

SURVIVE BEST PRACTICE GUIDELINES

# SURVIVE

'Best Practice' guidelines for dealing with breakdowns/removals on all types of roads including motorways and high speed dual carriageways in the United Kingdom.





**“Disclaimer”** - The advice contained in these guidelines is of a general nature only and is not tailored to any particular factual situation. The attending Technician should assess the individual circumstances on each occasion and decide on the most appropriate course of action.

The Road Recovery Operator and, if applicable, the Technician are responsible for taking appropriate advice and for ensuring that they fulfil any legal obligation they may have in relation to working on the roadside.

The SURVIVE Group and the publishers accept no responsibility for any loss occasioned by any person acting or refraining from acting as a result of anything contained in, or absent from, these guidelines.

Information contained in these guidelines is believed correct at the date of going to print but the SURVIVE Group, and the individual members of the SURVIVE Group (from time to time), can give no guarantee in this regard.

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The SURVIVE Group was founded 10 years ago and is comprised of Motoring Organisations, the Highways Agency, the Association of Chief Police Officers, the Trade Organisation and Associations and many other groups and individuals.

Since its foundation, the Group has worked unceasingly within the breakdown/recovery industry to help promote best practice when working on motorways and high speed roads. It has done this by working in collaboration with the British Standards Institute to develop the first British publically available specification (PAS: 43) on "Safe working of vehicle breakdown, recovery and removal operations – Management system specification". A SURVIVE website has also been established ([www.survivegroup.org](http://www.survivegroup.org)) to provide information for those organisations and Technicians involved in assisting drivers on Britain's roads as well as the motoring public.

SURVIVE also continues to campaign for high standard conspicuous materials to be applied to vehicle and clothing used by those involved in such potentially hazardous operations. Now I am delighted to introduce the updated version of our Best Practice Guidelines, which have been extended to now include best practice guidelines for dealing with breakdowns, recoveries and removals when working on all types of roads and also other locations where breakdown assistance may be provided.

We believe that these guidelines, together with PAS 43 and/or the National Highways Sector Scheme 17 for Vehicle Recovery will continue to make a major contribution to road safety. The SURVIVE Group wishes to acknowledge the efforts of Steve Ives, the members of SURVIVE Working Group 1 and Andrew Reeve in the production of these Guidelines. Please take the trouble to read and learn from them and help to keep our industry working to ever safer standards.

**Allan Mowatt OBE**

Chairman - The SURVIVE Group  
January 2013

# 1. INTRODUCTION

**Breakdown, Recovery and Removal Technicians have to deal with breakdowns, recoveries and removals on all types of road, including single carriageways, high speed dual carriageways and motorways. The primary objective of these “Best Practice Guidelines” is to help try to improve the safety of all concerned whilst Technicians are working on all types of road.**

Motorways and high speed dual carriageways are amongst the safest roads to travel on per vehicle mile in the UK. However this statistic should not be allowed to disguise the very real hazards of working on these roads and the severity of accidents that can occur there. Accidents on other types of roads/area tend to be more frequent but generally but not always, less serious. Breakdowns and removals on all types of roads carry an element of risk and Technicians should therefore be very aware of their own safety, as well as that of motorists and other road users, whilst dealing with vehicle breakdowns, recoveries or removals.

It must be understood that even when Best Practice Guidelines are followed, there can be no guarantee of safety.

However, if Technicians are made aware of and, where appropriate, follow these guidelines then it is hoped that the risks to both themselves and other road users will be reduced.

Working Group 1 of SURVIVE, which is chaired by Steve Ives and has representation from the motoring organisations, contractor associations,

Highways Agency and Association of Chief Police Officers, has produced these best practice guidelines in consultation with members of the Breakdown and Recovery Industry and other members of the SURVIVE Group. These guidelines are intended to be read, and used, in conjunction with the current version of PAS 43 (which relates to “Safe working of vehicle breakdown, recovery and removal operations – Management system specification”) and, for those working under the Highway’s Agency removal scheme, the National Highways Sector Scheme for Vehicle Recovery and Removal Sector Scheme 17/17B.

These guidelines are not intended to replace PAS 43 or, where applicable, Sector Scheme 17 but should be seen as complementary to them. Funding for the production of these guidelines has been provided by the AA, RAC, Green Flag and Allianz Global Assistance.

It should be noted that these Best Practice Guidelines do not contain any details of the training requirements as these are identified and included within PAS 43.

