

The Chartered  
Institute of Logistics  
and Transport

# Back on the road

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For managers, colleagues  
and families following a  
traumatic incident in  
transport and logistics

A CILT(UK) GUIDE

**TRANSPORT & LOGISTICS SAFETY FORUM**

# Foreword

As Chair of the CILT(UK) Transport & Logistics Safety Forum, I'm proud to introduce this guide. It's not the kind of document any of us want to need, but the reality of working in transport and logistics is that, sometimes, our colleagues are exposed to the very worst of situations.

**T**his guide is about helping managers and teams know what to do when the unthinkable happens – whether that’s a driver involved in a fatal collision, a warehouse worker witnessing a serious accident, or an office colleague taking the first phone call. It’s about giving practical steps, clear advice, and a reminder that none of us are ever alone when dealing with trauma.

You’ll find case studies throughout the guide. These are based on real events in our sector. We’ve adapted the details to protect privacy, while keeping the truth of what such moments feel like and the difference that support can make. They’re included to bring the guidance to life – because real-world examples speak louder than theory, and sometimes it helps to recognise a little of your own experience in someone else’s.

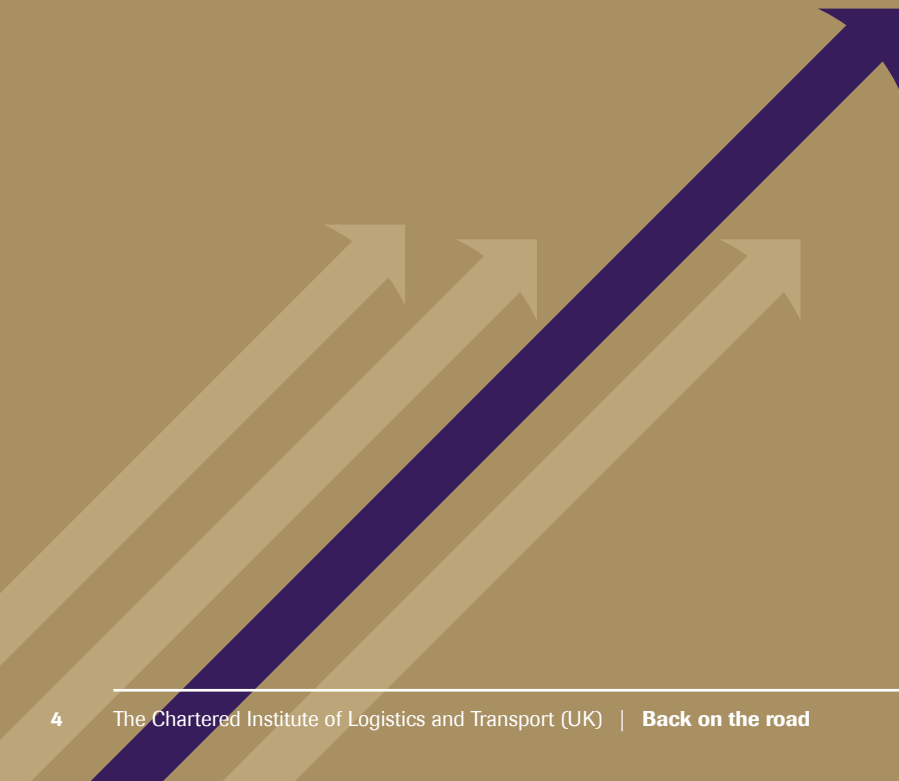
The aim here isn’t to wrap things up in management jargon. It’s to say: this is what you might feel, this is what you can do to help, and this is where you can turn for support. It’s written by the industry, for the industry, with the input of a range of stakeholders and colleagues.

If you take nothing else from this guide, let it be this: experiencing trauma doesn’t make you weak – it makes you human, and support is always available.



**Glen Davies**  
**Chair, Transport & Logistics  
Safety Forum, CILT(UK)**

Your  
journey  
starts  
here.



Every journey begins somewhere. For many of us in transport and logistics, the journeys we think about are physical ones – loads moved, miles driven, pallets lifted. This guide is about a different kind of journey: the road you may find yourself on after a traumatic incident.

None of us expect to face a fatal collision, a serious workplace injury, or a suicide. When it does happen, the impact reaches far beyond the immediate moment. It affects drivers, warehouse colleagues, managers, and families. It brings questions no one prepared us for:

*What do I say?*

*What do I do?*

*How do I support someone who's hurting?*

This guide has been created to provide clear, practical advice and reassurance for those in transport and logistics who experience or manage traumatic incidents. It is not a rulebook or a set of rigid instructions – every situation is different, and every person reacts in their own way. What it does offer is a framework, some simple steps, and the reminder that you are not alone.

## Who this guide is for?

- **Drivers and warehouse colleagues who may be directly involved in incidents or witnesses to them.**
- **Managers and supervisors responsible for supporting colleagues and liaising with families and authorities.**
- **Investigators and support staff who may have exposure to incident evidence, footage and details.**
- **Families and friends who want to understand what their loved one may be going through and how best to help.**

## Core principles

Three principles should guide every decision and every conversation after a traumatic event:

- **Humanity** – treat every individual with dignity and respect. Trauma is not a weakness, and everyone deserves compassion.
- **Support** – offer both practical and emotional help. Sometimes that means stepping in to cover a shift, sometimes it means just listening.
- **Confidentiality** – respect privacy and personal choice. Share information only with those who need to know, and never without consent.

## A shared commitment

This guide has been shaped by the voices of colleagues who know what it feels like to be caught up in tragic events. Their experiences remind us that while the circumstances may differ, the feelings are often the same: shock, fear, guilt, anger, sadness, or sometimes numbness. There is no 'right' way to react.

