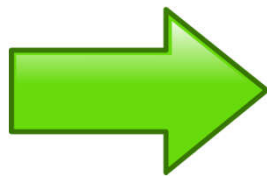
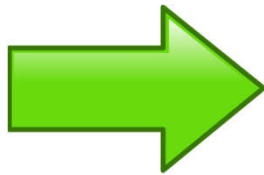


## Incident and Damage Reporting Process

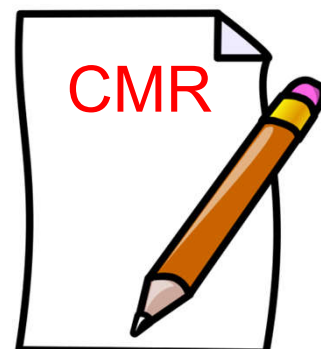
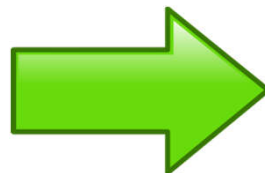
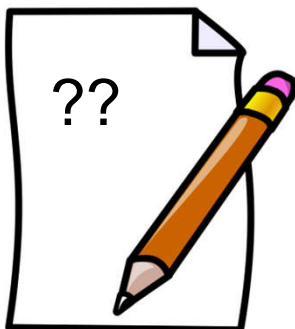
Incidents and damage to the loads does happen from time to time and can happen during both loading and un-loading as well as during transit to the customer site. The sooner damage is reported and documented, the quicker action can be taken and costs to all potentially reduced. It is vitally important that all damages are reported to P&O as soon as they are discovered.



**1. If an incident or damage has happened, take photos of place, load, damage etc.**



**2. Call your office and P&O Ferrymasters immediately**



**3. Write down what happened, with as much detail as possible. Make a note of any damage to product on the CMR. Take a photo of CMR.**



**4. Send all photos, copy of CMR and driver reports to P&O immediately**