



BSI Standards Publication

Safe working of vehicle breakdown, recovery and removal operations — Management system specification



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Foreword

Publishing information

This PAS was sponsored and developed by SURVIVE¹⁾. Its development was facilitated by BSI Standards Limited and it was published under licence from The British Standards Institution. It came into effect on 30 April 2015.

SURVIVE is a partnership between the Government, the Police Service, motoring services organizations and the motoring industry. SURVIVE aims to improve the safety of road recovery operators' employees and customers in breakdown, recovery and removal situations.

The following organizations have contributed to the development of PAS 43 directly or through their involvement with SURVIVE.

- AA
- Allianz Global Assistance (UK) Limited
- Association of British Certification Bodies (ABCB)
- Association of Chief Police Officers (ACPO)
- Association of Vehicle Recovery Operators (AVRO)
- AXA Assistance
- Greenflag
- Habilis Health and Safety Solutions Limited
- Highways England
- Institute of the Motor Industry (IMI)
- Institute of Vehicle Recovery (IVR)
- Intana
- LV Britannia Rescue
- RAC
- Roadside Emergency Action Concerning Tires (REACT)
- Road Haulage Association (RHA)
- Road Rescue Recovery Association (RRRA)
- Scottish Vehicle Recovery Association

Acknowledgment is also given to REMSA, RMI, ABI and SMMT for their ongoing input and support during the revision of PAS 43.

BSI Technical Committee MHE/3, *Cranes and derricks*, and Subcommittee MHE/3/14, *Vehicle recovery cranes and equipment*, were also consulted during the revision of PAS 43.

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This PAS is not to be regarded as a British Standard. It will be withdrawn upon publication of its content in, or as, a British Standard.

A PAS may be considered for further development as a British Standard, or constitute part of the UK input into the development of a European or International Standard.

¹⁾ PO Box 538, Kings Langley WD4 4AJ.

Supersession

This PAS supersedes PAS 43:2012, which is withdrawn.

Prior to publication of a revision the PAS, a forum should be convened by the SURVIVE Steering Group to which all accredited bodies are invited to send representation. The aim of the forum is to inform accredited bodies of the changes proposed in the latest edition of the PAS and for the forum to agree a common interpretation by assessors and inspectors in order to ensure consistency of standards across all accredited or inspected organizations.

Relationship with other publications

PAS 43:2015 should be read, and used, in conjunction with the current version of the *SURVIVE Best Practice Guidelines*.²⁾ The *SURVIVE Best Practice Guidelines* primary objective is to help to ensure the safety of all concerned, whilst technicians are working on breakdowns, recoveries and removals on all types of roads. The *SURVIVE Best Practice Guidelines* are not intended to replace PAS 43, but should be seen as complementary to PAS 43.

Attention is drawn to BS 7121, which covers the safe use of recovery vehicles and equipment. Attention is also drawn to BS 7901, which contains specifications for recovery vehicles and vehicle recovery equipment, and which all recovery vehicles manufactured from January 2004 may comply with.

Information about this document

Assessed capability. Users of this PAS are advised to consider the desirability of quality system assessment and registration against the appropriate standard in the BS EN ISO 9001 series by a certification/assessment body accredited by a National Accreditation Body such as UKAS or a signatory to the International Accreditation Forum (IAF), or the European Cooperation for Accreditation (EA) or an alternative recognized accreditation body.

Use of this document

It has been assumed in the preparation of this PAS that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

If it is believed that an organization holding a current PAS 43 certificate issued by an accredited certification or inspection body is failing to meet the requirements of the PAS, it is recommended that a complaint is registered using the procedure given in Annex G.

Presentational conventions

The provisions of this PAS are presented in roman (i.e. upright) type. Its requirements are expressed in sentences in which the principal auxiliary verb is "shall". Its recommendations, which are not mandatory, are expressed in sentences in which the principal auxiliary verb is "should" or "may".

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Contractual and legal obligations

This publication does not purport to include all necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a PAS cannot confer immunity from legal obligations.

²⁾ See www.survivegroup.org/pages/publications/best-practice-guidelines

Introduction

Vehicles that are incapacitated due to a breakdown or accident carry a high risk of causing danger to their occupants and other road users and are a potential cause of traffic congestion. The rapid and unhindered attendance of a competent road recovery operator is a means of reducing these risks.

In order to meet legislation, standards and best practice, and in the best interests of the public, there is a need to promote standards of safe working amongst road recovery operators.

Reference is made throughout this PAS to legislation, regulations and standards applicable within the UK. Where this PAS is used outside the UK then equivalent national legislation, regulations and standards may be complied with or referenced in line with the PAS.

PAS 43 contains requirements for the management of road recovery operators with the aim of improving health and safety and promoting best practice. Thus, the minimum standards laid down in this document can be used to give vital assurance both inside and outside this industry sector.

1 Scope

This PAS specifies a management system for road recovery operators. The requirements contained within it are intended to secure the health and safety of road recovery operator technicians and road users. It promotes best practice procedures for:

- a) attending vehicle breakdowns at the roadside;
- b) the recovery and/or removal of vehicles from the roadside; and
- c) other aspects of vehicle breakdown, recovery and removal by specifying requirements for:
 - 1) the type, maintenance and safety marking of road recovery vehicles and their equipment (see Clauses 5 and 6 and Annexes A and B);
 - 2) the training, competence and behaviour of road recovery technicians (see Clause 9, Clause 10 and Annex C);
 - 3) the use of personal safety and protective equipment and clothing (PPE) by road recovery technicians (see Clause 7);
 - 4) the maintenance and organization of road recovery operators' premises (see Clause 8);
 - 5) the effective implementation and maintenance of standard operating procedures (see Clause 11).

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS EN 166, *Personal eye protection – Specifications*

BS EN 352-1, *Hearing protectors – Safety requirements and testing – Part 1: Ear muffs*

BS EN 388, *Protective gloves against mechanical risks*

BS EN 397, *Specification for industrial safety helmets*

BS EN 471, *High visibility warning clothing for professional use – Test methods and requirements*

BS EN ISO 9001, *Quality management systems – Requirements*

BS EN ISO 14021, *Environmental labels and declarations – Self-declared environmental claims (Type II environmental labelling)*

BS EN ISO 20345, *Personal protective equipment – Safety footwear*

BS EN ISO/IEC 17020:2012, *Conformity assessment – Requirements for the operation of various types of bodies performing inspection*

BS EN ISO/IEC 17021:2011, *Conformity assessment – Requirements for bodies providing audit and certification of management systems*

BS EN ISO/IEC 17050-1, *Conformity assessment – Supplier's declaration of conformity – Part 1: General requirements*

BS ISO EN 20471, *High visibility clothing – Test methods and requirements*

3 Terms and definitions

For the purposes of this PAS the following terms and definitions apply.

3.1 breakdown

situation where a vehicle is immobilized or unsafe to drive through a failure that is not the result of an accident

3.2 casualty vehicle

vehicle that is to be repaired, recovered or removed

3.3 competent person

person who has appropriate practical and theoretical knowledge plus practical experience of the type of vehicles and/or equipment to be inspected and who is capable of detecting defects or weaknesses and assessing their importance in relation to the safety and continued use of the vehicle and/or equipment in accordance with a recognized training scheme

3.4 competent trainer

person who meets the following requirements (measured through the appropriate documentation, certification or equivalent):

- minimum of two years' experience within the vehicle breakdown and recovery industry;
- holds current industry recognized qualification(s)/accreditation(s) (maximum of 5 years from issue date) in Health & Safety, Customer Service, and Assessment of the Roadside situation;
- instructional techniques (or equivalent);
- competence in the specific breakdown/recovery equipment to which they are delivering training;
- within 5 years (maximum) of the initial certification (as above), updated their knowledge/skills required to perform each task through measurable continuing professional development (CPD).

3.5 employers

person or organization that uses or engages the services of another

3.6 management

collective body of people who manage or direct an organization

3.7 near miss

incident, whilst not actually causing any injury or damage, came very close to doing so

NOTE Definition taken from the current version of the SURVIVE Best Practice Guidelines for dealing with breakdowns/removals on all types of roads including motorways and high speed dual carriageways is available at www.survivegroup.com/pages/publications/best-practice-guidelines.

3.8 organization

body that provides breakdown and/or recovery/removal services

3.9 recovery

any operation required to facilitate vehicle removal and/or alternative means of transporting the vehicle

NOTE This is applicable to any activity that falls outside the scope of a removal.

3.10 removal

any operation where the vehicle to be removed is in an upright position with all wheels free to roll on a hard surface and is in such a position that the loading by the removal vehicle is unhindered

NOTE 1 The casualty vehicle should be capable of being removed by a flat tow, a suspended tow (utilizing an underlift or wheel fitting frame) or by a vehicle transporter.

NOTE 2 The definition of removal for the purpose of this PAS differs from its usage in relevant road traffic regulations.

3.11 road recovery operator

organization, company or technician who undertakes the provision of vehicle roadside assistance, repair, removal or recovery at or from the roadside

3.12 road recovery vehicle

any vehicle that is capable of carrying out breakdown, recovery or removal activities

3.13 risk assessment

process of recognizing what may go wrong, taking action to prevent harm to people, property or the environment and checking that the controls put in place are effective

NOTE Attention is drawn to Regulation 3 of the Management of Health and Safety at Work Regulations 1999 [1].

3.14 running lane

lane of any road that is either in use or available for use by the general public

3.15 safer side

side of the vehicle which is exposed to the least amount of passing traffic, allowing for local hazards that can exist

3.16 safe working load (SWL)

maximum load that a machine is permitted to carry taking into account the maximum working load, the minimum breaking load of the material from which it is made and the nature of the work that it will be required to do

NOTE It is acknowledged that road recovery equipment manufacturers may use the term Rated Capacity, which is maximum load (mass), as assessed by a competent person which an item of lifting equipment may raise, lower or suspend [derived from BS 7901:2002].

3.17 technician

person who has received training in the repair and/or recovery/removal of vehicles (traceable to the National Occupational Standards) and who has been assessed to work competently alone and unsupervised

3.18 working load limit (WLL)

maximum load that the machine is authorized to lift in normal use

3.19 disabled person

someone who has a physical or mental impairment that has a “substantial” and “long-term” negative effect on their ability to do normal daily activities

NOTE This can include, but is not restricted to, persons who have a hearing or sight impairment, a mobility difficulty caused for example, by arthritis, mental health conditions or learning difficulties.

3.20 vulnerable person

person subject to enhanced or additional risks to the norm

3.21 smart motorway

motorway which uses a range of technology to vary speed limits in response to driving conditions, and on which the hard shoulder is made available as a running lane, either permanently or when traffic volumes are sufficient to require additional motorway capacity

4 General

4.1 Insurance

Management shall ensure that they have insurance cover for the organization’s activities, detailed in a schedule, where appropriate, e.g.:

- a) premises;
- b) vehicles;
- c) customers’ vehicles and property;
- d) personal injury;
- e) public liability;
- f) employers’ liability;
- g) contractual responsibilities.

4.2 Environmental emissions and generation of waste

Breakdown and recovery activities, including the use of vehicles and production of waste can have an adverse impact on the environment, including the use of non-renewable natural resources and the production of greenhouse gas emissions. To contribute towards the reduction of these impacts management shall:

- a) ensure that road breakdown and recovery vehicles are used for operational and business purposes only, except with express permission from management;
- b) communicate to employees the benefits of fuel efficient driving techniques and the benefits of switching off vehicles when not required, to assist in the reduction of roadside emissions.

NOTE For example:

- 1) *driving smoothly and within applicable speed limits;*
- 2) *changing gears at the appropriate time and not holding the vehicle in lower gears more than required;*
- 3) *stopping and starting less;*

- 4) *braking smoothly;*
 - 5) *not leaving the vehicle idling when unnecessary;*
 - 6) *checking tyre pressures;*
 - 7) *ensuring maintenance is regularly carried out.*
- c) give regard to the need to select vehicles that minimize the emissions of pollutants and greenhouse gases;
 - d) identify the waste streams generated by their activities and ensure all waste products are effectively captured, segregated, where required, and securely stored. These shall be recycled or disposed of via an authorized person(s) and waste transfer records retained (Note 3);
 - e) ensure registration or exemptions are held with the appropriate enforcement authority for the carriage of waste, where required;
 - f) ensure procedure training and appropriate equipment is provided to road recovery operators in order to deal with roadside spillages which occur during the breakdown, recovery or removal operations. This shall include an escalation process to ensure appropriate authorities are notified of any spillages which cannot or should not be dealt with by the road recovery operator;
 - g) treat end of life vehicles (ELV's) as hazardous/special waste from the point they are declared "end of life" until they are depolluted. Although not usually required for the movement of vehicles from the roadside to the road recovery operator's premises, any subsequent movement of the vehicle once it has been declared an ELV shall be accompanied by a hazardous waste consignment note/special waste consignment note, and shall only be taken to an authorized treatment facility to be depolluted.
 - h) Store ELV's in accordance with ELV storage guidance issued by the enforcing authorities, including secure storage on an impermeable surface with appropriate drainage and spillage collection facilities to prevent pollution occurring from the vehicle.

NOTE 1 Attention is drawn to the guidance relating to waste hierarchy requirements produced under Waste Regulations 2011 [2].

NOTE 2 Attention is drawn to the environmental management systems standard BS EN ISO 14001 and for Small Medium Enterprises (SMEs) BS 8555.

NOTE 3 Attention is drawn to the Hazardous Waste Regulations (England and Wales) 2005 [3]; the Hazardous Waste Regulations (Northern Ireland) 2005 [4] and the Special Waste Amendment (Scotland) Regulations 2004 [5], and the requirement for retention of waste transfer records, which are non-hazardous for two years, and hazardous for three years.

NOTE 4 For further guidance on the requirements relating to the storage of ELV vehicles reference should be made to "Guidance on the Standards for Storage and Treatment of End-of-life vehicles" available from: www.environment-agency.gov.uk.

4.3 Agreements with public sector bodies, Highways England or the police service

Where agreements exist or are entered into, management shall incorporate any such agreements between their organization and motoring organizations, public sector bodies, Highways England or the police service concerning the provision of breakdown, recovery and removal services, into their standard operating procedures (see Clause 11).

NOTE See current edition of SURVIVE Best Practice Guidelines.

5 Vehicles

5.1 General

Management shall give consideration to the ability of the technician to be able to exit and enter the vehicle via the front passenger door. Wherever possible, this ease of access/egress shall be a main consideration, so far as is reasonably practicable, alongside operational requirements.