## 2. SCOPE

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These Best Practice Guidelines have been produced to help assist Road Recovery Operators and Technicians when dealing with:-

- a. **Vehicle breakdowns on all types of roads including motorways and high speed dual carriageways.**
- b. **The recovery and/or removal of vehicles from all types of roads including motorways and high speed dual carriageways.**

When or where a vehicle breaks down is largely a matter of chance, but once it has done so it immediately becomes a potential hazard and the risk of it being involved in an accident increases the longer it remains a potential hazard.

It should be noted that whilst these best practice guidelines were initially produced for Technicians working on motorways or high speed dual carriageways, they have now been extended to include working on other types of roads or locations where a casualty vehicle may be situated.

It should also be noted that the Highways Agency (“HA”) is currently responsible for managing and maintaining all of the motorways and some of the key ‘A’ class high-speed dual carriageways in England. The HA Traffic Officers patrol all these motorways but only some of the ‘A’ class dual carriageways within the HA’s responsibility. In some circumstances a Technician may require assistance from an HA Traffic Officer in dealing with a breakdown or recovery on a HA road - **See Section 6 C 5 (Working with Highways Agency Traffic Officers).**

Contact information for the HA Regional Control Centres “RCC” is set out in a separate booklet entitled “Areas of Responsibility” which is available from [www.survivegroup.org](http://www.survivegroup.org)



**WHEN OR WHERE A VEHICLE BREAKS DOWN IS LARGELY A MATTER OF CHANCE, BUT ONCE IT HAS DONE SO IT IMMEDIATELY BECOMES A POTENTIAL HAZARD AND THE RISK OF IT BEING INVOLVED IN AN ACCIDENT INCREASES THE LONGER IT REMAINS A POTENTIAL HAZARD**



# 3. TERMS AND DEFINITIONS

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For the purposes of these 'Best Practice' Guidelines the following definitions will apply:

## **BREAKDOWN**

A situation where a vehicle is immobilised through a failure that is not the result of an accident.

## **CASUALTY VEHICLE**

A vehicle that is to be repaired, recovered or removed.

## **DUAL CARRIAGEWAY**

A dual carriageway is a road which has a central reservation to separate the carriageways.

## **HIGH SPEED DUAL CARRIAGEWAY**

Dual carriageways with a maximum speed limit of 50mph or more.

## **INSIDE LANE**

On a road that has two or more lanes travelling in the same direction, the lane that is furthest from the centre.

## **LARGE GOODS VEHICLE (LGV)**

A vehicle that is over 3,500 kgs Gross Vehicle Mass ('GVM').

## **LIGHT COMMERCIAL VEHICLE (LCV)**

A vehicle that is up to 3,500 kgs GVM.

## **LIVE RUNNING LANE**

The lane of a road that is either in use or available for use by the general public.

## **NEAR MISS**

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

## **NEARSIDE OF VEHICLE**

The left side of a vehicle (when facing forwards), normally the side nearest the kerb when driving.

## **OFFSIDE OF VEHICLE**

The right side of a vehicle (when facing forwards).

## **POLICE CONTROL ROOM (PCR)**

A control room set up and operated by the Police to respond to requests for assistance via emergency 999 calls, deploying Police Officers and liaising with the other Emergency Services and incident responder organisations, for example fire, ambulance, HA Traffic Officers, Incident Support Units, Environment Agency.

## **RECOVERY**

Any operation or activity required to facilitate vehicle removal.

## **REMOVAL**

Any operation or activity which deals with removing a broken down, abandoned or accident damaged vehicle which cannot be repaired in situ and driven away unaided.

## REGIONAL CONTROL CENTRE (RCC)

A control centre set up and operated by the Highways Agency to respond to incidents on its road network in England by answering emergency roadside telephones, setting signals and variable message signs, deploying on-road HA Traffic Officers and liaising with the Emergency Services and other incident responder organisations.

## RISK ASSESSMENT

A careful examination of what, in any work being undertaken, could cause harm to people or property, so that the person undertaking that work can weigh up whether they have taken enough precautions or should do more to prevent harm.

## ROAD RECOVERY OPERATOR

Any organisation, company or other trader who undertakes the provision of vehicle assistance, repair, removal or recovery at/or from the roadside.

## ROAD RECOVERY VEHICLE

Any vehicle that is capable of carrying out either breakdown, recovery or removal activities.

## SAFE SIDE

The side of the vehicle which is exposed to the least amount of passing traffic, allowing for any other hazards that exist in the vicinity.

