vehicle from rolling
- Straight - better than curves because oncoming traffic is more likely to see you
- Wide shoulder - an empty parking lot would be an ideal place.

\*\*\*Driving on a flat tyre risk ruining your rim, so try to find a good spot quickly.

## 2. Turn On Your Hazard Lights

## 3. Apply The Parking Brake

## 4. Apply Wheel Wedges

Wheel wedges (or bricks or large stones - just be

sure they're large enough) go in front of or behind the tyres to ensure the vehicle doesn't roll while you fix the flat tyre.

- If you're changing a rear tyre, place these in front of the front tyres.
- If your flat tyre is at the front, put the wheel wedges behind the rear tyres

## 5. Remove The Hubcap or Wheel Cover

- If your vehicle has a hubcap covering the lug nuts, it's easier to remove the hubcap before lifting the vehicle with the jack.
- If you don't have a hubcap or wheel cover, you can skip this step.
- Use the flat end of your lug wrench to remove the hubcap.
- This works for most vehicles, but some

hubcaps need a different tool to remove them.

## 6. Loosen The Lug Nuts

- Using the lug wrench, turn the lug nuts counterclockwise (you can use your foot or all your body weight if necessary).
- Loosen the lug nuts about  $\frac{1}{2}$  of a turn, but **don't remove them completely yet.**

## 7. Place The Jack Under The Vehicle


- The correct place for the jack is usually beneath the vehicle frame alongside the tyre that's flat. Many vehicle frames have molded plastic on the bottom with a cleared area of





exposed metal specifically for the jack. To safely lift and avoid damage to the vehicle, follow the instructions for jack placement in your vehicle owner's manual.

## **8. Raise The Vehicle With The Jack**

- Raise the vehicle until the flat tyre is about 6 inches above  the ground (this is to allow enough room for a fully pumped-up spare tyre to go on).
- Never put any part of your body under the vehicle during or after raising the vehicle.

## **9. Unscrew The Lug Nuts**

Since you've already loosened them, you should be able to unscrew them mostly by hand.

## **10. Remove The Flat Tyre**

- Gripping the tyre by the treads, pull it gently toward you until it's completely free.
- Set it on its side, so it doesn't roll away.

## **11. Mount The Spare Tyre On The Lug Bolts**

- Line up the rim with the lug bolts and push gently until the lug bolts show through the rim.



## **12. Tighten The Lug Nuts By Hand**

- Put the lug nuts back on the lug bolts and tighten them all the way by hand.
- Once they are all on, check each once again, tightening as much as possible.

- You will tighten them with the wrench after lowering the vehicle to the ground.

### **13. Lower Vehicle and Tighten Lug Nuts Again**

- Use the jack to lower the vehicle so that the spare tyre is resting on the ground, but the full weight of the vehicle isn't fully on the tyre.
- Tighten the lug nuts with the wrench, turning clockwise, pushing down on the lug wrench with the full weight of your body.
- Order of lug nuts to be tightened: Tighten lug nuts in a star pattern if 5 lug nuts, or move diagonally, across, and then diagonally again if 4 lug nuts.

### **14. Lower The Vehicle Completely**

- Bring the vehicle all the way to the ground and remove the jack.
- Give the lug nuts another pulls with the wrench to ensure they're as tight as possible.

### **15. Replace The Hubcap (Optional)**

- If the hubcap you took from the flat tyre will fit your spare, put it in place the same way you removed it initially.
- If it doesn't fit, stow it away with the tyre when you stow your equipment.

### **16. Stow All Equipment**

Don't forget to load everything back into your vehicle before driving away.

- Jack
- Lug wrench

- Wheel wedges (possibly)
- Flat tyre
- Hubcap (possibly)
- Flashlight (possibly)

## **17. Check The Pressure in the Spare Tyre**

- “T-Type” temporary spares, also called “mini-spares,” could require 60 PSI.
- If the tyre needs pressure, drive **(slowly)** to a service station immediately. Temporary spare tyres aren’t made to drive long distances or at high speeds, so drive cautiously until you’re able to visit a tyre technician.

# **ACCIDENT**



## **Checklist**

### **ACCIDENT INFORMATION AND DO'S AND DON'T GUIDE**

#### **CALL Emergency Service**

Dial 10111 if anyone is injured.

#### **Ensure Safety**

Move to a safe location **only if it's safe to do so** and the vehicle is not severely damaged. Avoid obstructing traffic.

#### **Call the Police**

Report the accident to the nearest police station within 24 hours, especially in cases involving:

- Injuries or fatalities.
- Hit and run.
- Drunk or reckless driving.
- Vehicle requiring towing.

#### **Remain at the Scene**

Do not leave the scene unless:

- Directed by a police officer, or
- There is an immediate safety risk.

#### **Render Assistance**

- Ensure the scene is safe.
- Help injured persons as far as you are able (e.g. call paramedics).
- Do not move injured persons unless they are in immediate danger or told to do so by professionals.

#### **Exchange Details**

Share your information with the other driver(s) and collect theirs (see "What to Record" below).