NOTE 1 When selecting road recovery vehicles for purchase in terms of vehicle design, attention is drawn to BS 7901.

NOTE 2 Attention is drawn to the requirements of European Community Whole Vehicle Type Approval (ECWVT) [6] which is compulsory for all new vehicles.

5.2 Recording requirements

Management shall keep well-ordered records about all road recovery vehicles in their fleet to demonstrate that they are:

- a) fit for their intended use (including adequate payload and weight distribution);
- b) inspected in accordance with the Department for Transport requirements (see Note 1);
- c) serviced in accordance with the vehicle and equipment manufacturers' requirements and recommendations.

Management shall ensure that vehicles are maintained, examined and inspected for defects by a competent person at intervals as determined by the mileage as laid out in Annex 4, Guide to Maintaining Roadworthiness 2014 [7] (see Note 1). Service and inspections shall be scheduled on an annual basis for all vehicles. Detailed records of services and inspections shall be maintained and be readily available for the period during which the road recovery operator is responsible for the vehicle, plus a period of 3 years.

NOTE 1 Attention is drawn to the Road Vehicles (Construction and Use) Regulations 1999 [8], also detailed in the Department for Transport's – Guide to Maintaining Roadworthiness – Commercial Goods and Passenger Carrying Vehicles 2014 [7], which covers these intervals and checks.

NOTE 2 Weighbridge and test certificates, as appropriate, should be available for inspection at all times to demonstrate safe working load (SWL) or working load limit (WLL); these load limits should be displayed on the vehicle and be clearly visible. The weighbridge and test certificates should be used to ensure that the relevant plated weights have not been exceeded.

NOTE 3 All road recovery vehicles should have either a current MOT (Department for Transport) certificate or goods vehicle test certificate³⁾ or other certificate of roadworthiness issued by the Driving and Vehicle Standards Agency (DVSA)⁴⁾ approved testing station. Certificates of roadworthiness should be renewed annually.

5.3 Management responsibilities

Management shall ensure that technicians are trained and competent (including those requirements detailed in Clause 10) to ensure that the vehicle they use is in a safe and efficient state; written policy and training documentation shall support this.

³⁾ Available from www.dft.gov.uk

⁴⁾ Available from www.gov.uk/government/organisations/driver-and-vehicle-standards-agency

Management shall ensure that all persons driving/operating vehicles are trained to ensure that they have a full understanding of their obligations and responsibilities in UK/EU law for the vehicle they drive and its load. Recorded documentation shall acknowledge confirmation of this understanding and obligation.

Management shall ensure that Sections 1 to 6 in the Guide to Maintaining Roadworthiness 2014 [7] shall be applied in all cases.

NOTE 1 This ensures that vehicle defects are promptly reported and rectified as soon after they occur as possible and that records of defects and actions taken are maintained.

NOTE 2 Attention is drawn to the Department for Trade's Guide to Maintaining Road Worthiness – Commercial Goods and Passenger Carrying Vehicles⁵⁾ 2014 [7].

5.4 Cleanliness and tidiness

Standard operating procedures (see Clause 11) and technician training documentation shall promote cleanliness and tidiness in road recovery vehicles. They shall encourage technicians to use vehicles that are clean, tidy and free from unsecured tools or recovery/removal equipment in the cab.

NOTE Attention is drawn to the Environment Agency Pollution Prevention Guideline PPG 13⁶⁾ for the washing of roadside breakdown and recovery vehicles carried out at road recovery operator premises.

5.5 Seat belts

Management shall ensure that road recovery vehicles have seat belts fit for use on each seat, in accordance with The Road Vehicles (Construction and Use) Regulations 1999 [8], Regulations 46 and 47.

NOTE 1 Attention is drawn to the Motor Vehicles (Wearing of Seat Belts) Regulations 1993 [9].

Management shall ensure that technicians do not transport children in road recovery vehicles without the proper seat restraints being used. All road recovery vehicles shall be fitted with an advisory seat belt notice.

NOTE 2 Road recovery operators are not expected to carry child restraint equipment; this should be provided by the customer.

NOTE 3 Attention is drawn to an exemption in the Motor Vehicles (Wearing of Seat Belts) Regulations 1993 [9] relating to child restraints in situations of unexpected necessity over a short distance.

NOTE 4 An example of an advisory notice is: "ATTENTION! Passengers are reminded that under the Motor Vehicles (Wearing of Seat Belts) Regulations 1993 seat belts must be worn at all times".

NOTE 5 The wearing of a seat belt by drivers and passengers in a vehicle whilst it is stationary can help reduce the severity of injuries should an accident occur. Technicians, and any passengers, should therefore be encouraged to wear a seat belt at all times when seated in their vehicle, including when the vehicle is parked either on or off the highway.

5.6 Work lamps

Management shall equip road recovery vehicles with work lamps for the illumination of a breakdown, recovery or removal area to facilitate safe working.

⁵⁾ Paragraphs 7-11 on page 2.

⁶⁾ Environment Agency Guideline – Planning Policy Guidance. Environment Agency Guideline PPG13, Vehicle washing and cleaning. 2007.

NOTE Attention is drawn to the Road Vehicles Lighting Regulations 1989 [10] and subsequent amendments that apply to the fitting and usage of all lights. Operators are reminded that this regulation states that no person shall use, or cause or permit to be used a work lamp so as to cause undue dazzle or discomfort to the driver of any vehicle.

5.7 Emergency warning lights

Management shall ensure that road recovery vehicles are fitted with a minimum of two high level amber coloured warning lights independent of the vehicle's normal lighting system or beacons capable of emitting a flashing or rotating beam of light through 360°.

Management shall ensure that lights or beacons are fitted in such a position that they are not obscured from either the side or rear by other equipment carried by or fitted to the vehicle in accordance with the United Nations Commission for Europe (UNECE) Regulation 65 on Special Warning Lamps [11].

NOTE 1 Motorcycles that are used for breakdown activities should only be required to be fitted with one high level amber coloured warning light or beacon capable of emitting a flashing or rotating beam of light through 360°.

NOTE 2 Attention is drawn to The Road Vehicles Lighting Regulations 1989 [10] and subsequent amendments that apply to the fitting and usage of all lights.

5.8 Company details

Management shall ensure that the company trading name and contact details are displayed on road recovery vehicles, using either permanent or magnetic livery, except where contract requirements, such as those for the police service or Highways England, insurance requirements or particular sensitive locations make this impractical.

NOTE Identity of the road recovery organization trading name may be removed if specified by a third party due to contractual/legal requirements.

5.9 Livery

Management shall ensure that road recovery vehicles, trailers and any lifting apparatus are conspicuously liveried to maximize their visibility at the scene of a breakdown, recovery or removal.

NOTE 1 Management should ensure that the requirements of relevant legislation are met; attention is drawn to the following:

- *UNECE Regulation 104 (R104) [12]; mandatory requirement for heavy goods vehicles with a gross vehicle weight exceeding 7 500 kg, and trailers with a gross weight exceeding 3 500 kg, and first used after 10 July 2011, to be fitted with conspicuity markings detailed in the Regulations; and*
- *Road Vehicle Lighting Regulations (1989) [10] (RVLR) and UNECE Regulation 48 (R48) [13] – requirement for harmonized installation requirements for vehicle lights and reflectors.*

NOTE 2 Attention is drawn to the requirements for markings on heavy goods vehicles defined in The Road Vehicles Lighting and Goods Vehicle (Plating and Testing) (Amendment) Regulations 2009 [14], Statutory Instrument 2009 No 3220.

Guidance on current best practice for vehicle conspicuity is given in Annex A.

5.10 Towing equipment

Management shall ensure that the towing hitch that may be fitted to any road recovery vehicle is suitable for the safe recovery/removal of all forms of trailers

(including caravans and boat trailers). The towing hitch shall also be fit for purpose and capable of the safe recovery/removal of vehicles when using towing equipment, e.g. tow pole, 'A' frame or towing dolly.

NOTE 1 For mechanical coupling devices, attention is drawn to UNECE Regulation 55 (Directive 94/20/EC) [15]. Care should be taken when towing caravans fitted with an appropriate stabilizer as these require an extended neck (60 mm high) tow ball.

NOTE 2 The mechanical coupling device should be sized accordingly to the towing equipment and as directed by the manufacturer.

6 Road recovery vehicle equipment

6.1 Management responsibilities

Management shall ensure that road recovery vehicles carry the tools and equipment necessary to carry out the type of work they are required to undertake in a safe and professional manner.

Management shall keep up-to-date inventories of the tools and equipment kept on each vehicle.

NOTE 1 Attention is drawn to the Provision and Use of Work Equipment Regulations 1998 [16] and the Lifting Operations and Lifting Equipment Regulations 1998 [17].

Specifications for vehicle equipment to be carried are set out in Annex B (see Tables B.1 and B.2).

NOTE 2 Test certificates, as appropriate, should be available for inspection at all times, with SWL or WLL displayed and clearly visible on tools and equipment as applicable. Test certificates should be held in a place of safety.

Management shall ensure that technicians who use vehicle tools and equipment are trained and are competent to use them in a safe and efficient manner.

Management shall ensure that tools and equipment are examined, tested and inspected for defects by a competent person at intervals specified within their standard operating procedures and in accordance with the current version of the *SURVIVE Best Practice Guidelines*. Records shall be kept of these inspections for the period during which the road recovery operator is responsible for the tools and equipment, plus a period of 3 years.

NOTE 3 The intervals between inspections should be in accordance with the manufacturers' specifications or instructions.

NOTE 4 The most recent version of the SURVIVE Best Practice Guidelines for dealing with breakdowns/removals on motorways and high speed dual carriageways is available from: www.survivegroup.org/pages/publications/best-practice-guidelines.

Management shall ensure that vehicle tools and equipment are serviced in accordance with manufacturers' instructions.

Management shall ensure that defects are promptly reported and rectified as soon after they occur as possible, and that records are maintained.

Management shall allow certification and inspection bodies to carry out unannounced audits on premises, processes, vehicles and equipment.

NOTE 5 Inspection and certification bodies should publish and maintain details of organizations for who they have issued a currently valid PAS 43 certificate. This enables continuation of certificate and vehicle data if a different body is used on a subsequent audit. Inspection and certification bodies should also make information regarding certified organizations available to other bodies that may be carrying out future inspections.

6.2 Technicians' responsibilities

Management shall ensure that technicians comply with training provided by management relating to tools and equipment on road recovery vehicles.

Management shall ensure that technicians are responsible for ensuring that tools and equipment are in safe and efficient working order and that any that are unfit for use are removed and reported to management and that they do not use tools and equipment unless they are trained and competent in their use.

6.3 Vehicle lifting equipment including winches and winch ropes

Management shall ensure that all vehicle lifting and pulling equipment, including winches and winch ropes, is maintained and is in safe and serviceable condition.

NOTE 1 Attention is drawn to the requirements of the Provision and Use of Work Equipment Regulations 1998 [16] and the Lifting Operations and Lifting Equipment Regulations 1998 [17].

Management shall ensure that the SWL or WLL, as applicable, is marked on the vehicle lifting equipment or the winch casing, and is displayed in a prominent position so that the technician is aware of it.

NOTE 2 Management should ensure that safe systems are in place when a remote control unit is used to operate a winch. Road recovery operators should be informed of the possibility that the remote control unit could interfere with the control of any other winch or lifting equipment being used in the near vicinity due to more than one remote unit operating on the same frequency.

NOTE 3 All new winches should be fitted with a cut out device in accordance with BS 7901, the appropriate clauses of BS 7121-1, BS 7121-12 and BS EN 14492-1 and should be appropriately CE marked.

NOTE 4 It is recommended that the different ratings for the lifting limit and pulling limit should be identified on or adjacent to lifting equipment and winches.

6.4 Communication system

Management shall ensure that technicians are equipped with and trained in the use of a communication system that enables them to communicate from the road recovery vehicle or at the roadside.

NOTE 1 For use of all communication equipment, attention is drawn to current legislation, Road Vehicles (Construction and Use) Regulations 1999 [8] which came into force on 1 December 2003; Section 26 of the Road Safety Act 2006 [18].

NOTE 2 Use of communications equipment whilst driving is strongly discouraged.

7 Personal safety and protective equipment and clothing

7.1 General

Management shall familiarize themselves with the legal obligations of employers concerning the provision and use of personal protective equipment (PPE) at work. Management shall provide technicians with suitable safety or protective equipment and clothing based upon a risk assessment of the type of work carried out, activities undertaken and situations likely to be encountered.

7.2 Essential safety and protective personal equipment and clothing

Management shall provide, and train technicians to wear as a minimum, the following personal protective equipment and clothing at all times while working:

- a) highly visible reflective clothing and clothing in accordance with 7.4 a), apart from whilst driving or working indoors;

NOTE Consideration should be given to the wearing of high-visibility trousers on motorways and high-speed dual carriageways or any other locations having due regard to the nature and location of the activities to be undertaken.

- b) safety footwear;
- c) uniform or overall bearing the identity of the organization.

All reflective clothing shall be maintained in a sufficiently clean state to retain the reflective properties.

NOTE 1 Identity of the road recovery organization may be removed if specified by a third party due to contractual/legal requirements.

NOTE 2 Attention is drawn to the Personal Protective Equipment at Work Regulations 2002 [19].

NOTE 3 Attention is drawn to the current version of the SURVIVE Best Practice Guidelines for dealing with breakdowns/removals on motorways and high speed dual carriageways available from: www.survivegroup.org.

7.3 Additional safety and personal protective equipment and clothing

Management shall complete a risk assessment to identify any additional safety and protective equipment and clothing and ensure technicians are trained in the use of any such equipment supplied. Such equipment and clothing shall be used at all appropriate times as described in the standard operating procedures (see Clause 11), and shall include such items as:

- a) eye protection;
- b) safety gloves;
- c) safety headwear, e.g. hard hats or bump caps;
- d) ear defenders.

NOTE When using ear defenders, technicians should pay particular attention to their personal safety.

7.4 Standards for personal safety and protective equipment (PPE)

Safety or personal protective equipment and clothing supplied shall be suitable and conform to the following standards as a minimum requirement.

- a) High-visibility garments and accessories for use on the highway shall conform to ISO EN 20471 Class 3 as a minimum standard.
- b) Personal eye protection shall conform to BS EN 166.
- c) Footwear shall conform to BS EN ISO 20345.
- d) Protective gloves shall conform to BS EN 388.
- e) Safety helmets shall conform to BS EN 397.
- f) Ear defenders shall conform to BS EN 352-1.