## TECHNICIAN

A person who has received training in the repair and/or recovery or removal of motor vehicles and who can demonstrate the competence to work alone and unsupervised in accordance with a suitable training scheme (whether externally or internally provided).

## TYRE SPECIALIST

A person who is predominantly involved in the mobile repair and/or replacement of wheels and tyres for motor vehicles and who can demonstrate the competence to do such work alone and unsupervised in accordance with a suitable training scheme.





## 4. GENERAL GUIDELINES WHEN ATTENDING CARS AND LIGHT COMMERCIAL VEHICLES

### A. VEHICLE/EQUIPMENT/PERSONAL PROTECTIVE EQUIPMENT CHECKS



Before starting duty Technicians should carry out the following checks:-

- Road Recovery Vehicle - “FLOWER” check (Fuel, Lights, Oil, Water, Electrics and Rubber (i.e. tyres));
- Personal Protective Equipment (“PPE”) - All PPE issued should be kept in a clean and serviceable condition;
- Ensure vehicle livery/lights and markings are clean, to help make sure that, where relevant, these are clearly visible/reflective.

Equipment checks: The Technician should check all equipment, either contained within or fitted to the road recovery vehicle, prior to use to ensure it is in a serviceable condition and fit for purpose.

Any damage, defects or defective or missing items should be reported immediately to the Road Recovery Operator who, along with the Technician, is responsible for the condition of the Road Recovery Vehicle, equipment and any PPE issued. The Road Recovery Operator is responsible for ensuring that PPE and any other equipment issued meets any relevant standards/requirements which apply to it (see PAS 43 for further detail). Defects in any critical and/or legally required items should be rectified, or the item replaced, before the Road Recovery Vehicle is used.

### B. BREAKDOWN/REMOVAL DETAILS

When a call for assistance is received, the following information can help to establish the location of the casualty vehicle and get details about those who are with the vehicle:-

- The Road, Motorway or Dual Carriageway name or number;
- If on a Motorway or Dual Carriageway also get the nearest Emergency Roadside Telephone Number or Marker Post Number (if available):  
**See Note 1 (next page);**
- The junction numbers on a motorway or dual carriageway that the casualty vehicle is between or, if at a junction, the number of that junction, or, if applicable, the name of the service area where the casualty vehicle is located;
- Direction of travel;
- Whether the motorist considers that the casualty vehicle is in a safe location. If the motorist indicates they are on a hard shoulder, the verge of a high speed dual carriageway or in a live running lane or the hatched area of entry/exit, blind bend or brow of a hill then these would normally be considered a higher risk location **See Note 2 (next page);**
- Description of casualty vehicle, including registration number; Contact mobile phone number where available;
- Number of passengers and if anyone travelling has any special requirements or concerns, for example any person present with a disability who may require special arrangements, a lone person, small children, etc.  
**See Section 6 A (Disabled and Vulnerable Motorists).**



In most cases the caller will be able to supply sufficient information for the casualty vehicle's location to be established. However, if the caller has been unable to provide the above information to locate the casualty vehicle, then a different approach may be required to help establish its location. For example the caller could also be asked for a description of any distinctive features that can be seen near to the casualty vehicle, such as nearby signs, buildings, structures or geographical features. Alternatively the caller could be asked where they are travelling to, or from, and for how long they were travelling prior to the breakdown.

**Note 1:** The motorist should not be advised to walk to the nearest Emergency Roadside Telephone or Marker Post unless all other methods of establishing their location have failed.

**Note 2:** If the casualty vehicle is located in the running lane of a motorway or the outside lane of a dual carriageway then the motorist should be advised to call 999 and request assistance. The Technician should not attend the scene or attempt to work on the casualty vehicle until it has either been moved to a place of safety or the Police or HA Traffic Officers are present and have protected the scene.

### C. SAFETY ADVICE TO MOTORISTS

When a call for assistance is received, then safety advice along the following lines should be offered, as appropriate, to the caller:

#### i. Vehicle on a single carriageway road, lane one of a dual carriageway/ motorway or on the hard shoulder.



Please make your vehicle as conspicuous as possible by putting on the sidelights and hazard warning lights, if working. Whilst you are best placed to identify any particular hazards where you are located, and you and your party will need to make your own decisions about safety, our advice is that normally the safest place to wait for help is away from moving traffic and your vehicle. If possible, a safe distance behind a crash barrier, if one is present and can be reached safely. Take great care when exiting the vehicle, using the doors facing away from the passing traffic, wherever possible. If, for any reason, you cannot or you believe it would be unsafe to exit the vehicle, you and any other occupants should remain in the vehicle with your seat belt on.