#### **What to Record at the Scene**

##### **Photos and Videos**

Take clear images of:

- All vehicle damage
- The accident scene
- License discs and registration plates
- Road and weather conditions

- Any skid marks or relevant surroundings
- Driver and Vehicle Info (All Involved Vehicles)
- Full name and ID or passport number
- Contact details and residential address
- License disc and vehicle registration number
- Make, model, and color of the vehicle
- Insurance company details
- Employer details (if applicable)
- Date, time, and location of accident
- Witness Information
- Full name, company, and contact details
- Police Information
- Officer name, badge number, police station, and case number
- Tow Truck Details (if used)
- Tow truck company and contact number
- Driver's name and registration number

## **Do's and Don'ts at the Scene**

### **DO:**

- Open a case at the police station within 24 hours.
- Notify your Direct Manager and the Group General Manager immediately.
- Take photos and complete the Car Accident Info Sheet.
- Leave a note with your contact details if the other party is not present.
- Contact the insurance company before allowing any towing.
- Take a photograph of the other driver's license & vehicle license disc.

### **DO NOT:**

- Sign documents from the other party.
- Admit fault or discuss the accident beyond what is necessary with police.
- Drink alcohol within 24 hours of the accident.
- Move your vehicle unless required for safety or directed by police.
- Let unauthorized tow companies take your vehicle.

## **Important Policy**

### **Reminders:**

Alcohol & Drug Use:  
Employees involved in accidents under the influence will be held personally liable and face disciplinary action.

### **Negligent Driving:**

If an employee is found to have been driving recklessly or negligently, they may be held personally responsible for:

- Vehicle damage
- Third-party claims
- Disciplinary consequences

## **Reporting Obligations:**

- Accidents must be reported to your manager and the Health & Safety Officer.
- Complete the official Incident Report Form (MG-HSE-FRM-INR 202504.03).
- Include supporting documents (photos, police report, etc.).

## **Towing Procedure:**

- Use only insurance-approved towing companies.
- Refer to the "DO NOT TOW" sticker for contact details.
- Unauthorized towing may lead to personal liability for costs.

# ACCIDENT RECORD SHEET

ACCIDENT RECORD	
Date and Time	
Location (street names, suburb, town/city, province)	
What happened?	
What were the road conditions?	
Diagram of Accident Scene	
How many vehicles involved?	
Vehicle Damage (Company's)	

<b>Take Photo of Company Vehicle Damage</b>	
<b>Vehicle Damage (third party)</b>	
<b>Take Photo of Third Party Vehicle Damage</b>	
<b>Vehicle Damage (if more than one vehicle - note this)</b>	
<b>Vehicle Damage (third party)</b>	
<b>Note all Injuries to all parties here</b>	
<b>If Paramedics Involved obtain details</b>	
<b>If Person moved to a hospital - obtain details of such hospital or clinic</b>	



<b>VEHICLE ONE</b>	
<b>Driver Full Name</b>	
<b>Driver Identity Number</b>	
<b>Driver Cellphone Number</b>	
<b>Position in Company</b>	
<b>Driver Address</b>	
<b>Driver Email Address</b>	
<b>Driver Company Name Works For</b>	
<b>Vehicle Registration Number</b>	
<b>Take photo of License Disk</b>	
<b>Vehicle Make and Model</b>	
<b>Colour of Vehicle</b>	
<b>Insurance Company Name</b>	

<b>VEHICLE TWO</b>	
<b>Driver Full Name</b>	
<b>Driver Identity Number</b>	
<b>Driver Cellphone Number</b>	
<b>Driver Address</b>	
<b>Driver Email Address</b>	
<b>Driver Company Name Works For</b>	
<b>Vehicle Registration Number</b>	
<b>Take photo of License Disk</b>	
<b>Vehicle Make and Model</b>	
<b>Colour of Vehicle</b>	
<b>Insurance Company Name</b>	
<b>WITNESS INFORMATION</b>	

<b>Witness 1</b> Full Name	
<b>Cellphone Number</b>	
<b>Company Works For</b>	
<b>Company Telephone Number</b>	
<b>Address</b>	
<b>Witness 2</b> Full Name	
<b>Cellphone Number</b>	
<b>Company Works For</b>	
<b>Company Telephone Number</b>	
<b>Address</b>	
<b>POLICE INFORMATION</b>	
<b>Officer Full Name</b>	
<b>Officer Badge Number</b>	
<b>Police Station Affiliated To</b>	

<b>Case Number</b>	
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Driver Identity Number	
Driver Cellphone Number	
Driver Address	
Driver Email Address	
Driver Company Name Works For	
Vehicle Registration Number	
Take photo of License Disk	
Vehicle Make and Model	
Colour of Vehicle	
Insurance Company Name	
VEHICLE TWO	

<b>Driver Full Name</b>	
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<b>Company Telephone Number</b>	
<b>Address</b>	
<b>Witness 2</b> Full Name	
<b>Cellphone Number</b>	
<b>Company Works For</b>	
<b>Company Telephone Number</b>	
<b>Address</b>	
<b>POLICE INFORMATION</b>	
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<b>Company Works For</b>	
<b>Company Telephone Number</b>	
<b>Address</b>	
<b>Witness 2</b> Full Name	
<b>Cellphone Number</b>	
<b>Company Works For</b>	
<b>Company Telephone Number</b>	
<b>Address</b>	
<b>POLICE INFORMATION</b>	
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<b>Cellphone Number</b>	

<b>Company Works For</b>	
<b>Company Telephone Number</b>	
<b>Address</b>	
<b>Witness 2</b> Full Name	
<b>Cellphone Number</b>	
<b>Company Works For</b>	
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