NOTE When dealing with electric vehicles it is recommended that gloves comply with BS EN 60903 Class 0. This is the level for 1 000 V which gives an appropriate safety factor.

7.5 Situations involving hazardous chemicals or dangerous substances

Management shall ensure technicians are instructed not to attempt to handle any hazardous substances unless they have received the necessary training and have access to the appropriate protective clothing and equipment. If in any doubt, they or their organization shall contact the vehicle owner/road recovery operator or the fire service and request assistance.

NOTE Information regarding situations involving hazardous chemicals or dangerous substances can be found in the current edition of SURVIVE Best Practice Guidelines.

8 Premises

8.1 Suitability

Organizations shall operate from premises that are suitable for the purpose of their business.

Management shall ensure that the premises are kept clean and tidy and well maintained at all times.

Premises at which customers may be present shall have the following facilities:

- a) sufficient secure parking and/or storage on site for the customers' vehicles and personal effects;
- b) waiting room facilities with suitable seating arrangements;
- c) a telephone available for customer use;
- d) a drinks facility;
- e) cloakroom/toilet facilities, which shall be available and kept clean;
- f) a clearly displayed complaints procedure.

NOTE These may be shared with staff.

8.2 Company trading name

The company trading name shall be exhibited on the exterior of the premises, unless planning regulations or leasing or contractual arrangements prohibit this. Where planning regulations prohibit the erection of the company name, a letter from the appropriate authority shall be obtained.

9 Technicians

9.1 Management shall ensure that all competent technicians carry an identity card issued by their organization or the National Training Scheme or other approved national occupational scheme. The identity card shall include a photograph and shall be available whilst on duty or attending a casualty vehicle. This shall be documented within standard operating procedures (see Clause 11).

9.2 When recruiting a technician, management shall ensure that a check is made on all elements of their driving licence and that they hold a current Driver's Qualification Card (DQC), which shall be correct for the vehicles to be driven.⁷⁾ These checks shall be recorded. Further driving licence checks shall be completed

⁷⁾ For clarification see: www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/index.htm

at least annually. A check shall also be made on driver ability in relation to the class and type of vehicle to be driven.

NOTE 1 Wherever possible, such checks should be undertaken by accessing the DVLA driver licence database to remove the risk of deception by a driver presenting a duplicate copy of a licence.

NOTE 2 DVSA recommend six-monthly checks on all drivers who drive in connection with business.

9.3 Management shall ensure that all technicians are able to access and use operational procedures and SURVIVE Best Practice Guidelines.

9.4 Management shall ensure that all technicians demonstrate their competence in the areas specified within Clause **10** periodically as defined within the standard operating procedures (see Clause **11**) and that they are provided with additional training if appropriate. Periodic assessment of competency shall not exceed five years.

9.5 Management shall ensure that technicians are working in accordance with their training and company procedures through regular audits. In addition, systems shall be in place to record and review the collection of 'near misses', accidents and incidents in order to analyse and reduce risks to technicians.

9.6 The competence of technicians shall be the responsibility of the employer.

NOTE 1 The "employer" may include any person in the management chain as well as the organization.

NOTE 2 Competence requires sufficient training and relevant experience (assessed) to enable technicians to carry out their activities safely.

NOTE 3 As technicians may be sent to deal with vulnerable persons, management should consider the advantages and disadvantages of assessing the suitability of personnel by undertaking Criminal Records Bureau (CRB) checks. Specific contracts may require contractors to carry out CRB checks on all of their technicians.

9.7 Management shall ensure that all technicians are made aware that risk assessment at the breakdown, recovery or removal scene is their responsibility.

10 Training and health and safety for vehicle technicians

10.1 General

Management shall identify its legal duties with respect to the training of its employees and legislation relevant to working safely at the roadside.

NOTE Minimum requirements are set out in **10.2** and further guidance is contained in Annex C.

10.2 Minimum requirements

10.2.1 General

Management shall ensure that training and competency skills for technicians shall be provided by a scheme traceable to the National Occupational Standards (see Tables **C.1 to C.6**). Documented evidence of the training material review against the National Occupational Standards shall be maintained.

The training programme shall be delivered by a suitably qualified person(s) [the competent trainer(s)].

NOTE 1 The competent trainer takes on shared responsibility with the employer for the standard of training given and for the keeping of records.

Records shall be retained to demonstrate that training has been delivered. Such records shall detail training courses attended including dates attended, course duration, trainer's name, pass, fail or referred, as applicable. Auditable proof of training shall be available upon request for examination during certification/inspection body assessments.

NOTE 2 Where such an individual is not available in-house, external support services that can provide trainer training or deliver training to staff on behalf of the employer is available.

At the end of each training course/session there shall be an opportunity for feedback, questions and interactive discussion on any aspect of the course content.

Technician training shall include an assessment of the understanding and competence of those attending. Records of competency shall be maintained.

Management shall ensure the most recent edition of the SURVIVE Best Practice Guidelines and documented training and operational requirements detailed in the organizations' Standard Operating Procedures (SOP) are made available to technicians.

10.2.2 Vehicle and equipment condition

Management shall ensure that technicians are trained to carry out the following checks and reporting procedures, as a minimum.

- a) **Daily vehicle checks:** "Flower" check (fuel, lights, oil, water, electrics and rubber). All vehicles shall be thoroughly checked daily in accordance with the organization's daily maintenance procedures before commencing duty; special attention shall be given to all hazard warning lights, including rear livery, beacons and loading lights, which shall all be kept in a clean condition. Safety equipment shall be supplied to the technician. A vehicle that is not roadworthy shall not be allowed to commence or continue a tour of duty.
- b) **Equipment Checks:** All equipment shall be in a serviceable condition and shall not be used unless the technician has received training in its use and is able to demonstrate competence with respect to that piece of equipment.
- c) **Defect Reporting:** All defects shall be reported immediately to the employer who, along with the technician, is responsible for the condition of the vehicle and equipment used. Records of defects shall be maintained and traceable to the repair of such defects.

10.2.3 Personal protective equipment and safety related equipment

Management shall ensure that the organization's policy in relation to maintenance and use of personal protective equipment (PPE) and safety related equipment shall be clearly defined within the induction training and standard operations procedures (see Clause 11).

Management shall ensure that technicians are instructed to wear high-visibility reflective clothing when undertaking all roadside activities, including training (see Note 1).

Technicians shall be instructed to maintain all reflective clothing in a clean and serviceable condition. Any non-serviceable items shall be replaced without delay. Reflective clothing shall be washed in accordance with the manufacturer's instructions to avoid delamination of the garment.

Management shall ensure that a risk assessment is completed to identify any additional items of PPE and safety related equipment that are required (see Note 2).

Management shall ensure that technicians are fully aware of how any protective devices they are issued with operate; this includes vehicle beacons and hazard warning lights. They shall also understand under what circumstances each is appropriate for use.

Technicians shall be fully aware of the contents of the first aid kit issued with the vehicle. Technicians shall be trained in the use of the first aid kit for their personal use.

NOTE 1 This may be removed whilst the technician is driving or working indoors. Individual site specific requirements should be adhered to.

NOTE 2 Examples are safety gloves, safety helmets, traffic cones, warning triangles and divert arrows. It should be ensured that technicians understand what is to be used, how and in what circumstances.

10.2.4 Working at the roadside

Management shall ensure that technicians are trained that upon receipt of the breakdown details they shall consider how they deal with the breakdown, recovery or removal and the potential risks that may arise. On the final approach, technicians shall complete a dynamic risk assessment in order to identify hazards and potential hazards, and take whatever action is necessary to minimize the risk, and to achieve as far as possible a safe working area. The technician shall protect the scene.

NOTE 1 Placing the roadside assistance vehicle in the fend position to the rear of the casualty vehicle normally represents the most appropriate location unless the dynamic risk assessment concludes that an alternative position would reduce the risk.

NOTE 2 For details of the fend position and applying relevant safety measures, and for advice on attending breakdowns and recoveries on smart motorways refer to the SURVIVE Best Practice Guidelines.

Training shall specify that when a technician arrives at a breakdown or removal then the scene becomes a "workplace" with responsibility placed on the technician to ensure their own safety, and the safety of any occupants of the casualty vehicle and any other persons present, through:

- a) safe systems of work and working practices;
- b) use of warning equipment;
- c) use of protective equipment;
- d) positioning of vehicles and persons;
- e) removal of vehicles and persons to a place of safety.

Before leaving the scene of the breakdown, all tools, equipment, warning devices, etc., shall be removed and secured within the technician's vehicle. Upon re-joining the main carriageway all beacons shall be switched off unless there is the need to warn other road users.

10.2.5 Care of the customer

Management shall ensure that, during training, technicians are instructed that upon arriving at the breakdown they shall offer advice to the vehicle occupants on safety. The technician shall assess the safety of all present, keep vehicle occupants informed as to where to stand (if possible they shall be kept on the grass verge or well back behind the barrier if one is present), advise them about the actions they should take to ensure their own safety and give advice on possible escape routes.

Technicians shall take account of any disabilities which the vehicle occupants may have (see Annex D).

Technicians shall give special consideration to everyone's safety whilst working on elevated sections of motorways, dual carriageways, other high-speed roads, and any areas where there is no hard shoulder or verge available (including smart motorways).

NOTE 1 Safety advice information cards may be obtainable from road recovery operators for technicians to give to the persons present. Technicians should keep all persons present informed about the actions or procedures they are about to undertake.

NOTE 2 Technicians should never assume that all persons present will do the right thing, or that English is the customer's first language. Technicians should be vigilant at all times and wherever possible work in a position where they can observe approaching traffic.

NOTE 3 Technicians should be mindful that all persons present, whilst located in a position of safety, may be able to alert technicians of impending danger.

10.3 Induction training

Management shall ensure that their technicians have undergone induction training which covers all aspects of the work to be undertaken and it shall be conducted in accordance with SURVIVE Best Practice Guidelines and with the requirements set out in Table 1 as a minimum.

Table 1 Induction programme

Section of induction	Minimum content
Vehicles	<p>Training to ensure safe and efficient operation of all the vehicle types that the technician works with.</p> <p>Training to identify that the vehicle is in safe and efficient working order.</p> <p>Training to ensure cleanliness and tidiness of vehicles.</p>
Vehicle equipment, winches and winch ropes	Training to ensure equipment is in working order and is used in a safe and efficient manner.
Communication systems	Training in the communications system(s) being used.
Wearing of personal protective equipment and clothing	Including high-visibility clothing, safety footwear, waterproof clothing, eye protection, gloves, ear defenders (when a dynamic risk assessment indicates this to be appropriate) and safety helmets.
Hazardous substances	Awareness training for recognition of hazardous substances and the precautionary procedures needed to be taken by operatives and technicians in respect of suspected hazardous substances.
Working at the roadside and on live highways	Including access to the broken down vehicle/ incident, safety and care of vehicle occupants and safe systems of work. (See requirements set out in this clause and further guidance in Annex C).
Legislation	Legislation applicable for roadside recovery industry including, Regulations relating to drivers' hours (EU Regulation (EC) 561/2006) [20] and GB Domestic Hours [21], Working Time Regulations [22], Management of Health & Safety at Work Regulations [1], Provision and Use of Work Equipment Regulations [16], Lifting Operations and Lifting Equipment Regulations [17], Personal Protective Equipment Regulations [19], Control of Substances Hazardous to Health Regulations [23].
Standard operating procedures	Include safe distance of work.

11 Standard operating procedures

Management shall document, implement and maintain a management system, including traceability of operational activity, and all staff shall have access to, knowledge of and comply with the standard operating procedures. These shall be in accordance with the current version of the *SURVIVE Best Practice Guidelines*.

NOTE 1 The current version of the SURVIVE Best Practice Guidelines for dealing with breakdowns/removals on motorways and high speed dual carriageways is available from: www.survivegroup.org/pages/publications/best-practice-guidelines.⁸⁾

NOTE 2 Attention is drawn to BS EN ISO 9001.

The areas specified within Annex C shall be incorporated into the standard operating procedures of the organization.

NOTE 3 The areas contained within Annex D, concerning customer service, should be regarded as current best practice and considered for inclusion within the standard operating procedures.

NOTE 4 It is recommended that attention is paid to the requirements of motorists or customers who may be considered or may consider themselves "vulnerable" during the repair, recovery or removal of their vehicle and these requirements considered for inclusion within the standard operating procedures of the organization.

NOTE 5 Attention is drawn to the Data Protection Act 1998 [24] and the Computer Misuse Act 1990 [25].

NOTE 6 Attention is drawn to the Working Time Regulations 1998 [22].

12 Customer service

12.1 General

Management shall ensure that they have adequate provisions in place to provide good customer service.

NOTE See Annex D for an example of recommended customer service.

12.2 Disabled customers

Road recovery operators as suppliers of services are under a duty not to discriminate against customers who have a disability.

NOTE 1 Attention is drawn to the following requirements contained in the Equality Act 2010 [26]:

- *procedures should be in place to ensure that disabled people are not treated less favourably than others because of their disability;*
- *reasonable adjustments should be made to help disabled people to access their facilities and services.*

Annex D provides assistance to road recovery operators and technicians in complying with the requirements of the Equality Act 2010 [26].

12.3 Vulnerable customers

Management shall ensure that systems and procedures are in place to:

- identify vulnerable customers;
- protect vulnerable customers;
- provide guidance on dealing with emergency situations.

⁸⁾ This can be downloaded free of charge from the website.

12.4 Carrying or moving children, pets and domestic animals or livestock in road recovery vehicles

Management shall ensure that systems and procedures are in place to:

- identify whether any children, pets, domestic animals or livestock are being carried in casualty vehicles;
- provide relevant dynamic risk assessment training to technicians;
- provide guidance on safe working procedures and dealing with customers;
- provide guidance on dealing with emergency situations.

12.5 Complaints

Management shall ensure that a complaints procedure for use of customers at the roadside is in place and that customers are made aware of it.

13 Claims of conformity

13.1 General

Claims of conformance with this PAS shall be made in the principal documentation for which the claim is being made, in accordance with BS EN ISO/IEC 17050-1.

13.2 Scope of claim

In making a claim of conformance with this PAS, the organization shall address all of the provisions of the PAS.

13.3 Basis of claim

13.3.1 General

The claim shall identify the type of conformity assessment undertaken as one of:

- a) self-verification in accordance with **13.3.2**;
- b) other party verification in accordance with **13.3.3**; or
- c) independent third party certification in accordance with **13.3.4**.

NOTE Claims of conformity, made in accordance with **13.3.4**, are more likely to gain customers' confidence.

