

ACCIDENT / COLLISION



FLEET & DEPOT OPERATIONS PROTOCOL



Trigger Points

- Collision | Smoke/sparks from battery compartment after impact | Dashboard alerts for battery fault/ HV system damage.



Responsibility

Depot Manager

Technical Team

Operator

Driver

A. IMMEDIATE REPORTING & PASSENGER SAFETY



Responsibility:

Driver



Trigger: Collision, passenger injury, smoke, sparks, or fluid leakage.

- Stop bus safely, activate hazard lights.



Call nearest Police Station and Fire Station if needed, inform Control Room.



Evacuate Passengers to a safe distance; ensure no one touches high-voltage components.

B. ELECTRICAL ISOLATION & HAZARD CONTROL



Responsibility:

Driver



Action: Use emergency cut-off switch to isolate high-voltage system.



Apply: Lockout/Tagout if possible.



Fire Control: Use extinguisher only if safe; restrict access to battery compartment.

C. COMMUNICATION & ESCALATION



Responsibility:

Control Room



Action: Control Room logs incident details (location, severity, passenger status).



Notify: Depot Manager, Operator & Safety Officer.

D. RECOVERY & TECHNICAL RESPONSE



Responsibility:

Depot Manager/ Operator

Technical Response

- Attend to the event and report to police station with driver.
- Dispatch recovery vehicle and technical team.
- Inspect: Ensure electrical isolation before towing.
- Quarantine: Damaged components for investigation.

D. EMERGENCY ACTIONS - SOPS



Responsibility:

Driver

SOPs for Driver post accident/ collision

- Stop bus, activate hazard lights.
- Isolate high-voltage system using emergency cut-off.
- Evacuate passengers safely.
- Provide first aid while waiting for medical or fire responders.
- Prevent passengers from retrieving belongings or reboarding bus during incident
- Call Police, Fire Station, and Ambulance if accident involves injury or fire risk.
- Do not touch damaged electrical components.



Responsibility:

Depot / Technical

Operator

SOPs for Depot team during road accident

- Assist in rerouting and passenger transfers.
- Do not move the bus if fire, fluids, or structural damage are present; isolate it.
- Apply Lockout/Tagout before handling bus & Tow bus to depot safely.
- Do not restart or move bus until cleared by emergency and technical inspection.
- Inspect battery & high-voltage systems.
- Document damage & initiate repair or replacement.



Responsibility:

Depot / Technical

Operator

SOPs for Depot team during bus accident/ collision in depot

- Stop all charging and bus movement near the incident.
- Report immediately to Control Room and Safety Officer; call Fire/Police if needed.
- Evacuate personnel and restrict access to high-voltage areas.
- Isolate electrical systems using emergency cut-off; apply Lockout/Tagout.
- Use fire extinguisher or activate suppression system only if safe.
- Log incident and notify Depot Manager, Fleet Ops, and OEM.
- Call technical team for inspection and safe removal; quarantine damaged parts.