By taking the time to read and use this guide, you are part of a shared commitment across our industry – to look after one another when the worst happens, and to help colleagues and families find their way back on the road to recovery.

### What this guide is not

This guide is here to support you, but it's important to know its limits.

- **It's not an investigation manual – police, insurers and regulators have their own processes.**
- **It's not a substitute for professional medical or psychological help – if you or a colleague are struggling, please speak to a GP, counsellor, or support charity.**
- **It's not about blame or judgement – its purpose is care, not criticism.**
- **It's not one-size-fits-all – every incident and every person is different.**

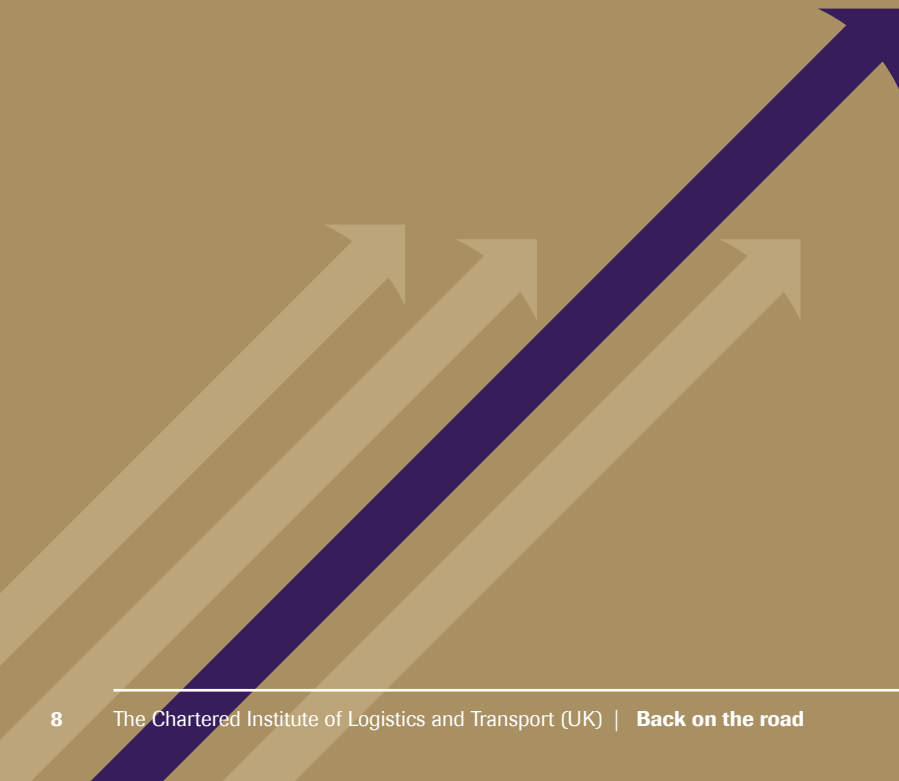
It's a practical resource: something to reach for in the moment and something to come back to in the days, weeks and months afterwards.

***... If you take nothing else from this guide, let it be this: experiencing trauma doesn't make you weak – it makes you human ...***





# Stop. A story from the road.





Nothing prepares you for the first time you experience a serious or fatal incident at work. Whether it happens on the road, in a warehouse, or even while taking a call from a distressed colleague, these moments stay with you. They become part of your working life and, for many, part of your personal life too.

Stories matter. They help us understand what it feels like to go through trauma, and they remind us that none of us is alone when it happens. The following accounts are based on real experiences from people in transport and logistics. Every detail may not match your situation, but the emotions will feel familiar.

### **A warehouse colleague perspective**

*I had worked in the warehouse for a few years, and like most people I thought of accidents as something that happened elsewhere. One morning, a forklift driver was unloading pallets when the truck lost stability. The driver tried to jump clear but was crushed as it overturned. I was only a few metres away when it happened, and I'll never forget the noise or the sight.*

*In that moment I froze. I didn't know what to do – part of me wanted to run to help, part of me wanted to look away. Someone else shouted for first aid, and suddenly there were people everywhere. I ended up standing by the door, shaking, feeling useless.*

*Afterwards, when the emergency services had taken over, I just kept seeing it in my head, over and over. I went back home but I couldn't settle. I didn't sleep properly for days. Every time I walked back into the warehouse, I felt sick and wanted to turn around.*

*What made the difference was my supervisor pulling me aside and telling me it was okay to feel the way I was. She arranged for me to take a couple of days off and then come back gradually, with support. She also reminded me to talk to my family about what had happened – I'd been trying to protect them by saying nothing, but opening up helped me more than I expected.*

*Even now, years later, I can picture that day. But I also know that getting help early and not being made to feel weak was what got me through.*

### **A driver perspective**

*I'd been driving HGVs for over 15 years and had always thought of myself as steady, reliable, not easily shaken. One morning, I was driving in a busy city and steadily turning left at a junction. All of sudden, people were screaming and waving at me. I braked hard but still didn't know what had happened. Then I saw the bike wheels in my mirror, under the back wheels. The impact was devastating.*

*The first thing I remember was silence. Then everything came rushing in – the noise, the sight of the mangled bike, people shouting. I froze. Training kicked in: hazards on, call for help. But inside, I was somewhere else. My hands were shaking so badly I could barely tap in the number. When the police arrived, they took my phone and told me I'd need to give a statement. I kept thinking: 'They'll blame me.' Even though I knew the cyclist was in my blind spot, the guilt was overwhelming. Later that day, my transport manager came to meet me and drove me home. I'll never forget how important that was – not being left on my own.*