13.3.2 Self-verification

In undertaking self-verification, organizations shall be able to demonstrate compliance with the requirements of this PAS, and make supporting documentation available to any interested party requesting it.

The appropriate method for self-verification and for presentation of the results shall be through the application of BS EN ISO 14021.

NOTE Organizations should be aware that external verification could be required in the event of challenge to a claim and that customers could have less confidence in this option.

13.3.3 Other party verification

Organizations using an alternative method of verification involving parties other than those qualifying as accredited independent third parties, shall satisfy themselves that any such party is able to demonstrate compliance with recognized standards setting out requirements for certification bodies.

NOTE Examples of such recognized standards include BS EN ISO/IEC 17021, BS EN ISO/IEC 17020 and BS EN ISO/IEC 17065.

13.3.4 Independent third party certification

Organizations seeking third party certification for this PAS shall undergo assessment by an independent third party certification or inspection body accredited to provide assessment and certification to this PAS.

Organizations seeking third party certification shall comply with the requirements in Annex E and Annex F.

13.4 Identification of the basis of a claim

All claims of conformity with this PAS shall use the appropriate form of disclosure, as follows:

1. For claims of conformity based on self-verification in accordance with **13.3.2**:
"[Insert unambiguous identification of the claimant] operates in accordance with a management system for road recovery conforming to PAS 43:2015, self-declared."
2. For claims of conformity based on other party assessment in accordance with **13.3.3**:
"[Insert unambiguous identification of the claimant] operates in accordance with a management system for road recovery conforming to PAS 43, [insert unambiguous identification of the validating body] declared."
3. For claims of conformity based on certification in accordance with **13.3.4**:
"[Insert unambiguous identification of the claimant] operates in accordance with a management system for road recovery conforming to PAS 43, [insert unambiguous identification of the certifying body] certified."

Annex A
(informative)

Guidance on current best practice for vehicle conspicuity

A.1 Acknowledgements

Annex A is based on the work carried out by the Police Scientific Development Branch (later re-designated as the Home Office Scientific Development Branch, and subsequently re-designated the Home Office Centre for Applied Science and Technology) in 1998 and which is approved by the ACPO Traffic Committee (now re-designated as the ACPO Roads Policing Business Area).

A.2 Introduction

Vehicle conspicuity is defined as the ability of a vehicle to draw attention to its presence, even when other road users are not actively looking for it. It is important that road recovery vehicle markings are conspicuous up to a distance of 500 m both during the day and the night.

A.3 Factors improving road recovery vehicle conspicuity

A.3.1 Colour

A.3.1.1 During the day, road recovery vehicle conspicuity can be improved by using colours which are not usually found in the environment in which the vehicle is used. Day vision is most sensitive to yellow-green colours, especially if fluorescent materials are used.

A.3.1.2 During the night, the eye becomes more sensitive to blue colours and the use of retro-reflective materials is recommended for maximum effectiveness, especially silver or white.

A.3.2 Shape

A.3.2.1 The greater the area the materials cover, the greater the vehicle conspicuity and the greater the distance over which the markings can be seen.

A.3.2.2 Using square or rectangular blocks of colours on the sides of a vehicle is more effective than stripes, especially if fluorescent and/or retro-reflective materials are used. It is also recommended that no other materials, logos or symbols are placed over the blocks of colour as this can degrade their reflective properties. If the side outline of the vehicle is picked out with retro-reflective material then this will present an easily recognizable image.

A.3.2.3 Chevrons should be used on the rear of road recovery vehicles. These chevrons should be marked with fluorescent and/or retro-reflective materials, be a minimum of 150 mm wide and the stripes arranged in an upward direction. Various conspicuous colour combinations and materials may be used, however research has identified that the most effective colours to be used are orange and yellow.

A.3.2.4 Conspicuity marking legislation [10, 14] requires a full contour marking to the rear, i.e. horizontal and vertical markings to outline the shape of the vehicle, and partial contour markings on the side. Partial contour markings consist of a horizontal line showing the length of the vehicle and "tick" marks showing the upper corners of the body. However, where the shape, structure, design, or operational requirements make it impossible to install the mandatory contour marking, a line marking is acceptable. Rear markings should be red or yellow, and side markings yellow or white with all mandatory markings carrying an approval "E" marking to confirm compliance to R 104. [12]

RVLR [10] and R48 [13] allow out-of-scope vehicles to be fitted with optional conspicuity markings, but where fitted they are required to conform to the relevant (mandatory) specification. Where compliant conspicuity markings are fitted, there is no requirement to fit rear marker plates. However the optional use of rear marker plates in addition to conspicuity markings is still permitted. Further guidance on the interpretation of regulations are available in *FTA Compliance Guide – Conspicuity Marking Requirements on Goods Vehicles*.⁹⁾

The rear outline of the vehicle, where practical, should also be picked out with red retro-reflective material.

NOTE 1 Full details of exempt vehicles and the technical specification for vehicle application can be found in Regulations R 48 [13] and R 104 [12].

NOTE 2 The use of fluorescent or retro-reflective materials is covered under the Road Vehicle Lighting Regulations 1989 [10] and currently only retro-reflective red may be used on the rear of the vehicle.

NOTE 3 Attention is drawn to the Road Vehicles Lighting and Goods Vehicles (Plating and Testing) (Amendment) Regulations 2009 [14] and subsequent amendments regarding patterns and colours of fluorescent and/or retro-reflective materials to be used on the front, sides and rear of vehicles. These deem retro-reflective materials to be lights. Therefore, only white may be used on the front, orange on the side, and red on the rear of the vehicle.

NOTE 4 The police service and the Home Office have not applied for restrictive use regarding the rear orange and yellow chevrons on the grounds of public safety.

NOTE 5 The “Battenburg” type of livery, i.e. large blocks of colour is reserved for emergency vehicles (the official police, fire and rescue and ambulance services) and certain other government vehicles. It is important that this type of livery is not used on any other vehicles.

⁹⁾ Available from: www.fta.co.uk

Annex B Vehicle equipment (normative)

B.1 Breakdown vehicles

The equipment given in Table B.1 shall be maintained in good condition and carried at all times.

Table B.1 Equipment to be carried on breakdown vehicles

Equipment to be carried	Motorcycles	Car-derived van	Utility vehicle ¹⁾	Light commercial vehicle ²⁾
Fire extinguisher suitable for dealing with vehicle class B ³⁾ and/or C ⁴⁾ fires in accordance with the requirements identified from a suitable and sufficient fire risk assessment	No	Yes	Yes	Yes
First aid kit ⁵⁾ including eye wash equipment (items being within date of assessment\inspection date of the certification\inspection body	Yes	Yes	Yes	Yes
Torch or portable lighting (intrinsically safe items i.e. those that do not emit sparks when used are preferred)	Yes	Yes ⁶⁾	Yes	Yes ⁶⁾
Jump start battery pack	No	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)	-	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)
Jump start leads	No	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)
Connection points for jump start leads	No	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)

Table B.1 Equipment to be carried on breakdown vehicles (continued)

Equipment to be carried	Motorcycles	Car-derived van	Utility vehicle ¹⁾	Light commercial vehicle ²⁾
Tool kit (including wheel brace or similar tool) suited to the duty of the vehicle concerned. The contents of the tool kit shall be specified in the standard operating procedures of the organization	Yes	Yes	Yes	Yes
Lifting device or other equipment capable of partially raising the casualty vehicle and suited to the maximum casualty vehicle weight with a minimum lifting capacity of 1.5 tonnes	No	Yes	Yes	Yes
The breakdown vehicle's registration number plate (spare) for use when towing the casualty vehicle	No	Yes (only applicable if capable of towing)	Yes (only applicable if capable of towing)	Yes (only applicable if capable of towing)
Suitable personal protective equipment as per Clause 7 of this PAS	Yes	Yes	Yes	Yes

1) For example, a 4x4.
2) For example, a panel van.
3) Flammable liquids.
4) Gaseous fires.
5) The first aid kit is for the personal use of the technician for self-aid unless a first aid certificate is held.
6) Intrinsically safe portable lighting is required for specialist fuel removal vehicles.

NOTE 1 The equipment in Table B.1 is a requirement for any vehicle attempting to remobilize a casualty vehicle, even if the primary use of such a vehicle is for recovery or removal.

NOTE 2 Breakdown vehicles may on occasion be required to carry specific equipment in addition to that listed above. All such equipment should be specified in the standard operating procedures of the organization, be fit for purpose and be maintained in good condition, as detailed in the contracts being operated.

NOTE 3 Additional equipment to be carried may include some or all of the following:

- a) axle supports;
- b) if the breakdown vehicle is carrying towing equipment (e.g. tow pole, 'A' frame, towing dolly) and the technician is intending to tow a vehicle or trailer, then temporary rear lights, including the breakdown vehicle's registration number should also be carried;
- c) spill mats or absorbent granules/materials in order to help remove spillages from the carriageway. Any materials so used should be removed and disposed of in accordance with environmental legislation.

NOTE 4 It is recommended that a shovel and broom (with antistatic bristles) are also carried in order to help remove debris from the vehicle or the carriageway. Any debris so removed should be disposed of in accordance with environmental legislation.

NOTE 5 a) Jump start leads should be as long as is practical but should generally be no longer than 7.5 m in length, this representing the maximum length without incurring unacceptable electrical transmission losses during use. Emphasis should be put on the desirability of parking at the rear of the casualty vehicle; jump leads should be selected that are long enough to allow this to take place.

b) Consideration should be given to the provision of jump start sockets at the front and rear of new vehicles. Existing vehicles should be fitted with a socket to the rear of the vehicle and consideration should be given to fitting one at the front if it can reasonably be retrofitted.

B.2 Recovery/removal vehicles

The equipment in Table B.2 shall be maintained in good condition and carried at all times.

Table B.2 Equipment to be carried on recovery/removal

Equipment to be carried	Recovery/ removal vehicle for motor cycles	Service van with a recovery capability	Transporter	Light vehicle (from 2000 kg up to 3,500 kg)	Medium vehicle (from 3 501 kg up to 18,000 kg)	Heavy vehicle (from 18000 kg up to max permissible kg)
Fire extinguisher suitable for dealing with vehicle class B ¹⁾ and/or C ²⁾ fires in accordance with the requirements identified from a suitable and sufficient fire risk assessment	Yes	Yes	Yes	Yes	Yes	Yes
First aid kit ³⁾ including eye wash equipment (items being within date of assessment\inspection date of the certification\inspection body	Yes	Yes	Yes	Yes	Yes	Yes
Torch or portable lighting (intrinsically safe items, i.e. those that do not emit sparks when used are preferred)	Yes	Yes	Yes	Yes	Yes	Yes
Tool kit (including wheel brace or similar tool) suited to the duty of the vehicle concerned. The contents of the tool kit shall be specified in the standard operating procedures of the organization	Yes	Yes	Yes	Yes	Yes	Yes
Straps or chains for securing casualty vehicle	Yes	Yes	Yes	Yes	Yes	Yes

Table B.2 Equipment to be carried on recovery/removal (continued)

Equipment to be carried	Recovery/ removal vehicle for motor cycles	Service van with a recovery capability	Transporter	Light vehicle (from 2 000 kg up to 3,500 kg)	Medium vehicle (from 3 501 kg up to 18,000 kg)	Heavy vehicle (from 18 000 kg up to max permissible kg)
Winch compatible for the vehicle and its duty	Yes	No	Yes	Yes	Yes	Yes
Suitable spill kits	No	No	Yes	No	No	No
Suitable personal protective equipment as per Clause 7 of this PAS	Yes	Yes	Yes	Yes	Yes	Yes

1) Flammable liquids
2) Gaseous fires.
3) The first aid kit is for the personal use of the technician for self-aid unless a first aid certificate is held.

NOTE 1 The equipment in Table B.2 is a requirement for any vehicle attempting to remobilize a casualty vehicle, even if the primary use of such a vehicle is for recovery or removal.

NOTE 2 Recovery/removal vehicles may be required to carry specific equipment in addition to that listed above. Such equipment should be specified in the standard operating procedures of the organization, be fit for purpose and be maintained in good condition, as detailed in the contracts being operated.

NOTE 3 It is recommended that a shovel and broom (with antistatic bristles) are also carried in order to help remove debris from the vehicle or the carriageway. Any debris so removed should be disposed of in accordance with environmental legislation.

NOTE 4 Additional equipment should be carried that is appropriate for the duty to be undertaken by the vehicle. See Table B.3 for an example of current good practice. Consideration should be given to the appropriateness of the equipment listed for other operational requirements for vehicles falling within the scope of this PAS.

NOTE 5 Attention is drawn to the requirements prescribed in Series 100 Clauses 120.46 and 120.47 (May 2014 Edition) for equipment to be carried by vehicles operating vehicle recovery services within Highways works on the strategic road network in England, Scotland, Wales and Northern Ireland.

Table B.3 An example of good practice relating to additional equipment appropriate for specific duties undertaken by road recovery vehicles

NOTE Table B.3 applies to contracts relating to vehicles used for recovery or removal of vehicles from incidents or for forensic examination under contracts awarded by the police service in England and Wales.

