

Live Monitoring Incident Response Checklist

What to do when a live monitoring alert fires on your fleet

When a G-Sensor or AI Alert Fires

- ☐ Open live view on the flagged vehicle immediately — do not wait for driver to call in
- ☐ Check forward-facing and driver-facing cameras first
- ☐ Assess: is the vehicle stationary or still moving?
- ☐ Is the driver responsive and alert?
- ☐ Note the vehicle location from the GPS overlay
- ☐ Decide: welfare call, emergency services, or continue monitoring

Driver Welfare Check Protocol

- ☐ Call the driver directly — give them 60 seconds to answer
- ☐ If no answer: check driver-facing camera via live view for signs of distress
- ☐ If driver appears unresponsive: call 999 and provide GPS location immediately
- ☐ If driver is responsive but distressed: establish the nature of the situation
- ☐ Direct driver to a safe stopping point if not already stationary
- ☐ Log all welfare check activations with time, reason, and outcome

Incident or Collision Response

- ☐ Open live view: confirm current vehicle state and driver welfare
- ☐ Check footage from 90 seconds before the event via recorded timeline
- ☐ Download and preserve the event clip immediately — before loop overwrite
- ☐ Direct driver to remain at scene and not move the vehicle
- ☐ Notify insurer within the claim notification window (usually 24 hours)
- ☐ Provide footage to insurer — do not wait to be asked

Third-Party or False Claim Scenarios

- ☐ Open live view or event footage immediately on notification of a claim
- ☐ Review the 2 minutes before and after the alleged incident
- ☐ Note vehicle speed, driver behaviour, and third-party vehicle position
- ☐ Preserve footage with timestamp — do not overwrite or compress
- ☐ Send footage to insurer before any third-party solicitor makes contact
- ☐ Log when the footage was reviewed and who reviewed it