*For weeks afterwards, I couldn't drive past that junction without reliving it. My sleep was broken, and I avoided friends. It was only when I finally spoke to a counsellor that I realised these were normal reactions to trauma. Talking about it didn't make it go away, but it helped me stop feeling like I was the only one going through it.*

### **A manager perspective**

*As a manager, you're trained to deal with incidents, but nothing trains you for how it feels when one of your drivers calls in after a fatal collision. My first instinct was to get all the facts – where, what, who. But what I learned quickly is that the facts can wait. The first priority is the person on the other end of the line.*

*I made sure another manager went to the scene so that the driver didn't face the police alone. I also called his family straight away – not with details, just to let them know he was safe physically, that he was being supported and that we'd get him home. Later that day, we arranged for support and counselling.*

*The thing I wish I'd known earlier was how much impact the incident would have on me personally. Seeing someone you've worked with for years in shock and distress stays with you. Managers also need support, and it's not weakness to ask for it.*

## Why these stories matter

These accounts show us three truths:

- **Trauma affects everyone differently. Some people cry, some go silent, some carry on as if nothing happened. None of these reactions are wrong.**
- **Support in the moment matters. Being taken out of duty, being driven home, being listened to without judgement – these are small acts that have a huge impact.**
- **Managers and colleagues are human too. Support isn't just for the directly involved person; it's also for those who pick up the phone, break the news or stand beside them at the scene.**

## Reflection

As you read these stories, pause for a moment. Think about how you would respond if a colleague called you after a fatal collision or if you witnessed a serious injury in your warehouse.

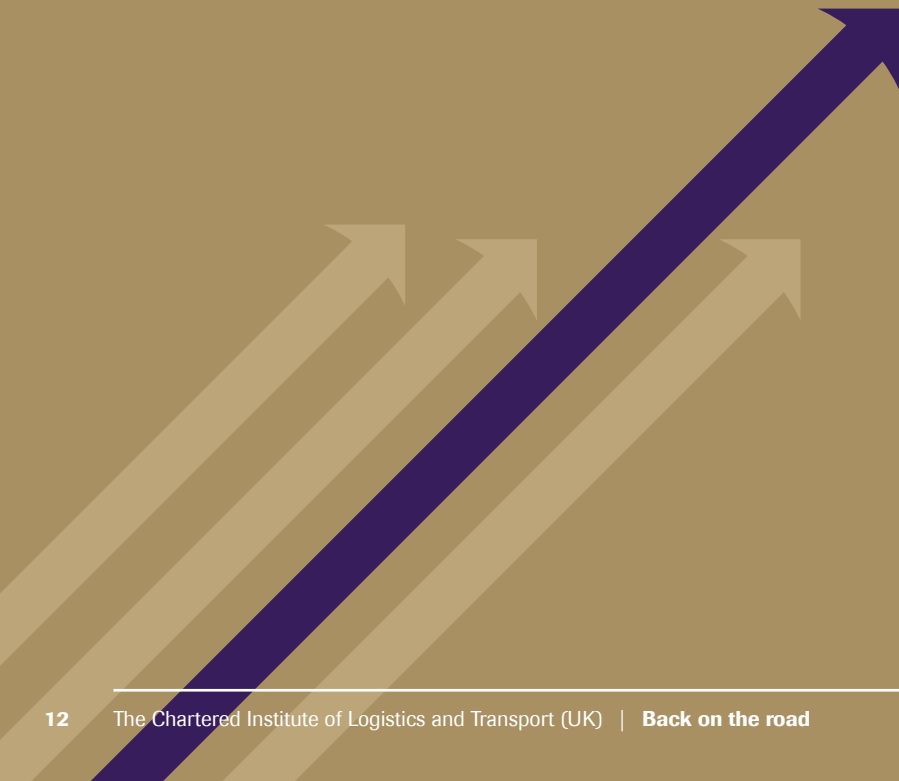
*What words would you choose?*

*How would you show support?*

You may never face such an event, but if you do, remembering the voices of those who have been through it can help you make the right choices in those critical first minutes.



# Think. Preventing tragedies.



**S**uicides on the roads and in workplace settings are a difficult subject to talk about. Yet they are a reality that many in our industry face. Every year, drivers are involved in collisions where a member of the public has deliberately placed themselves in front of a vehicle, or colleagues in warehouses and depots encounter someone who is clearly in distress.



These incidents have devastating consequences. They take lives, they shatter families, and they leave drivers, warehouse workers and managers dealing with guilt, shock and trauma. Preventing even one such tragedy can save a life and protect colleagues from years of emotional pain.

## Why this matters in transport and logistics

### **Drivers are on the front line.**

Every day they face risks such as collisions, serious road traffic incidents, or witnessing sudden medical emergencies. In some cases, vehicles are also used by vulnerable individuals to end their lives. Drivers are often powerless in these moments, yet the impact can be life-changing.

**Warehouses and depots are not immune.** Accidents at work, near misses, and life-changing injuries can happen in seconds. Colleagues may also encounter people in severe distress – whether that's fellow workers, contractors, or members of the public.

**Colleagues are human.** Being confronted with tragedy – whether it's a serious collision, a fatality or someone visibly distressed – can leave lasting images in the mind. Knowing how to act, and just as importantly when not to act, can make a real difference.

## Spotting the signs

There is no single checklist, but there are behaviours that should make you pause and think:

- Someone loitering at a motorway bridge, layby, or hard shoulder with no obvious purpose.
- A person appearing withdrawn, upset, or agitated in a depot or warehouse setting.
- Individuals pacing, standing apart from others, or showing signs of despair.
- Unusual behaviour that prompts the thought: ‘Something just isn’t right here.’

Trust your instincts. If it doesn’t feel right, I probably isn’t.