Vehicle additional equipment list	4 x 4 Breakdown vehicles	Fitted with spectacle type under-lift for vehicles up to 3 500 kg	Slide or flatbed recovery vehicles	Fitted with lorry loader crane	Fitted with under-lift equipment for recovery of vehicles exceeding 3 500 kg	Low loader	Incident support vehicle	Remarks
Beacon bar/strobes (*)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Fire extinguishers (**)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	PAS 43 stipulates Class B (gaseous) and Class C (electrical) fires, for which CO2 extinguishers are recommended as a minimum. ADR Regulations suggest dry powder extinguishers, also suitable for Class A (solid materials). All fire extinguishers should be easily accessible at all times; secured to a mounting point or housed in a suitable container; protected against the elements; inspected annually and serviced as required by an accredited inspection body. Up to 3.5 t - ADR recommendation is a minimum total of 4 kg. 2 kg in the cab, and 2 kg accessible from the working area. Over 3.5 t and up to 7.5 t - ADR recommendation is 2 kg in the cab and 1 X 6 kg easily accessible from the working area. Minimum total of 8 kg. The 6 kg is to be carried in all cases. Over 7.5 t - ADR recommendation is 2 kg in the cab and at least 1 X 6 kg easily accessible from the working area. A minimum total of 12 kg should be carried.
First aid kit (including eyewash) (*)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Jump leads/boost pack (or equivalent) (*)	Yes	Yes	Yes	Yes	Yes	-	Yes	Jump packs are preferable to slave leads
Minimum of two work lights	-	Yes	Yes	Yes	Yes	Yes	Yes	As appropriate for vehicle type and operational requirements
PPE as appropriate (**)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Gloves, boots, reflective clothing, eye protection, safety helmet, chemical suit (can be disposable)
2 ATEX rated torches (**)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Table B.3 An example of good practice relating to additional equipment appropriate for specific duties undertaken by road recovery vehicles (continued)

Vehicle additional equipment list	4 x 4 Breakdown vehicles	Fitted with spectacle type under-lift for vehicles up to 3 500 kg	Slide or flatbed recovery vehicles	Fitted with lorry loader crane	Fitted with under-lift equipment for recovery of vehicles exceeding 3 500 kg	Low loader	Incident support vehicle	Remarks
ADR/Hazchem chart	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Awareness only - should be easily accessible to the driver
Spillage control kit (**)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Granules or absorbent pads, and a means of storing contaminated granules/pads
Polythene sheeting to cover the bed	-	-	Yes	Yes	-	-	-	This can be any means of covering the bed and the vehicle at the request of any police force in England or Wales. Wrap is acceptable to preserve forensics on the vehicle (new tarpaulins should be available at all times)
Polythene sheeting and tape for forensics	-	-	Yes	Yes	Yes	Yes	Yes	This can be any means of covering the bed AND the vehicle at the Force's request. Wrap is acceptable to preserve forensics on the vehicle (new tarpaulins should be available at all times)
Brush	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Shovel	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Bolt crotters	-	Yes	Yes	Yes	Yes	-	Yes	
6 cones minimum 450mm	Yes	Yes	Yes	Yes	-	-	Yes	
6 cones minimum 750mm	-	-	-	-	Yes	Yes	-	
An imaging device (camera/mobile)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Trailer board and cable (*)	Yes	Yes	-	Yes	Yes	-	-	
Minimum of 4 bed straps (**)	-	-	Yes	Yes	Yes	-	-	
Spec lift straps	-	Yes	-	-	Yes	-	-	On commercial underlifts these may be in the form of securing chains
Trolley/bottle jack (min 1.5 t for light, 8 t for heavy)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Wheel brace or alternative	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Basic tool kit (**)	Yes	Yes	Yes	Yes	Yes	-	-	To include socket set
Crowbar minimum 1 m	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Table B.3 An example of good practice relating to additional equipment appropriate for specific duties undertaken by road recovery vehicles (continued)

Vehicle additional equipment list	4 x 4 Breakdown vehicles	Fitted with spectacle type under-lift for vehicles up to 3 500 kg	Slide or flatbed recovery vehicles	Fitted with lorry loader crane	Fitted with under-lift equipment for recovery of vehicles exceeding 3 500 kg	Low loader	Incident support vehicle	Remarks
Sledge hammer minimum 4 lb	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Copper/hide/nylon mallet	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Bushman type saw	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Packing timber	–	Yes	Yes	Yes	Yes	Yes	–	
Set of centre-pull brothers/ double leg chain	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Compatible with the winch, where one is fitted. For loading only
Access to dolly wheels/skates	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Access to motorcycle adaptor	–	Yes	Yes	Yes			Yes	
Airlines	–	–	–	–	Yes	Yes	Yes	
Snatch blocks (2 per winch)	Yes	Yes	Yes	Yes	Yes	Yes	–	Compatible with winch and rope if fitted. Minimum 2t. Min 2 per winch
2 t shackles X 2 (**)	Yes	Yes	Yes	Yes	–	–	Yes	Compatible with winch (or equipment)
6 t shackles X 2 (**)	–	–	–	Yes	Yes	Yes	Yes	Compatible with winch (or equipment)
8 t shackles X 2 (**)	–	–	–	–	Yes	Yes	Yes	Compatible with winch (or equipment)
12 t shackles X 2 (**)	–	–	–	–	–	Yes	Yes	
7 mm G80 chains X 2 (**)	–	Yes	Yes	Yes	Yes		Yes	2m long with grab hooks at each end. On heavy vehicles these (or similar) may be used to lash down
10 mm G80 chains X 2 (**)	–	–	–	Yes	Yes	–	–	
16 mm G60 chains X 2 (**)	–	–	–	–	Yes	Yes	–	
12 t strops X 2 (**)	–	–	–	Yes	Yes	–	–	Where a top boom is fitted. Required for forensic recovery on a lorry loader to maximum capacity of crane
Lifting bar/damage free lifting frame	–	–	–	Yes	–	–	–	To allow a “no wheels to turn” lift or vehicle cannot be “touched”

(*) PAS 43 mandatory requirement as per Tables B1 and B2.

(**) PAS 43 mandatory requirement for this category of equipment contained in Tables B.1 and B.2 – Table B.3 contains additional requirements for Police awarded contracts.

Annex C
(normative)

Training and health and safety for vehicle technicians – Additional guidance

NOTE 1 This Annex provides additional guidance and is not an alternative to the contents of Clause 10 of this PAS.

C.1 Working at the roadside – Prior to arrival

C.1.1 Approaching and protecting the scene

Well in advance of the breakdown the technician shall indicate left, and switch on beacons. Hazard warning lights shall be switched on once stopped in the appropriate fend position.

The fend position to the rear of the casualty vehicle normally represents the most appropriate location unless the dynamic risk assessment concludes that an alternative position would reduce the risk. The most obvious examples of where positioning the recovery vehicle in front of the casualty vehicle is appropriate would be:

- in situations where a decision has already been taken to recover or remove the casualty vehicle; the roadside technician/road recovery operator shall position the recovery vehicle for immediate loading of the casualty vehicle;
- in situations where there is a high probability that a recovery is required and to relocate the recovery vehicle from the fend position to the front of the casualty vehicle would involve heightened risk and could seriously endanger the safety of the technician/road recovery operator, the customer or other members of the public;
- in situations where the presence of the recovery vehicle in front of the casualty would materially reduce the time taken to remobilize the casualty vehicle.

If the technician concludes that it is appropriate to position the recovery vehicle to the front of the casualty, other potential means of maximizing conspicuity of the scene shall be considered, such as locating the recovery vehicle in a position that ensures visibility of vehicle lighting and reflective material and the deployment of cones if these are available.

NOTE For details of the fend position and applying relevant safety measures, and for advice on attending breakdowns and recoveries on smart motorways refer to the SURVIVE Best Practice Guidelines.

C.1.2 Approaching if intending immediate removal

Technicians shall be instructed that they are to anticipate the location of the removal and act appropriately.

Unless the specific nature of the removal dictates otherwise, only removal transporters or other vehicles fitted with specialist recovery equipment already attached for the purpose of direct removal shall stop in front of the casualty vehicle, and then only if it is intended to immediately remove the casualty vehicle.

C.1.3 Going past the location

Technicians shall be instructed that, should for any reason they drive past the location of the casualty vehicle, then they shall continue until they can turn around and once more approach the casualty vehicle from behind. Under no circumstances, unless instructed to do so by a Police Officer or a Traffic Officer, shall they attempt to reverse back along the dual carriageway or hard shoulder in order to reach the casualty vehicle.

C.1.4 Working at the roadside – At the scene (workplace)

C.1.4.1 A casualty vehicle

Neither the technician nor their organization has any control over when or where a vehicle breaks down, but once it has done so then it is immediately a hazard (perhaps because it is an obstruction) and the risk of it being involved in an incident increases the longer it remains a hazard. Technicians shall be taught that to minimize the risk, either the casualty vehicle shall be remobilized as quickly as possible or the vehicle and all occupants removed from the scene as soon as possible, whichever is the quickest.

NOTE 1 It is of paramount importance that technicians always assess the breakdown situation for hazards and potential hazards in order to minimize the risk. As a general rule, if it is quicker to repair than to remove, then the technician should repair. However, if it is quicker to remove than repair, then technician should remove.

NOTE 2 If it is considered necessary, the Police Service/Highways England or other similarly authorized body should be contacted and requested to attend, to provide protection of the scene. At no point should the technician place him/herself in unnecessary danger in attempts to assist others.

C.1.4.2 Additional protection

Technicians shall be instructed that prior to, or on arrival at, a breakdown, they assess whether they need to use additional scene protection devices, such as cones, if these are available.

NOTE See the SURVIVE Best Practice Guidelines for further information on additional protection.

C.1.4.3 Sandwich position and danger zones (working between vehicles)

The most dangerous zones at a breakdown, recovery or removal are on the outside of the vehicles nearest the carriageway and especially in the area between any two vehicles, which is nicknamed the "sandwich position". Technicians shall be instructed that they should avoid or at least minimize the time they are in the "sandwich position", or are on the outside of the vehicles nearest the carriageway.

C.1.4.4 Alighting from the road recovery vehicle

Whenever possible, the technician shall alight from the door on the safer side of their vehicle upon arriving at the scene of the breakdown. Whilst working on a motorway, under no circumstances shall the technician's vehicle be parked so close to the running lane that either the vehicle's door or the technician shall enter the running lane whilst exiting the vehicle.

C.1.5 Working at the roadside – General

C.1.5.1 Induction training shall include the requirements specified in C.1.5.1.1 to C.1.5.1.12.

C.1.5.1.1 Technicians shall at all times be aware that all the time a vehicle is stationary on the motorway or highway it is a hazard and constitutes a threat to safety, no matter what steps have been taken to minimize the danger. Therefore, if it is considered that the casualty vehicle cannot be remobilized quickly, the technician shall tow, remove or arrange for the casualty to be removed to a position where it can be worked on in safety.

C.1.5.5.2 Technicians shall be aware of the ever present dangers to themselves, the public and other road users whilst working at the roadside.

C.1.5.5.3 All activities at the roadside shall be conducted, wherever possible, with a sense of urgency and with a professional attitude whilst taking into account the prevailing traffic and weather conditions.

C.1.5.5.4 Technicians shall use hazard warning lights and flashing beacons at the scene of all highway incidents and these shall remain on until they leave the scene of the breakdown.

C.1.5.5.5 All technicians shall wear a high-visibility reflective safety garment at all times when working outside of their vehicle and this shall be maintained in a clean condition so as not to adversely affect the reflective qualities. At no time shall any other clothing or item be worn over the safety garment unless it has been suitably marked with approved reflective bands of the same type and size as the standard reflective garment.

C.1.5.5.6 If waiting at the location for further assistance, technicians shall, whenever possible, avoid waiting in their vehicle as this is providing protection for the breakdown scene.

C.1.5.5.7 If the repair activity or the recovery/removal procedure is likely to cause serious obstruction to the traffic flows or in any way be considered dangerous, then the Police Service/Highways England or other similarly authorized body shall be informed and their assistance requested. If that assistance is not available then the technician shall carry out a further dynamic risk assessment and consider any other possible actions to minimize the risk.

C.1.5.5.8 When dealing with breakdowns, recoveries or removals on the hard shoulders of motorways, under no circumstances shall a technician park on any of the traffic lanes unless instructed to do so by a police officer/Highways England or other similarly authorized body traffic officer present at the scene.

NOTE When working on a smart motorway technicians should have regard for the guidance included in the SURVIVE Best Practice Guidelines.

C.1.5.5.9 Where the Police Service/Highways England or other similarly authorized body are in attendance at the scene of any incident then they have overall control of that incident. During the execution of the repair/recovery or removal of the vehicle and the departure of the technician, the technician shall have control of his/her workplace. Technicians shall be aware that on matters of health and safety in the workplace, the technician has primacy and other officials present, such as police, fire or traffic officers have no authority to instruct him/her to carry out the work in their way.

C.1.5.5.10 Should technicians be required to recover or remove a vehicle that cannot be remobilized then their vehicle shall be manoeuvred safely from the appropriate fend position, having due regard for prevailing traffic conditions, into a position to facilitate the recovery or removal of the casualty vehicle. However, before moving from the fend position, wherever possible, all appropriate recovery equipment shall be fitted to the casualty vehicle. All warning devices shall remain behind the casualty vehicle until the removal is ready to take place.

C.1.5.5.11 Before leaving the scene of the breakdown, all tools, equipment, warning devices, etc., shall be removed and secured back into the road recovery vehicle.

C.1.5.5.12 Upon re-joining the main carriageway all beacons shall be switched off unless there is the need to warn other road users.

c.2 Working at the roadside – particular vehicle hazards

Technicians shall be provided with training in dealing with particular hazards and risks associated with the vehicle type, e.g. risks from air-ride suspension systems including catastrophic deflation and the risks from high voltage electrics in electric hybrid vehicles.

NOTE Examples of vehicle specific training are included in Table C.1 to C.8.

c.3 Care of the customer

Organizations shall ensure that all technicians are trained in customer care (see Clause 10).

Technicians shall give special consideration to everybody's safety whilst working on elevated sections of motorways, dual carriageways, other high-speed roads, and any areas where there is no hard shoulder or verge available (including smart motorways).

As suppliers of services, road recovery operators are under a duty not to discriminate against customers who have what are known as 'protected characteristics' as defined in the Equality Act 2010 [26], including customers with disabilities and may need to adjust their services to help such customers to access assistance.

c.4 National training and assessment scheme for technicians

The training and assessment delivered by the scheme is based on the National Occupational Standards published by IMI (Sector Skills Council for the retail motor trade industry) and have been developed by the National Highway Sector Schemes for Vehicle Recovery to provide a national framework for training technicians.¹⁰⁾ The scheme provides a national benchmark for training and assessment of technicians, trainers and assessors in the vehicle recovery industry and is independently assessed to ensure that the level and quality of delivered training and associated assessment is maintained to the national syllabus and standard throughout the UK. The scheme provides a technician with a skills card that has national recognition.

The National Training and Assessment Scheme is modular in construction. The national training and assessment scheme administrator, in conjunction with the roadside assistance and recovery industry sector has considered what the appropriate training and assessment requirements should be for light vehicle, motorcycle and heavy vehicle recovery technicians and provides guidance regarding the minimum compatible qualification requirements for technicians to operate relevant recovery equipment in line with the National Occupational Standards.

The induction and customer care training consist of three modules which may be used as the cornerstone for the assessment of operatives:

- VR01 Basic Health and Safety;
- VR02 Customer Service;
- VR03 Assess the Roadside Situation.

On successful completion of the induction modules VR01, VR02 and VR03 the operative/technician shall be eligible to be registered as a vehicle roadside technician and be issued with the relevant Red Registration Card. Induction training is augmented by relevant modules for light vehicle, motorcycle and heavy vehicle recovery, which enable a vehicle roadside technician to become a vehicle roadside recovery technician and be issued with a Blue Registration Card.

