

Extract from Cycling UK

Emergency operating procedures

Below are the recommended actions to take in the event of an incident.

1. Remain calm and think of yourself first – make sure you are safe. Count to 10 before acting
2. Get other people off the road or trail and away from danger
3. Make the area safe. Ask for two (or more) people to stop any traffic or other riders if necessary
4. Assess the casualty if qualified to do so or ask if anybody has a first aid qualification. Only move the casualty if absolutely necessary. The following apps may be useful if required:
 - [Free Mobile First Aid Apps – St John Ambulance](#)
 - [First Aid For Cyclists – Apps on Google Play](#)
5. Call the emergency services if required by dialling 999 or 112. They will need to know your location and the details of the injured parties. Identify your location by either a grid reference or using apps such as what3words.com or OS Locate
6. Send people to guide the emergency services if required
7. Reassure the casualty and, if they are conscious, ask whom they would like to be contacted. If they are unconscious, try and locate their emergency contact details (ICE) on their phone or on the signing-in/out sheet
8. Keep an eye on the rest of the group – look out for anybody suffering from shock, which can be dangerous
9. When help arrives, ask where the casualty is being taken so you can inform their emergency contact. Try and get the job number as well in case the ambulance is redirected en route. Do not go with the casualty
10. Make a note of any witnesses and other parties. Record briefly what happened and take photos of the scene. Complete the online [accident/incident report form](#) as soon as practicable and contact Cycling UK's [Incident Line](#) if you think there may be a claim to be pursued (available to full Cycling UK members only)
11. Decide what to do with the casualty's bike and possessions – perhaps a local resident could look after them for the time being, or you could lock them up somewhere and retrieve them at a later date? If the injured party wishes to carry on, remember to check the bike over first: straighten the handlebars, check the brakes
12. Decide whether to continue with the ride. People may appreciate the chance to sit down quietly and discuss what has happened over a hot drink. They may also feel able to carry on with the ride as planned
13. Consider advising counselling for anyone involved in the incident; see main article for details