## How to respond

If you notice someone who might be at risk:

- Check safety first. Never put yourself in danger. If the situation feels unsafe, call emergency services straight away (999).
- Approach gently if safe to do so. Introduce yourself, speak calmly, and ask simple questions like “Are you okay?” or “Can I help you with something?”.

- Listen without judgement. You don’t need to solve their problems – just listening can be enough to change the moment.
- Move to a safer place if possible. Suggest stepping away from traffic, machinery, or other risks.
- Signpost to support. Share numbers such as Samaritans (116 123) or CALM (0800 58 58 58). Offer to make the call with them if they wish.
- Report the incident. Let your manager or transport office know what happened. It is important that the situation is logged and that you receive support too.

## What not to do

- Don’t make promises you can’t keep (e.g. “Everything will be fine.”).
- Don’t minimise their feelings (“You’ll get over it.” or “Others have it worse”).
- Don’t put yourself in physical danger to prevent an act. Your safety comes first.
- Don’t keep it to yourself – always tell a manager, even if the person walked away seemingly fine.



## The role of managers

Managers may be called after an incident where a colleague has intervened or witnessed a suspected suicide attempt. In these cases:

- Reassure the colleague that they did the right thing.
- Recognise that even an attempted intervention can be traumatic.
- Make sure the colleague is not sent straight back to work.
- Provide details of available support, including union representatives and counselling services.
- Log the incident and ensure lessons are learned for future prevention.

## If you're worried someone might be suicidal

- Notice the signs (loitering, withdrawn, distressed, 'not right').
- Approach if safe: *"Hello, are you okay?"*
- Listen: give them space to talk.
- Move: suggest stepping to a safer place.
- Support: see Appendix 1.
- Report: let your manager or transport office know.

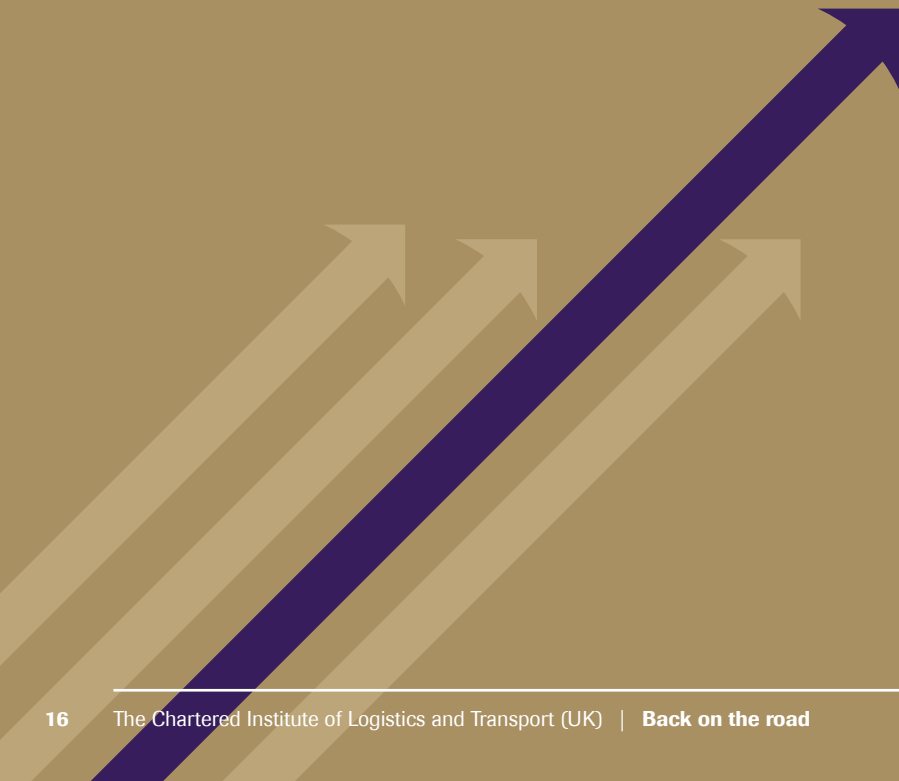
## Remember

You don't need the right words.  
You just need to show you care.

## Final thoughts

**You may only encounter this once in your career – or never at all. But if you do, your actions in that moment could save a life. And even if you cannot change the outcome, simply showing kindness and humanity may be the last connection that person experiences. That matters.**

# Assess. What to do next.



**T**raumatic incidents affect people in many different ways. In transport and logistics, colleagues may become involved in serious or fatal events in different roles – as the driver of a vehicle, a warehouse worker who witnesses an accident, the first point of contact in an office, or the manager tasked with responding.

Knowing what to expect and what to do in the immediate aftermath can reduce confusion, protect colleagues, and ensure that both individuals and families are treated with dignity and care.

## How you might become involved

You could be:

- The driver who has been directly involved in a collision or fatality.
- A warehouse worker present when a colleague suffers a life-changing accident.
- In the traffic office taking the first call.
- The manager asked to attend the scene or provide immediate welfare support.
- Someone appointed to investigate or review camera footage of the incident.

- A team member tasked with updating customers or securing vehicles and equipment.
- A union rep or supervisor asked to step in and provide reassurance.

Every role is different, but every one of these can leave you exposed to trauma.

## First principles

- **Ensure safety:** confirm that emergency services have been contacted and that no one is left at risk.
- **Remove the colleague from duty:** drivers should not continue their journey; warehouse staff should not be sent straight back to work.
- **Stay calm and factual:** communicate clearly and avoid speculation.
- **Respect dignity and privacy:** don't share details beyond those who need to know.
- **Initiate the support chain:** begin the process of contacting management, HR, or union reps as soon as possible.