¹⁰⁾ See UKAS website www.ukas.com (Publications and Technical Articles page) National Highways Sector Schemes 17/17b.

NOTE Additional modules are also available that are not yet registered as a National Occupational Standard (see Table C.7).

Tables C.1 to C.6 provide current national training scheme guidance on requirements based on the National Occupational Standards for roadside assistance and recovery.

Table C.1 **Light vehicle road recovery operator**

Modules for a light road recovery operator				
VR01 (Basic health and safety)				
VR02 (Customer service)				
VR03 (Assess the roadside situation)				
Plus at least one of the following:				
VR04 Ancillary equipment (flat tow)	VR05 Spectacle frames (suspend tow)	VR06 Transporters (total lift)	VR07 Advanced winching	VR17 Lorry loaders

Table C.2 **Motorcycle road recovery operator**

Modules for motorcycle road recovery operators		
VR01 (Basic health and safety)		
VR02 (Customer service)		
VR03 (Assess the roadside situation)		
VR08 (Handling motorcycles)		
Plus at least one of the following:		
VR09 Recovery of motorcycles using ancillary equipment	VR10 Recovery of motorcycles using spec frame vehicles	VR11 Recovery of motorcycles using transporters

Table C.3 **Heavy vehicle road recovery operator**

Modules for a heavy road recovery operator								
VR01 (Basic health and safety)								
VR02 (Customer service)								
VR03 (Assess the roadside situation)								
Plus at least one of the following:								
VR12 Ancillary equipment (flat tow)	VR13 Heavy underlift	VR14 Heavy suspend tow	VR15 Heavy transporters (total lift)	VR16 Advanced heavy winching	VR17 Lorry loader	VR18 Air cushion	VR20 VR Appliances (heavy recovery)	VR23 Bus and coach

NOTE These minimum qualifications provide operative/technician with the necessary skills to be able to carry out a recovery/removal within the limitations of available equipment. On successful completion of the mandatory elements an operative will be designated an accredited vehicle roadside recovery technician. Information relating to the qualifications of operatives and technicians are reproduced on the reverse of the national skills registration card.

Table C.4 provides discrete information on the modules that an operative/technician is required to achieve, to receive a qualification within the various categories of competency.¹¹⁾

Table C.4 Minimum compatible qualifications for roadside assistance, motorcycle assistance and light recovery technicians

	LV technician modules																
	VR01	VR02	VR03	VR04	VR05	VR06	VR07	VR08	VR09	VR10	VR11	VR17	VR19	VR21	VR24	VR25	
Recovery vehicle/equipment	✓	✓	✓														
Roadside technician	✓	✓	✓														
LV recovery-flat tow and rapid deployment dolly's	✓	✓	✓	✓													
LV recovery-underlift operator	✓	✓	✓		✓												
LV recovery-transporter operator	✓	✓	✓			✓											
LV operator-accident recovery	✓	✓	✓				✓										
Motorcycle Recovery-underlift operator	✓	✓	✓		✓			✓		✓							
Motorcycle recovery-transporter operator	✓	✓	✓			✓		✓						✓			
Motorcycle recovery-specialist equipment	✓	✓	✓					✓								✓	

NOTE 1 The above minimum qualifications do not qualify the technician to be an accredited recovery technician, but provide the operative/technician with the necessary skills to be able to carry out a recovery/removal within the limitations of available equipment. Advice on training requirements for full compatibility with equipment should be sought from the National Training and Assessment Scheme Administrator.

NOTE 2 Attainment of module VR 16 covers module VR 07.

NOTE 3 LV means light vehicle.

NOTE 4 A full list and description of each module can be found on the IVR website (www.theivrgroup.org).

NOTE 5 Roadside Assistance Technicians, including tyre fitters who carry out repairs at the roadside, but do not recover, remove or tow casualty vehicles, only require modules VR01, 02 and 03 – “The Core Modules”.

¹¹⁾ For more information on the VR Modules, see www.theivrgroup.org

Table C.5 Minimum compatible qualifications for roadside assistance, heavy recovery technicians

Recovery vehicle/ equipment	HV technician modules															
	VR01	VR02	VR03	VR12	VR13	VR14	VR15	VR16	VR18	VR17	VR19	VR20	VR21	VR23	VR24	VR25
Roadside technician	✓	✓	✓													
HV recovery-flat tow	✓	✓	✓	✓												
HV recovery-underlift operator	✓	✓	✓		✓											
HV recovery- transporter operator	✓	✓	✓				✓									
HV operator-accident recovery	✓	✓	✓					✓								
HV operator-accident recovery (including air cushions)	✓	✓	✓					✓	✓							
HV recovery appliances (rotators and top booms)	✓	✓	✓					✓				✓				
HV recovery-underlift operator (bus and coach recovery)	✓	✓	✓		✓									✓		
HV operator-lorry loader	✓	✓	✓							✓						

NOTE 1 Attainment of module VR 16 covers module VR 07.

NOTE 2 HV means heavy vehicle.

NOTE 3 Roadside assistance technicians, including tyre fitters who carry out repairs at the roadside, but do not recover, remove or tow casualty vehicles only require modules VR01, 02 and 03 – “The Core Modules”.

NOTE 4 It is assumed that HV recovery operators taking the accident recovery modules are experienced road recovery operators and would have previously achieved VR13.

NOTE 5 It is a pre-requisite that recovery technicians wishing to take VR20 will have already achieved VR 16.

Table C.6 Minimum compatible qualifications for specialist job roles

Recovery vehicle/equipment	VR01	VR02	VR03	VR24	VR25
Recovery vehicle inspector ¹⁾	✓	✓	✓	✓	
Recovery impact protection vehicle driver ²⁾	✓	✓	✓		✓

1) People employed for or having a requirement to inspect recovery vehicles as part of their job can gain this module to provide them with a suitable qualification.
 2) Organizations that provide services to road construction contractors and that are required to provide impact protection vehicles can use this specialist module of recovery impact protection vehicle driver to provide the required qualification.

Table C.7 Additional modules

Recovery vehicle/equipment	VR01	VR02	VR03	VR26	VR27
EFAW Emergency First Aid ¹⁾	✓	✓	✓	✓	
Electric & Hybrid Awareness ²⁾	✓	✓	✓		✓

1) This course is about roadside/recovery technicians having a basic understanding of emergency first aid in their workplace and being able to deal with situations where someone has been injured and requires emergency first aid assistance, until the emergency services arrive.

2) This course is aimed at the rescue and recovery industry who are involved in the movement of High Voltage vehicles and need an understanding of specific requirements for the safe handling of high voltage vehicles during transportation/recovery or minor repairs at the roadside.

Table C.8 Guide to training providers on minimum training periods associated with National Training Scheme Modules

Novice students		Minimum training period (In hours, based on a 7 hour training day)
Module number	Module name	
Core modules		
VR01	Health and Safety	4 hours
VR02	Customer Service	4 hours
VR03	Assess the Roadside Situation	7 hours
	Combined course of the 'Core Modules'	14 hours
Light recovery		
VR04	Ancillary Equipment (Light Vehicle Recovery)	Dependant on the number of ancillary items trained
VR05	Underlift (Light Vehicle Recovery)	14 hours
VR06	Transporter (Light Vehicle Recovery)	14 hours

Table C.8 Guide to training providers on minimum training periods associated with National Training Scheme Modules (continued)

Novice students		
Module number	Module name	Minimum training period (In hours, based on a 7 hour training day)
VR07	VR05 and VR06 combined Advanced winching (Light Vehicle Recovery)	21 hours 7 hours
Motorcycle recovery		
VR08	Handling Motorcycles (Compulsory)	3 hours
VR09	Ancillary Equipment (Motorcycle Recovery)	4 hours
VR10	Underlift (Motorcycle Recovery)	7 hours
VR11	Transporter (Motorcycle Recovery)	7 hours
	Combined course of all four modules	14 hours
Heavy recovery		
VR12	Ancillary Equipment (Heavy Recovery)	Dependant on the number of ancillary items trained
VR13	Underlift (Heavy Recovery)	14 hours
VR14	Twin Boom (Heavy Recovery)	14 hours
VR15	Transporter (Heavy Recovery)	14 hours
VR16	Advanced Winching (Heavy Recovery)	14 hours
Specialist modules		
VR17	Lorry Loader	14 hours
VR18	Air Cushions (Heavy Recovery)	7 hours
VR13,16 & 18	Combined course including a rollover	21 hours
VR19	Preservation of Evidence (awareness)	7 hours
VR20	Recovery Appliances (Heavy Recovery) VR16 is a pre-requisite for this course	21 hours
VR21	Recovery Incident Manager (Light or Heavy)	14 hours
VR23	Bus and Coach Recovery (awareness)	7 hours
VR24	Vehicle Inspections	7 hours
VR25	Recovery Impact protection Vehicle (Road construction sites)	7 hours
VR26	Emergency First aid at Work	7 hours
VR27	Electric & Hybrid Vehicle Awareness	7 hours

Annex D
(informative)**Recommendations for customer service****D.1 Introduction**

This Annex contains recommendations for customer service based on those identified by the Equality Act 2010 [26].

D.2 General guidance

It is strongly recommended that the following minimum standards are incorporated into the standard operating procedures of the organization (see Clause 11).

- a) Full business details should be provided to the local authority including ownership, premises, staffing and trade activities.
- b) A commitment to deal with customers fairly, courteously and in keeping with good business practice should be demonstrated.
- c) Staff should be made aware of the recommendations.
- d) Only work that the business is competent to undertake should be taken on.
- e) A formal complaints procedure should be put in place and a complaints officer nominated, the name of whom should be displayed on the premises. This nominated person should be aware of fair trading issues. It should be ensured that all staff understand and follow this procedure.
- f) Management should ensure compliance with the relevant codes of practice published by any trade association of which the business is a member.
- g) A written, detailed, fixed price quote for work should be offered wherever it is practicable to do so. Where it is not possible to give a firm quote, a written estimate should be offered. All quotes or estimates should be given inclusive of VAT (value added tax).
- h) Where work is arranged by telephone, clear details should be offered of the servicing/repair options and costs.
- i) The express permission of the customer to proceed should be sought if the cost is likely to exceed the estimate.
- j) Customers should be notified before work is undertaken if the business does not accept particular forms of payment (i.e. cash, cheque, debit card, credit card) or makes a charge for any particular form of payment.
- k) Items to be covered as part of any service should be agreed in consultation with the customer. Clear written details of the items to be covered should be provided.
- l) Where replacement parts are recommended, the customer should be provided with a clear explanation of the need for the replacement.
- m) Parts replaced during service or repair should be made available for inspection or returned to the customer unless a warranty claim is involved or the parts need to be returned to the supplier.
- n) Permission should be obtained from the vehicle owner to fit used parts where available in preference to fitting new parts.
- o) Where diagnostic work is required, the processes and charges should be explained to the customer. Following diagnosis, remedial work and charges should be agreed before commencement unless otherwise instructed by the customer.

- p) In the invoice, work carried out, materials used (including a description of the category of replacement parts if not new) and labour charges together with the total cost inclusive of VAT should all be fully detailed.
- q) The customer should be offered a feedback mechanism.
- r) Road recovery operators should check if the driver or passengers of the casualty vehicle have any specific needs that might affect the recovery of them and/or their vehicle to ensure they are recovered safely and efficiently.
- s) A record of repairs, servicing and customer complaints should be kept for at least 12 months.
- t) The presence of an effective, regularly reviewed, training strategy for employees should be demonstrated. The training strategy should be capable of audit by an independent body if the need arises, and be maintained in accordance with professional standards within the breakdown, recovery and removal industry.

D.3 Disabled customer guidance

Disabled customers may increase the risk at the roadside, and road recovery operators should be prepared to deal with these specific circumstances. The guidance contained within this Annex may assist road recovery operators and technicians in reducing that risk.

NOTE 1 Further guidance may be obtained from the Equal Opportunities and Human Rights Commission website (www.equalityhumanrights.com).

NOTE 2 See in particular:

- a) *“Code of Practice on Rights of Access: Services to the public, public authority functions, private clubs and premises” [27] (known as the Part 3 Code), which covers duties relating to transport infrastructure services (for example, selling and accessing breakdown services); and,*
- b) *“Code of Practice on Provision and Use of Transport Vehicles” [28] (supplementary to the Part 3 Code), which covers duties in relation to the provision and use of transport vehicles.*
- a) All transport providers have duties under the Equality Act 2010 (EA). These duties will vary according to the type of vehicles and services they offer to the public. The EA makes it unlawful for organizations which provide services to the public to discriminate against disabled people in the way they provide or do not provide those services. This is much more than simply refusing or neglecting to provide a service, organizations should make ‘reasonable adjustments’ to remove or overcome elements in their services which present barriers to disabled people.
- b) Road recovery operators should avoid stereotypical assumptions as to whether or not someone is disabled, or as to the extent of someone’s disability. For example, some people who use wheelchairs can transfer to a seat in a taxi, whilst others are unable to do so. People who can walk may only be able to do so with difficulty and with the help of a walking aid. Rather than making such assumptions, the road recovery operator should be focusing on the individual’s requirements. The nature of someone’s disability is only relevant when considering whether and at what point they might require assistance.
- c) Building disability equality into all service monitoring, review, planning and implementation should help ensure that the road recovery operator is providing an optimum level of service for its disabled customers. Keeping up to date with improvements in technology and vehicle equipment will help provide future solutions to the problem of inaccessible services.

