

Highways Claims Evidence Readiness Checklist

When a claim or dispute arises, knowing what happened is only part of the challenge. The supporting records also need to exist, be reliable and be easy to retrieve.

Use this checklist to review the evidence trail across six common highways claim areas and identify where records may be missing, fragmented or difficult to access.

01 | Programme Delays and Responsibility



Timestamped site footage or visual project records are available where relevant

Project updates and progress records are retained

Weather records are available where weather affected planned work

Delivery or vehicle-arrival records are available where relevant

Client instructions, scope changes or other project communications are retained

Incident, escalation or event records show when issues were identified and raised

02 | Evidence Gaps and Record Keeping

- ☐ Relevant video footage is retained and timestamped
- ☐ Data logs, alerts and incident reports are retained
- ☐ Important records are not dependent on individual email inboxes or paper notes
- ☐ Evidence has a clear storage location
- ☐ Authorised teams know how to access the records
- ☐ Retention responsibilities are clearly understood

03 | Personal Injury and Safety Incidents

- ☐ Site-condition footage is available where relevant
- ☐ Incident records show what happened and when
- ☐ Safety controls, barriers or signage can be evidenced where relevant
- ☐ Personal protective equipment (PPE) records are available where applicable
- ☐ Vehicle or access information is retained where relevant to the incident
- ☐ Corrective actions and escalation records are documented

04 | Environmental Complaints or Claims

-  Relevant noise records are retained
-  Relevant air-quality or airborne-contaminant records are retained
-  Weather records are available where conditions affected the project
-  Alerts or threshold events are documented where applicable
-  Complaints and the project response are recorded
-  Supporting footage or site records are retained where they provide useful context

05 | Compliance-Related Disputes

-  Traffic-management arrangements can be evidenced where relevant
-  Safety and PPE records are retained where applicable
-  Environmental monitoring records are available where relevant
-  Site inspections, incident records or compliance checks are retained
-  Corrective actions are documented
-  The timing of identified issues and subsequent actions can be reconstructed

06 | Security Incidents and Liability

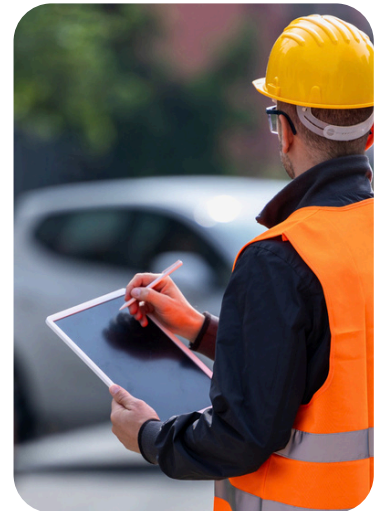


- Timestamped CCTV footage is available
- Intrusion or security alerts are retained where applicable
- ANPR records are available where ANPR was deployed and relevant
- Incident reports document what happened and when
- Escalation or response actions are recorded
- Relevant evidence can be retrieved when needed by stakeholders etc.

Final Evidence Readiness Check

For each evidence source above, confirm:

- **Captured** – the record is being created consistently
- **Owned** – responsibility for retaining it is clear
- **Stored** – the storage location is known
- **Retrievable** – authorised teams can find it when needed



A strong evidence trail is built before a claim occurs. Review this checklist prior to a new project to ensure you have the correct measures organised in advance.