

2021 RFI 002
Annex A – Terms of Reference
for Road Traffic Accident Investigation

1. General Background

UNHCR operates a worldwide fleet of over 8,000 light, armored, heavy and specialized vehicles. International and local staff members as well as partner agencies use vehicles for road missions, often to remote and insecure locations to provide humanitarian assistance. Road crashes constitute a major threat to health and safety of UNHCR personnel, implementing partners, Persons of Concern, and local communities. In addition, road crashes may result in reputational damage to the organization, financial loss and can negatively impact on the ability to successfully deliver programme activities.

UNHCR has a self-insurance programme for its vehicles and operations report road crashes to the Insurance unit, while a repair committee decides on repair or declares the vehicle a total loss.

With improved reporting on road crashes, UNHCR would now like to establish a structured post-crash response, including road traffic accident investigation and root cause analysis.

2. Purpose and Scope

Conduct a Desk review of road crash cases including but not limited to the following:

- Road crash, involving one or more UNHCR vehicles, in any given country that causes the death of one or more UNHCR personnel (staff and Affiliated Work Force)
 - Road crash, involving one or more UNHCR vehicles, in any given country, that causes serious injuries incl. hospitalization of one or more UNHCR personnel
 - Road crash, involving one or more UNHCR vehicles, in any given country, that causes serious injuries incl. hospitalization to one or more other road users
 - aRoad crash, involving one or more UNHCR vehicles, in any given country, where it is not economical to repair and therefore the vehicle is/are declared a total loss
 - Road crash, involving one or more UNHCR vehicles, in any given country, with complex or contradicting background information on the circumstances, which led to the crash
 - Identify one or multiple root causes, which resulted in the road crash
 - Formulate recommendations on how to mitigate the risk of road crashes
1. Upon request of UNHCR and on exceptional basis, conduct a mission to an operation in order to conduct a post-crash investigation on site
 2. Produce a report for each case including a short case history, findings of the review of relevant documentation, root cause analysis and recommendations on how to minimize

or avoid the risk in future. The report should be written in either English or French, pending the country to which it refers.

3. The full case review to be completed not later than 20 working days from the submission of the case file by UNHCR.

For this RFI, provide up to 3 samples of a Road Traffic Accident Investigation Report.