- d) All employees of road recovery operators should receive suitable training to ensure that they understand how they can best meet the needs of disabled customers. Such training should include:
- explaining how to assist disabled people; this should cover the needs of people with all kinds of disability, not just those of people who are more obviously disabled, such as wheelchair users. Staff should be trained not to simply assume that a person needs a particular form of help, and to ask if help is required before giving it;
 - involving disabled people, preferably with a wide range of disabilities; they are the experts on their disability and should be able to indicate where potential barriers are likely to be;
 - explaining how to communicate effectively, particularly with people with learning disabilities or speech impairments as well as people with hearing loss;
 - ensuring that all staff are familiar with any special procedures for dealing with disabled customers, such as what to do if a driver or passenger cannot climb into the cab of a road recovery vehicle;
 - giving an overview of what the EA means in practice;
 - aiding personal development, for example by encouraging staff to learn sign language.
- e) People who are deaf or hard of hearing may wish to communicate using SMS text messaging, so road recovery operators should consider making this facility available. Callers who have a learning disability, for example, may need extra time to complete the call. Staff should also use plain and simple language and allow plenty of time for the caller to process information and ask questions. Similarly, for callers who have a speech impairment, staff should give the customer all the time they need, and should avoid interrupting by suggesting responses.
- f) The disabled driver or occupant of a casualty vehicle (or someone acting on their behalf) should ideally notify the road recovery operator if one or more disabled people on board has any particular needs. This enables the operator to start making any necessary arrangements straightaway. If it is obvious from the information provided by the caller that the casualty vehicle is irreparable onsite, meaning that they will require onward transportation, and if they explain that they use a wheelchair, the road recovery operator may reduce the overall waiting time by searching for a local firm which provides a wheelchair accessible taxi.
- g) It is good practice for the road recovery operator to prompt this type of information by asking a standard question to all callers for assistance, in order to find out if there are any disabled people who may require special arrangements in the vehicle. It might also affect the prioritization process, for example if someone on board requires regular medication which they do not have with them. Even if disabled motorists have pre-registered their particular needs with a road recovery operator, this should not be relied on without checking, since their particular needs may be different at the time of the breakdown or accident, or a different or additional disabled person may be the driver or passenger in the vehicle. A road recovery operator should also ensure that their staff can communicate effectively with any disabled customers so that they understand what is happening.
- h) A road recovery operator should have a policy for determining when a request for assistance should be treated as a priority. There are some cases where priority should be given to attending a breakdown, recovery or

removal involving a vehicle in which a disabled person is the driver or an occupant. These might include:

- when the motorist's health is at risk if attendance is not as prompt as possible;
- if, as a result of the incident, the road recovery operator decides that transfer to an alternative accessible vehicle is likely to be required and is aware that obtaining such a vehicle may take longer than would normally be the case.

A request for assistance from a disabled driver or occupant of a casualty vehicle does not necessarily mean that the call should automatically receive priority treatment. Where a road recovery operator has a policy of assessing priority a disabled customer may or may not receive priority treatment, depending upon the individual circumstances at the time of the incident.

- i) Upon arriving to provide assistance to a casualty vehicle, technicians should avoid making stereotypical assumptions about whether or not someone is disabled, or the extent of their disability.
- j) Should a roadside repair not be possible, then the disabled driver or occupant may need to transfer to another vehicle to be transported away from the scene, while the casualty vehicle is removed. Although it is standard practice for the driver and occupants of a casualty vehicle to be transported away from the scene of a breakdown in the passenger accommodation of the road recovery vehicle, it may be difficult or impossible for a disabled driver or occupant to get into or out of such a vehicle. Such people are likely to include for example, wheelchair users, those who cannot walk without assistance, people who cannot climb steps unaided, people with visual impairment and, in some circumstances, people with learning disabilities. Whilst the technician may consider such a transfer to be feasible, the disabled person or, if they are unable to make that decision for themselves, an accompanying carer should make the final decision as to whether they are able to transfer into the road recovery vehicle. The disabled customer should expect the same assistance in transferring from the vehicle as would be offered to a non-disabled person. However, the technician should not be expected to have to lift a disabled person as part of this process, for the safety of both the disabled person and themselves. Where no alternative means of transferring the disabled person are available, the technician should seek the assistance of the emergency services.
- k) The EA does not require road recovery vehicles to be physically altered in order to make them accessible to disabled people. Instead, where a disabled driver or occupant is to be transported from the scene of an accident or breakdown, and is unable to transfer into the road recovery vehicle, they should be provided with an alternative vehicle, such as a taxi (wheelchair accessible if necessary). Such a vehicle should meet the particular needs of the disabled driver or occupants of the casualty vehicle, for example they should be able to get easily and safely into and out of the alternative vehicle. If a disabled person and their carer are among several people travelling in the broken-down vehicle, it is important that the disabled person should not be separated from the carer during the onward journey, whether a road recovery vehicle or alternative transport is used.
- l) If the road recovery operator makes no standard additional charge for conveying someone from the scene of a breakdown or removal in a road recovery vehicle, then they should not make an additional charge for providing alternative transport to convey a disabled customer in similar circumstances. On the other hand, if a motorist (whether disabled or not) does not have cover, or if their agreement terms do not include cover for onward travel, they would have to pay the cost of such transport themselves.

- m) For a wheelchair user who had been travelling in their wheelchair, the alternative transport provided needs to be wheelchair accessible, for example an accessible taxi or minibus. For a wheelchair user who had been travelling in the seat of a vehicle accompanied by his wheelchair (whether folded or unfolded), the alternative vehicle should be large enough to convey the disabled person and their wheelchair together in safety and comfort. A disabled wheelchair user should not be separated from their wheelchair during transport and the same applies to walking aids such as sticks or frames for ambulant disabled people. Occasionally a disabled person's accompanying mobility aid may be too large to be conveyed with them in the alternative transport provided (for example, if it is an exceptionally large or heavy powered wheelchair or a pavement scooter). In such instances every effort should be made to convey the mobility equipment to the same destination at the same time as the disabled person so that they may be reunited with the minimum possible delay.
- n) When a disabled person is accompanied by an assistance dog, other than in exceptional circumstances (and then only with the agreement of the blind person), the dog should be permitted to travel with the disabled person, whether in the road recovery vehicle or the alternative transport supplied. Licensed taxi (and private hire vehicle) drivers are under a duty to carry assistance dogs. However, since some drivers may be allergic to dogs, the road recovery operator, when ordering the taxi, should inform the taxi firm if an assistance dog is also to be conveyed.
- o) Where the disabled driver or occupant of a casualty vehicle is accompanied by other people, every effort should be made to transport them all together in the same vehicle. This may not always be possible if, for example, it is a full coach which has broken down. In such circumstances it would be acceptable for the road recovery operator to provide one or more appropriately accessible vehicles (for example, taxis) to transport the disabled driver or occupants from the scene as well as the road recovery vehicle for those who are able to get into and out of it.
- p) Any lack of availability of alternative accessible vehicles may lead to a longer waiting time than would otherwise be expected. This is likely to be the case in areas remote from urban centres. It is not likely that such a wait would be considered discriminatory, so long as everything was done to make the disabled customer as comfortable as possible in the meantime (for example, ensuring they have the means of keeping themselves warm enough). It is acknowledged that the supply of accessible vehicles for hire, such as taxis and minibuses, is uneven across the UK. Although the total number of such vehicles is increasing, their distribution is likely to continue to vary. It would minimize the time taken to locate and supply alternative accessible transport if road recovery operators maintained an up to date list of the contact details of accessible transport operators who were willing to provide such an 'on-call' onward transport service.
- q) Some drivers may have breakdown cover which provides for a replacement car while their own is being repaired or replaced in the period immediately following the accident or breakdown. For a disabled driver it may be crucial that such a replacement vehicle is provided on a "like-for-like" basis. For example, a wheelchair user may need an estate car with automatic controls and with sufficient space to accommodate their wheelchair. Some delay in providing the vehicles under such circumstances would be understandable. In some circumstances it may be impossible to provide a suitable vehicle (if for example the driver requires it to be fitted with hand controls) within the time period specified by the agreement and failure to do so may not be a breach of the EA. It would be sensible for road recovery operators to keep a list of rental firms who can supply adapted cars and it may even be possible to set

up some kind of agreement with appropriate rental firms in order to ensure the supply of suitable adapted vehicles as quickly as possible. In the event that it is not possible to provide a suitable car a road recovery operator could consider an alternative arrangement. Such alternatives might be the provision of an accessible taxi for a limited number of journeys (e.g. to work and back), or an arrangement whereby the driver may nominate an alternative driver if the replacement car is not suitable for them to drive themselves.

- r) Whether the technician attending the casualty vehicle is from an independent road recovery operator, or acting on behalf of a large road recovery operator, they still bear some liability for ensuring that any disabled customers receive an acceptable level of service. The precise boundaries of responsibility depend on the contract between the large operator and those subcontracted to it. However, wherever the boundary may be set, neither party are completely free of obligation to ensure that disabled customers receive a good service. In many instances the responsibility for paying for an alternative means of transport (such as a taxi) when someone cannot climb into the cab of a road recovery vehicle should rest with the national organization with whom the driver of the vehicle has an agreement. However, responsibility for the quality of service at the roadside will in most circumstances lie with the subcontracted service provider. It is important to remember that for many disabled people the crucial aspect is the quality of the interaction with the person providing the service at the roadside.
- s) The appropriate steps for a road recovery operator to take to make its service accessible to disabled customers vary according to the size and resources of the operation. What a small, local and independent operator would be expected to do is very different to what a large national operation, with many representatives acting on its behalf, would be expected to provide, both to their own employees and to their customers.
- t) If during the course of the breakdown, recovery or removal, the disabled person requires medical attention, then the Ambulance Service should be summoned to assist.

NOTE 1 In some circumstances the technician may decide that the location of the casualty vehicle is too dangerous for a disabled driver or occupants to be transferred safely to another vehicle. It is however possible for the road recovery vehicle to tow or to carry a casualty vehicle while someone is still inside it. In such circumstances and with the consent of the disabled person, it could be safer for a properly equipped vehicle to tow or carry the casualty vehicle, with the disabled driver or occupant inside it, to the nearest place where it is safe to undertake the transfer (for example, a motorway service area, rest area or car park). The decision as to the safest and most appropriate course of action must always rest with the technician.

NOTE 2 It is unlawful for a transport provider to fail to make reasonable adjustments if that failure makes it impossible or unreasonably difficult for disabled customers to access a service. This duty to make reasonable adjustments is considered to be the cornerstone of the EA. It requires the transport provider to plan ahead, anticipating where the barriers to disabled people are in accessing a particular service, and what adjustments could reasonably be made to prevent or remove such barriers.

Reasonable adjustments are divided into three broad categories; a) and b) apply both to providers of transport infrastructure and to providers of transport vehicles (including road recovery vehicles):

- a) *policies, practices and procedures; road recovery operators have a duty to take reasonable steps to amend any policies, practices or procedures which make it impossible or unreasonably difficult for disabled people to use their services;*
- b) *auxiliary aids or services; road recovery operators have a duty to take reasonable steps to provide auxiliary aids or services where these would enable or facilitate disabled people's access to a service.*

The third category of reasonable adjustment applies in its entirety to providers of infrastructure services only:

- c) *physical features; Providers of transport infrastructure services have a duty to overcome a physical barrier which makes it impossible or unreasonably difficult for disabled people to access a service by removing it, altering it, providing a reasonable means of avoiding it or providing a reasonable alternative method of making the service available.*

In terms of the provision and use of a road recovery vehicle, the above duty is limited in that providers of road recovery vehicles have a duty to overcome a physical barrier which makes it impossible or unreasonably difficult for disabled people to access a service by providing a reasonable alternative method of making the service available. This means that road recovery operators are only subject to the physical features duty in relation to the infrastructure they provide, for example if they operate from premises which are open to the public. Operators are under no obligation to alter road recovery vehicles in order to comply with this part of the EA.

D.4 Vulnerable customers guidance

Personal characteristics such as age and gender do not necessarily make a person vulnerable, every case should be judged on the circumstances at hand.

NOTE For example, a person may be vulnerable as their location on the road or hard shoulder is particularly isolated/dangerous or they are at particular risk of exposure or ill health due to extreme weather conditions.

Upon receiving a call for assistance, where the road recovery operator considers, from the information provided, that the motorist or anyone in their party is vulnerable, it should be ascertained if it is appropriate for them to move to a safer location to await assistance. If this is possible, then details of this new location should be noted on the breakdown record. If any person remains vulnerable, the road recovery operator should consider if the breakdown needs to be given a priority status and, if so, dispatch a technician to the scene without avoidable delay.

Where appropriate, the road recovery operator should then inform the relevant police force or Highways Agency that it is attending a vulnerable person. Where considered necessary, the road recovery operator should also find out if the regional control centre/police control room are able to provide a presence in the meantime. For example, a traffic or police officer may be dispatched to the scene if one is readily available.¹²⁾

The information provided by the road recovery operator to the RCC or PCR should include, as a minimum, the information held regarding:

- a) vehicle type and description;
- b) location of vehicle;
- c) location and number of driver and passengers;
- d) contact name and, if available, telephone number for the driver and/or the breakdown/recovery call centre;
- e) estimated time of arrival of the breakdown/recovery technician.

Should a road recovery operator advise the Police or Highways England or other similarly authorized body that a vulnerable person has requested assistance the road recovery operator should agree with them how best to help provide protection for them. If a traffic officer or police officer vehicle is to be dispatched to the scene, then the Police or Highways England or other similarly authorized body should inform the road recovery operator of their estimated time of arrival.

¹²⁾ See the booklet entitled Regional Control Centre (RCC) and Police Control (PCR) Areas of Responsibility, for details of the RCC and PCR areas of responsibility.

D.5 Carrying or moving children, pets and domestic animals or livestock in road recovery vehicles guidance

Children pets and domestic animals or livestock can increase the risk at the roadside and road recovery operators should be prepared to deal with these specific circumstances.

The guidance notes contained in this Annex aim to assist road recovery operators and technicians in reducing that risk.

D.5.1 Carrying or transporting children

- a) Any child seat, restraint or booster cushion used should be compatible with the technician's vehicle passenger seat(s) and seat belts, and be able to be fitted correctly.
- b) Any equipment fitted or used to install the child restraint system or to restrain children should not interfere with the driving controls of the technician's vehicle or the ability of the technician to safely carry out the driving function.
- c) Unless the technician has received specific training in the fitting of child restraint systems or a copy of the fitting instructions are available, the customer should be requested to fit their own child restraint system into the technician's vehicle.
- d) Before commencing the removal of the vehicle, the technician and the customer should be satisfied that the child restraint system used is correctly installed and that the child is properly harnessed.

NOTE 1 Attention is drawn to The Motor Vehicles (Wearing of Seat Belts) Regulations 1993 [9] and the Road Traffic Act 1991 [29] as amended.

NOTE 2 There are three exceptions to the Child Car Seat Regulations [30] which allow children over three years of age and under 135 cm tall or under 12 years of age, to travel in the rear of a vehicle using an adult seat belt if the correct child restraint is not available:

- *In a licensed taxi or private hire vehicle;*
- *For a short distance due to an unexpected necessity, i.e. a vehicle breakdown or recovery situation;*
- *When two occupied child seats in the rear prevent the fitment of a third child seat.*

NOTE 3 If a passenger air bag system is fitted to the technician's vehicle, then only forward facing designed child restraint systems can be used. Rear-facing child restraint systems should not be used in a seat protected by a frontal air bag unless the air bag can be deactivated.