*Do you have a major incident procedure in place?*

*Don't wait for an incident to occur before you do, it will be too late.*

## What to do if you are the person involved

- Stop work immediately once it is safe to do so.
- Contact your transport office or manager and explain what has happened. Give your name, location, and a brief description of the incident.
- Do not approach the site of the fatality or injury unnecessarily. Emergency services are best placed to deal with casualties.
- Be prepared for the police to arrive. They may need to take your statement, seize your phone, or impound the vehicle for investigation. This is standard practice – it is not an accusation.
- Ask for a trusted colleague, union rep, or manager to be with you during questioning if possible.
- Once formalities are complete, you should be relieved from duty and taken home or to a place of safety.

## What to do if you are the manager

- Take control calmly. Establish where your colleague is, confirm they are physically safe, and reassure them they are not alone.
- Call emergency services if not already done.
- Arrange relief. Organise for another vehicle and driver or redeploy staff to cover immediate operations.
- Do not press for details. Allow the police or investigators to gather the facts. Your role is to care for your colleague, not to interrogate them.
- Prepare to contact next of kin. This must be done with compassion, honesty, and clarity. Use agreed company protocols and consider involving HR or union reps in making that call.
- Communicate upwards. Inform senior leadership and, where necessary, key customers, but always protect personal details until official confirmation is available.
- Consider colleagues on site. Witnesses may need to be relieved from duty and supported just as much as the directly involved individual.
- You may be needed to allow access or download of incident footage – someone who knows the systems which may be a supplier.

## What to do if you take the first call

For many, the first experience of a traumatic incident is answering the phone to a distressed colleague.

- Safeguard. Consider the person on the call, are they safe to speak (not driving), are they ok to speak (not in earshot of others).
- Stay calm. Speak slowly and clearly.
- Get the essentials: who, where, what happened, is anyone injured.
- Reassure the caller. Let them know they did the right thing by calling and that help is on its way.
- Do not ask for unnecessary detail. Limit your questions to what emergency services will need.
- Escalate immediately to a manager or duty officer. Make sure they are safe to speak.
- After the call, debrief. Recognise that taking that first call can itself be traumatic.

## Next steps after the scene

Within the first 24 hours:

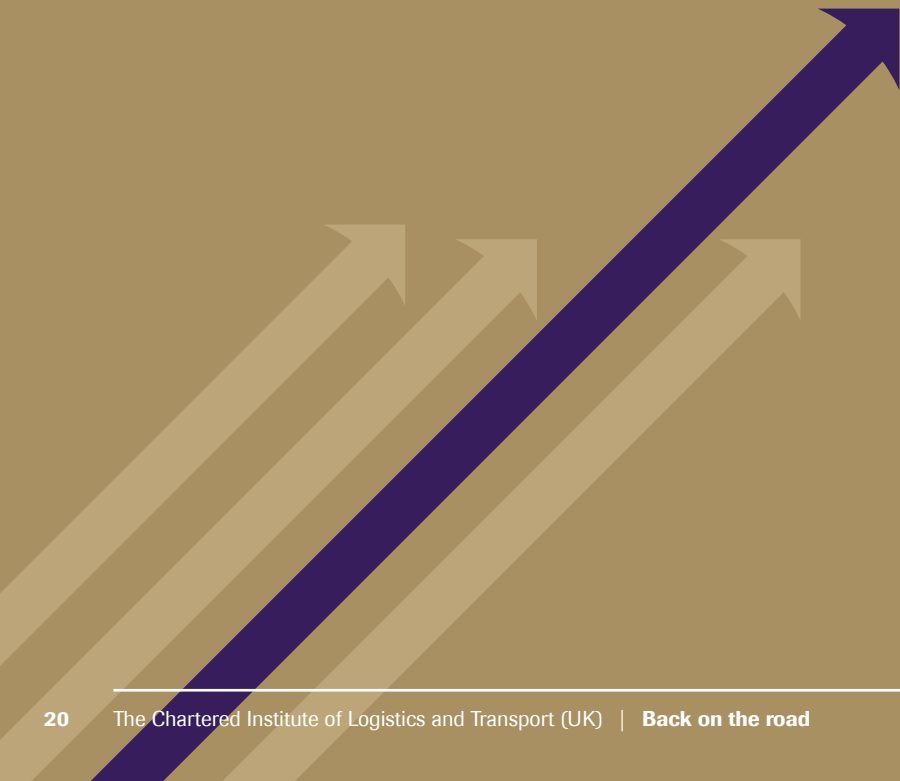
- The colleague should be taken home and not left alone if possible.
- The manager should arrange a welfare check or debrief session within the same day.
- Union representatives should be offered the chance to provide support.
- Families should be kept updated factually and compassionately – never through rumour.
- It is strongly advised that arrangements be made for follow-up counselling or occupational health contact.

## Remember

A traumatic event is not just a procedural challenge; it is a human one. Everyone reacts differently. By following these steps calmly and consistently, managers can reduce further harm and give colleagues and families the reassurance that they are not alone.

# React.

## How people might feel.





**T**raumatic events don't just disappear when the scene is cleared, or the paperwork is finished. They stay with people in ways that are often unexpected. Some colleagues may feel shaken immediately, while others might appear fine at first and only struggle weeks later. Some may talk openly, others may withdraw. All of these are normal reactions.

Two of the most observable immediate reactions are those who appear directly impacted and do not want to continue work, and those who appear as if nothing has happened and want an immediate return to work. Both need managing sensitively and it is very important that do not return to their role until deemed fit.

## Common reactions

### Shock

- **When:** straight away.
- **How long:** usually up to 72 hours.
- **Signs:** faintness, nausea, tearfulness, sweating or shivering, talking very fast or not speaking at all, a sense that things aren't real.
- **Why:** shock is the body's instinctive way of protecting you by numbing the full impact of what's happened.

### On edge

- **When:** after the initial shock wears off.
- **How long:** varies from days to weeks.
- **Signs:** difficulty sleeping, irritability, being easily startled, feeling jumpy, sweating or shaking, unable to concentrate.
- **Why:** the body is on high alert, ready to respond in case another crisis happens.

### Avoidance

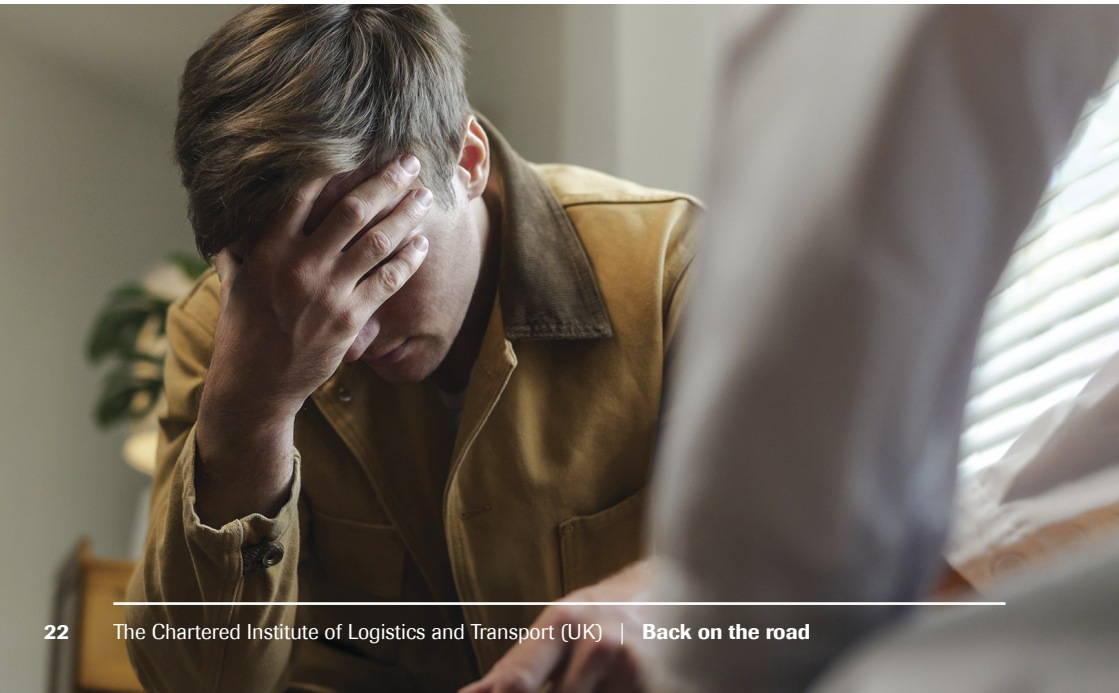
- **When:** days or weeks later.
- **How long:** can be short-lived or prolonged.
- **Signs:** reluctance to return to work, avoiding the place or route where the incident happened, avoiding people or tasks that act as reminders.
- **Why:** avoidance is the mind's way of limiting distress and reducing the number of flashbacks.

## Reliving

- **When:** from days to weeks later.
- **How long:** varies, often intermittent.
- **Signs:** intrusive thoughts, nightmares, flashbacks, feeling like the event is still happening, struggling to concentrate on anything else.
- **Why:** the mind replays the event to try to make sense of it, but it can feel overwhelming and exhausting.

## Post-Traumatic Stress Disorder (PTSD)

- **When:** weeks to months after the incident.
- **How long:** persistent, lasting for months or years if untreated.
- **Signs:** severe and repeated flashbacks, avoidance of anything connected to the incident, inability to sleep, constant sense of being on guard, physical symptoms like headaches, stomach issues or palpitations, use of alcohol or drugs to cope.
- **Why:** trauma has become stuck, and professional help is needed to process and recover.



## Managers should

Recognise reactions as normal.  
Trauma is not a sign of weakness.

- Encourage conversations. Sometimes just asking *“How are you doing?”* really makes a difference.
- Avoid judgement. Don’t tell someone to *“Get over it”* or *“Pull yourself together.”*
- Provide access to support. Make counselling, occupational health, or union support visible and available.
- Be patient. Recovery takes time, and each person’s timeline is different.

### Manager tips for difficult conversations

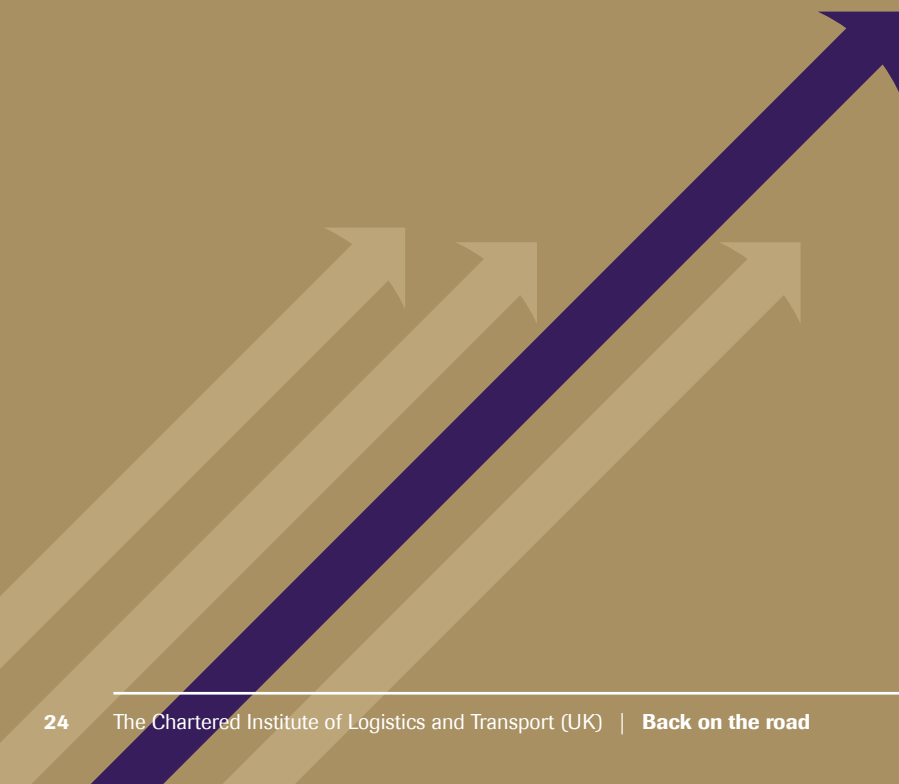
Choose the right setting – private, calm, and unhurried:

- **Start simply:** *“I know the last few days have been tough. How are you feeling?”*
- **Listen more than you talk –** silence is okay.
- **Don’t feel you have to fix everything –** your role is to listen and support, not to provide all the answers.
- **Be honest if you don’t know what to say:** *“I don’t know what to say, but I’m here for you”* can mean a lot.
- **Ask open questions:** *“What’s been hardest for you?”* rather than *“You’re okay, aren’t you?”*
- **Signpost to professional help** if the colleague is struggling to cope.

## Final thoughts

You may only encounter this once in your career – or never at all. But if you do, your actions in that moment could save a life. And even if you cannot change the outcome, simply showing kindness and humanity may be the last connection that person experiences. That matters.

# Road to recovery. Ongoing support.



**R**ecovery after a traumatic incident is rarely a straight line. Some colleagues may appear to bounce back quickly, while others find that the impact only becomes clear weeks later. There is no single timetable, and there is no 'right' way to recover. What matters most is that people feel supported, respected, and not rushed.

## The recovery journey

The early days. In the first days and weeks after an incident, colleagues may need time away from work and the reassurance that what they are experiencing is normal. All colleagues involved or who have had exposure to the incident details should also be recorded as 'at risk' and supported.

The return. Coming back to work can be daunting. Returning too soon may cause setbacks, but being away for too long can also prolong difficulties. A phased approach is usually best.

Consider anyone who may have been involved when performing internal communications such as safety briefings and toolbox talks – sharing details or content may act as a trigger.

The long term. For some, recovery is measured in months or even years. Ongoing access to counselling, union support, and peer networks can make the difference between coping and feeling stuck.

## Support options

### Phased return-to-work plans:

- Agree realistic steps: shorter shifts, different routes, or temporary alternative duties.
- Involve the individual in shaping the plan so they feel ownership.
- Review progress regularly, not just once at the start.

### Counselling, occupational health and employee assistance programmes:

- Make sure colleagues know these exist and how to access them.
- Remind them that using these services is confidential and not a sign of weakness.
- Where possible, offer choices – some may prefer group sessions, others one-to-one.

## Union representatives

- Unite and other unions provide confidential support and advocacy.
- Reps can act as a bridge between the individual and management, ensuring welfare stays at the centre of any decisions.



## Family support services

- Trauma affects the whole household. Families may struggle with the changes in mood, behaviour or sleep patterns of their loved one.
- Providing information to families about what reactions to expect – and where they can go for help themselves – is vital.

## Road safety charities

- **Brake:** helpline for bereaved and seriously injured road crash victims (0808 8000 401).
- **RoadPeace:** support and advocacy for people affected by road collisions (0845 4500 355).
- **Samaritans and CALM:** support for anyone in emotional distress, day or night.

## Role of managers

Managers are central to recovery but there is a need to be conscious of their own exposure to conversations and details. They will have to work with the individual, whilst also considering their own welfare:

- **Co-create a recovery plan:** ask, don't assume, what will help them.
- **Stay in touch:** regular, informal check-ins matter more than a single formal meeting.
- **Balance care and work needs:** you are not expected to have all the answers, but you can make sure the individual feels heard.
- **Respect privacy:** don't share details beyond those who need to know.
- **Be patient:** progress may be slow, and setbacks are normal.



## A family perspective

*When my partner was involved in a fatal collision, the impact on our family was huge. At first, I didn't know what to say or do. He wasn't sleeping, he avoided going out and he snapped at the kids. We all felt like we were walking on eggshells.*

*What helped was the company taking the time to involve me as well. His manager called me, explained what support was available and reassured me that it was okay if things were difficult at home. We were given details for supportive charities, and I spoke to someone myself – it was a relief to talk to people who understood.*

*It took time, but gradually things got better. He went back to work on reduced hours, and we built our routines back up. Knowing there was support for the whole family, not just for him, made us feel less alone.*