D.5.2 Carrying or moving pets or domestic animals guidance

- a) The technician should ensure that a dynamic risk assessment is carried out prior to making any decision regarding the carriage of pets or domestic animals in the road recovery vehicle, to ensure both the safety of all persons present within the vehicle and also the safety and welfare of the animals involved.
- b) If the technician decides that any pets or domestic animals present can be carried in the road recovery vehicle, then it should be pointed out to the customer that this is solely at their own risk and in most cases the animals may not be insured by the road recovery operator.
- c) Where pets or domestic animals are carried in the road recovery vehicle, they should be transported safely and in such a manner that they do not interfere with the driving controls of the vehicle, the ability of the technician to safely carry out the driving function or the safety and wellbeing of any passengers that are also present.

- d) In those cases where the technician is not able to carry the pets or domestic animals that are present within the road recovery vehicle, then this should be politely pointed out to the customer. However the road recovery operator may be able to help assist in separate arrangements being made for their onward transportation, usually at the customer's own expense.
- e) Where assistance dogs are accompanying their owners, these should, wherever possible, always travel with their owner unless by doing so this would endanger the recovery vehicle or its occupants. If it is not possible to transport the customer with their assistance dog in the road recovery vehicle, and that by being separated from their assistance dog the customer would suffer unnecessary distress, then the road recovery operator should offer suitable alternative onward travel arrangements.

D.5.3 Carrying or moving livestock guidance

- a) Under normal circumstances livestock should not be transported in the road recovery vehicle. In cases where livestock are present, the road recovery operator may be able to help assist in separate arrangements being made for their onward transportation, usually at the customer's own expense.
- b) Should there be any concern regarding the health and wellbeing of any livestock that are present at the time of the breakdown, recovery or removal, then the assistance of a veterinarian at the scene should be considered, if appropriate.
- c) Road recovery operators attending vehicles carrying animals that have broken down or been involved in a road traffic accident should not attempt to move the vehicle with animals on board if it cannot be repaired at roadside, unless directed to do so by the police or other competent authority for reasons of public safety.
- d) The transporter should be required to make arrangements, if necessary, under the supervision of the police or other competent authority, for the animals to be unloaded and transferred to an alternative vehicle to either continue their journey to the final destination or to be taken to a nearby lairage.
- e) In the unlikely event that a vehicle has to be moved by a road recovery operator to the nearest suitable place of destination, it is suggested that the recovery vehicle operator is accompanied (where possible) by the transporter and that the vehicle is not moved by means of a suspended tow.

NOTE 1 To comply with Defra regulations on transportation of animals and livestock, livestock transporters are required to have operational procedures in place, which should include procedures for dealing with scenarios where the journey can no longer continue in the original vehicle if it had, for example, been involved in a road traffic accident or has broken down.

NOTE 2 If required, transporters may call on the relevant local authority (this can be the county or unitary council) or the nearest Animal Health Office (AHO) for support.

NOTE 3 If help is unavailable for whatever reason then advice should be sought from the local authority or Animal Health Office. Attention is drawn to the Welfare of Animals during Transport Council Regulation (EC) No 1/2005 on the protection of animals during transport and related operation [31] (see www.defra.gov.uk).

Annex E
(normative)**Accredited certification, inspection bodies and accrediting organizations**

E.1 Where a road recovery operator takes the decision to seek assessment and certification by an accredited independent third party certification or inspection body (see 13.3.4) they shall do so using one or other of the following options.

- a) Have their documented management system assessed for conformity to BS EN ISO 9001 with PAS 43, incorporated as part of that system.

NOTE This enables the accredited certification body to select a suitable sample of the organization's recovery fleet to be physically inspected to the requirements of PAS 43 during any one visit along with reviewing the organization's own systems for ensuring compliance of the recovery vehicles.

- b) Have their application of PAS 43 assessed by an independent third party inspection body accredited to provide assessment and certification to PAS 43 and with its own inspection procedures conforming to BS EN ISO/IEC 17020.

E.1.1 For option E.1 a) the road recovery operator shall select only certification bodies that:

- a) review the whole of the organization's fleet over the agreed contracted period unless the body has an established documented procedure to allow for the sampling of vehicles from any one operator;
- b) verify the approved vehicle or fleet of vehicles, at least annually;
- c) provide a detailed report, as defined in BS EN ISO/IEC 17021, highlighting the conformity of what has been seen and, if necessary, suitable timescales for rectification of systems or vehicles to be completed by;
- d) clearly identify the validity and date of any last annual visit on the certificate.

NOTE 1 Contract periods for BS EN ISO 9001 are not expected to exceed three years, as defined in BS EN ISO/IEC 17021.

NOTE 2 Subject to the sampling procedure, additions to a fleet may be seen at the next available visit to the organization and the road recovery operator will make the body aware of any such new vehicles at the earliest opportunity.

NOTE 3 A vehicle can be identified by a record of the make, type and chassis number as a minimum.

E.1.2 For option E.1 b) the road recovery operator shall select only inspection bodies that:

- a) within each 12 month period, conduct an inspection of 100% of vehicles covered by the inspection certificate to confirm that each vehicle conforms to the requirements of the latest edition of PAS 43;
- b) issue a report after each annual visit that clearly details any non-conformities raised against the management system or vehicles seen;
- c) not issue inspection certificates to an organization until they have provided evidence that all or any non-conformities have been completely addressed. To this end an inspection certificate can only be valid for one year, with an allowance that visits may precede the expiry month end date by up to one month;
- d) only permit extension of the expiry date (up to one month) when supported by a clearly documented reason;
- e) clearly identify the annual validity period and the approved vehicle or fleet of vehicles inspected as an addendum or annex to any accredited inspection certificate issued.

NOTE 1 If operators undertake rescue and recovery work they should have all vehicles in their fleet used for rescue and recovery work certified to PAS 43.

E.2 In addition to the requirements in **E.1.1** and **E.1.2**, for the road recovery operators shall only select certification and inspection bodies that:

- a) are subject to a minimum number of witness visits per year by their accreditation body as follows;
 - up to 50 certificates per year 1 visit;
 - excess of 50 certificates per year 2 visits.
- b) publish and maintain a list of organizations holding a current certificate;

NOTE This listing should include expiry dates and be made available to any third party with a legitimate interest, including SURVIVE.
- c) have an ability to undertake unannounced visits to PAS 43 certificated clients;
- d) co-operate in enabling unannounced visits to road recovery organizations that have been subject of assessment and certification, by the certifier's accrediting body.

Annex F (normative)

Auditor competence

F.1 General

The general requirements given in **F.2** for (accredited) third party auditor competence shall generally be equally applicable to first and second party auditors. The information aims to provide useful guidance for first and second party auditors for the assessment of an organization's system. In particular it is recommended that organizations, when appointing an internal assessor do, as a minimum, ensure that the appointee meets the relevant requirements given in **F.2.4**.

NOTE An organization may appoint a number of persons to undertake internal audits of relevant parts of their system; such persons should be suitably experienced and provided with training to assess the required systems, including relevant knowledge of BS EN ISO 9001.

F.2 Requirements

F.2.1 To ensure consistency and to demonstrate independent capability, it is recommended that certification bodies are accredited against the requirements of ISO 17021 and inspection bodies be accredited against the requirements of ISO/IEC 17020 by the national accreditation body or equivalent.

NOTE 1 In the UK, the appointed national accreditation body is the United Kingdom Accreditation Service (UKAS). Equivalent accreditation bodies include any relevant national accreditation body within the European Union or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes this PAS or an alternative recognized accreditation body.

NOTE 2 In the UK certain public authorities may require that certification bodies are accredited by the national accreditation body or equivalent.

F.2.2 The certification/inspection body shall provide evidence to an accrediting body that it possesses the necessary assessor/inspector experience and technical knowledge and understanding of vehicle recovery and removal, as covered in the scope of this PAS. From twelve months after the date of publication of this PAS, this shall include evidence of appropriate training, such as attendance of courses conforming to Module VR24 of the National Training and Assessment Scheme for Technicians (see Table C.8) or equivalent, by a sufficient number of its assessment/inspection staff to ensure a minimum of one such trained individual participates in each assessment/inspection visit.

These minimum assessment/inspection competencies shall include, but are not limited to, the following:

- a) demonstrable knowledge and understanding of the current edition of PAS 43;
- b) demonstrable knowledge of the vehicle recovery industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product;

NOTE 1 Typically this would include knowledge of those aspects of inspection of recovery vehicles and processes associated with the industry which are pertinent to PAS 43.

- c) demonstrable on-going health and safety training which includes an awareness of the risks involved in the supply and operation of vehicle recovery and removal services including electric vehicles;
- d) knowledge and application of current health and safety requirements related to working on live highways;
- e) demonstrable knowledge of vehicle recovery equipment and its operation;
- f) demonstrable knowledge and understanding of relevant legislation and standards;

NOTE This includes, but is not limited to:

- *Road Vehicles (Construction and Use) Regulations 1999 [8];*
- *Motor Vehicle (Wearing of Seat Belts) Regulations 1993 [9];*
- *Road Traffic Act 1988 [29];*
- *Management of Health and Safety at Work Regulations 1999 [1];*
- *Provision and Use of Work Equipment Regulations 1998 [16];*
- *Lifting Operations and Lifting Equipment Regulations 1998 [17];*
- *Working Time Regulations 1998 [22];*
- *Current legislation pertaining to vehicle driving licence;*
- *Current legislation pertaining to Equality (including Disability and Diversity);*
- *Other standards detailed and specified in PAS 43.*

- g) demonstrable awareness of relevant proposed legislation.

F.2.3 The certification/inspection body is responsible for ensuring that the assessment/inspection teams possess demonstrable expertise in the assessment/inspection areas given in **F.2.2**.

A certification/inspection body, shall keep full records and full details of their assessment team(s) that is (are) engaged in the certification/registration of vehicle recovery and removal operators.

F.2.4 The minimum assessor/inspector qualifications and competencies for the assessment/inspection of this PAS are as follows:

NOTE This may be for a single assessor/inspector or for an assessment/inspection team.

- a) an appropriate qualification (see **F.2.2**) and demonstrable expertise in leading assessment/inspection teams;
- b) demonstrable assessment/inspection experience;

NOTE This should ideally be obtained from assessments/inspections of vehicle recovery and removal activities in at least two different organizations, including a minimum of two different organizations in any one assessor/inspector on a team assessment/inspection.

- c) demonstrable technical assessment/inspector competence in vehicle recovery and removal including electric vehicles;

NOTE As a minimum, technical competence of an auditor/inspector may be demonstrated by satisfying the guidance in F.2.2. It is preferable that this be recorded by the certification/inspection body by completion of a checklist prepared by the certification/inspection body based on the guidance in F.2.2.

- d) demonstrable knowledge and understanding of the current edition of PAS 43;
- e) demonstrable knowledge of the vehicle recovery industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming products;

NOTE Typically, this would include knowledge of inspection of recovery vehicles and processes associated with the industry. Conveyance of this knowledge to auditing/inspecting teams may be determined by the certification/inspection body and audited by the accreditation body.

- 1) demonstrable on-going health and safety training which includes an awareness of the risks involved in the supply and operation of vehicle recovery and removal;
- 2) demonstrable knowledge of vehicle recovery equipment and their associated operations, and vehicle recovery and removal procedures;
- 3) demonstrated knowledge of legislation applicable to this industry (see F.2.2 f)).

Annex G (informative)

Complaints process

A complaint against a PAS 43 certificated operator can arise from concerns of different types, e.g. poorly maintained or wrong specification of vehicles, defective equipment, unsuitable premises, use of incorrect PPE, lack of suitably trained staff, etc.

A complaint should, in the first instance, be reported directly to the certification or inspection body that has issued the PAS 43 certificate. If however the certification or inspection body is not known, the complainant should contact the SURVIVE Secretary, who is able to provide the relevant details. Contact details for the Secretary are available via the SURVIVE website.¹³⁾

NOTE Complaints in the first instance should be regarded as positive feedback to all organizations in respect of alleged contractual mismanagement/oversights or alleged omissions to contracts, as determined by this PAS.

Details of the complaint should as a minimum include the following details:

- 1) Name & address of road recovery operator;
- 2) Specific details of complaint including, as relevant:
 - Date and time;
 - Location;
 - Vehicle registration number;
 - Recovery technician's name (if known);
 - Names and details of other parties involved;
 - Photographic evidence (not including emergency services activities).

¹³⁾ www.survivegroup.org.

- 3) Details of the person/organization making complaint including as relevant:
- Name;
 - Organization;
 - Contact details (address, email contact, telephone etc.);
 - Date.

On receipt of a complaint, the certification or inspection body should acknowledge receipt within two weeks, conduct a thorough investigation and send a reply within a reasonable timescale (taking account of the severity of complaint).

NOTE 1 Due to the rules of confidentiality, the certification or inspection body may:

- a) be unable to provide specific details of the investigation, or the outcome;*
- b) provide details of the person or company making the complaint to the operator in question.*

If the complainant feels at any point that the matter is not being addressed correctly and the operator concerned continues to breach the requirements and guidance contained in PAS 43, they should advise the accrediting body of their concerns and provide the accrediting body with the full details of the complaint and the response of the certification or inspection body. The accrediting body should then complete an investigation and respond to the complainant in an appropriate way.

NOTE 2 Complaints regarding certification and inspection bodies accredited by UKAS may be addressed to them at, 21 – 47 High Street, Feltham, Middlesex, TW13 4UN. Tel 020 8917 8400. www.customerfeedback@ukas.com. Complaints may also be made to the certification or inspection body of the complainant.

NOTE 3 Any other legal breaches that are observed may be made directly to the relevant authorities, i.e. Police, DVSA, DVLA, HSE, HMRC and other Government Departments.

Bibliography

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

NOTE In addition to the following, future legislation and/or British Standards may also be applicable to this PAS.

Standards publications

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NOTE Local regulations may apply in the Republic of Ireland, Northern Ireland, Scotland and areas outside Britain.

Further publications or reading

BS EN 340:1993, *Protective clothing – General requirements*

BS EN 531:1995, *Protective clothing for workers exposed to heat*

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Environment Agency Guideline – Planning Policy Guidance. Environment Agency guideline PPG2, *Above ground oil storage tanks*. 2010.

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Repair or Recovery of Buses and Coaches with Air Suspension (PM85)
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Traffic Safety Measures and Signs for Road Works and Temporary Situations Part 1: Design. Traffic Signs Manual. 2009. London, The Stationery Office.
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¹⁴⁾ See www.dsa.gov.uk

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