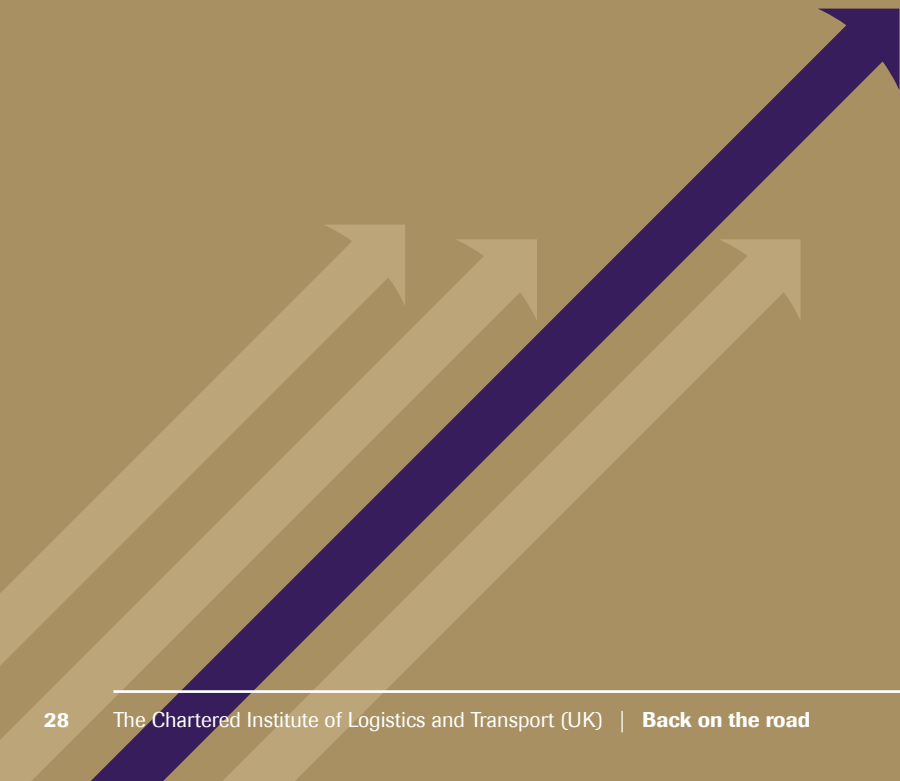
### Family guidance: supporting a loved one after a traumatic incident

- Be patient. Recovery takes time. Don't expect your loved one to 'get back to normal' straight away.
- Listen without fixing. Sometimes they just need to talk. You don't need to have the answers.
- Watch for changes. Trouble sleeping, withdrawing, or becoming irritable can all be normal – but if they persist or get worse, encourage them to seek help.
- Keep routines steady. Familiar daily routines can bring comfort and stability.
- Look after yourself too. Supporting someone in distress is hard. Reach out to friends, family, or support services if you need to talk.
- Know where to turn. See Appendix 1 for organisations that can support families as well as individuals.
- **Remember:** you can't take away what happened, but your presence and care make a huge difference.

## Final thoughts

Recovery is not about 'getting over it' – it's about finding a way forward. For some, that means returning to work with confidence. For others, it means learning to manage the memories and feelings that stay with them. What matters most is that no one feels abandoned, and that support is available for as long as it's needed.

You've  
reached  
your  
**destination.**



**T**his guide has taken you through the difficult journey that follows a traumatic incident in transport and logistics. From the first shock of an event, through the different ways people may react, to the long road of recovery, the aim has been to provide reassurance, practical steps, and clear signposts to support.

## What we have covered

**Immediate steps:** what to do in those critical first moments after an incident, whether you are the person involved, the colleague who takes the call, or the manager responsible for responding.

**Common reactions:** how trauma can affect people in different ways, and how to recognise that these reactions are normal and not a sign of weakness.

**Supporting others:** how managers, colleagues, families and friends can provide care, listen without judgement, and encourage access to professional help.

**The road to recovery:** the importance of patience, phased returns to work, family involvement, and ongoing support from unions, occupational health, and road safety charities.

## A message of reassurance

If you remember one thing from this guide, let it be this: it's okay not to be okay. Traumatic incidents leave a mark. Whether you have been involved directly or indirectly no one should feel they have to face it alone. Help is always available – through your manager, your union, your family, your colleagues or professional support services.



You may never completely forget what happened, but with the right support you can find your way forward. Recovery is possible, and you are not on this road by yourself.

## Appendix 1: Directory of support organisations

Who?	What?	How?
Brake	The road safety charity	0808 800 0401
Roadpeace	National charity for road crash victims	0800 160 1069
Shout	24/7 text support for anyone in crisis	Text SHOUT to 85258
Samaritans	24/7 emotional support for anyone in distress or suicidal	116 123
CALM (Campaign Against Living Miserably)	Suicide prevention and mental health support, especially for men	0800 58 58 58 (5pm-midnight)
Mind	Mental health advice and crisis guidance	0300 123 3393 (Mon-Fri 9am-6pm)
Rethink Mental Illness	Support for severe mental illness and carers	0808 801 0525
Together for Mental Wellbeing	Community-based mental health support	020 7780 7300
<b>Regional Support Services</b>		
SAMH (Scotland)	Scottish Association for Mental Health	0344 800 0550
Support in Mind Scotland	Connects individuals with local mental health resources	0300 323 1545
Hafal (Wales)	Helps individuals recover from serious mental illness	01792 816600
Mind Cymru (Wales)	Offers essential mental health services	0300 123 3393

## Appendix 2: Supporters

This guide has been made possible through the generous support of organisations that provided funding to enable its development, design and publication.

Their support has helped ensure that this resource could be produced independently, made widely available, and shared across the transport and logistics sector to support people affected by traumatic incidents.

The CILT(UK) Transport and Logistics Safety Forum gratefully acknowledges the organisations shown below for their support.



## Acknowledgment

This guide has been developed by the CILT(UK) Transport and Logistics Safety Forum with the support and insight of its committee members.

The content reflects the shared experience, professional judgement and practical expertise of organisations and individuals working across the transport and logistics sector. Their contributions have helped shape a guide that is grounded in real-world incidents and focused on supporting people after traumatic events.

CILT(UK) would like to thank the following committee members who contributed their time, knowledge and perspectives to the development of this guide.

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**Brian Fisher**, Saint Gobain

# Next steps

We plan to engage with national government and local authorities, but we are always interested to hear from or about other interested parties, so if you have any comments on what you have read, please contact the Transport & Logistics Safety Forum:

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