#### ii. Vehicle in middle/centre lane of a motorway or dual carriageway

Please make your vehicle as conspicuous as possible by putting on the sidelights and hazard warning lights, if working.

Whilst you are best placed to identify any particular hazards where you are located, and you and your party will need to make your own decisions about safety, due to your vehicle's location we would generally advise against attempting to leave the vehicle and suggest that you and any other occupants remain in the vehicle with your seat belts on.

#### iii. Vehicles in an outside lane of a motorway or of a high speed dual carriageway

Please make your vehicle as conspicuous as possible by putting on the sidelights and hazard warning lights, if working.

Whilst you are best placed to identify any particular hazards where you are located, and you and your party will need to make your own decisions about safety, our advice is that normally the safest place to wait for help is away from moving traffic and your vehicle, if possible behind the crash barrier on the central reservation, if one is present and can be reached safely.

Take great care when exiting the vehicle, using the doors facing away from the passing traffic, wherever possible. If, for any reason, you cannot or you believe it

would be unsafe to exit the vehicle, or there is no other place of relative safety to wait, you and any other occupants should remain in the vehicle with your seat belts on.

#### **iv: If the motorist has already exited the vehicle**

If the caller advises that they are already out of vehicle it is generally not recommended that they return to vehicle and they should only do so if they believe it is absolutely necessary, for example to turn on hazards/sidelights or to collect/advise other passengers, and this can be done safely. The caller should be advised to take great care when entering and exiting the vehicle, using the doors facing away from the passing traffic, wherever possible

Additional Advice: All scenarios: If asked, the following could also be advised: Leave any animal in the vehicle or, if not possible to do so, keep the animal with you under proper control.

**Note: For contacting the Emergency Services see also :-**

**Section 6 B - Removal to a Place of Safety/Awaiting a Second Resource**

**Section 6 C2 - Breakdowns/Removals in a Live Running Lane**

**Section 6 D2 - Breakdowns/Removals in the Outside Lane**



#### **D. PRIORITY/ALLOCATION OF RESOURCES**

All casualty vehicles that are considered by the Road Recovery Operator to be in a dangerous location on a road, or located on motorway or a high speed dual carriageway should be treated as a priority. The allocated Technician and the road recovery vehicle should, as a minimum, be capable of recovering/removing the casualty vehicle from the scene (even if a repair is to be attempted).

#### **E. RISK ASSESSMENTS**

Having received the breakdown/removal details, the Technician should first of all carry out a dynamic risk assessment in order to anticipate how they will deal with the breakdown, recovery or removal of the casualty vehicle. If appropriate, thought should be given to the prior assembly of any recovery/removal equipment that is to be used, to help minimise the time spent at the scene.

On approaching the location of the casualty vehicle, the Technician should carry out a further dynamic risk assessment, considering the hazards that may be present so that any necessary actions can be taken to try to minimize the risk and to help ensure a safe working area.

The Technician should carry out a separate dynamic risk assessment for each breakdown, recovery or removal in order to help ensure the safety of all involved. The risks should continue to be assessed until the job is complete; this is commonly referred to as 'dynamic risk assessment'.

#### **F. ARRIVING AT THE SCENE OF THE BREAKDOWN OR REMOVAL**

Technicians should be aware that time spent working at the roadside represents risk for themselves, those they are assisting and other road users. All activities at the roadside should, therefore, be conducted with an appropriate sense of urgency, whilst at all times maintaining safe working practices. As a general rule, if it seems likely that it will be significantly quicker to repair the casualty vehicle than to remove it, then the Technician should repair it. Alternatively, if it appears likely to be significantly quicker to remove the casualty vehicle than to repair it, then the Technician should remove it.

**See Section 6 B (Removal to a place of safety/awaiting a second resource).**

##### **i. If intending to repair the casualty vehicle**

Well in advance of arrival at the casualty vehicle, the Technician should indicate to turn, as appropriate, and start to reduce speed. If attending a casualty vehicle on

the hard shoulder of a motorway or high speed dual carriageway, the Technician should, if possible, move onto the hard shoulder and use it as a deceleration lane.

The beacons on the road recovery vehicle should be switched on before stopping to the rear of the casualty vehicle. The road recovery vehicle should be parked behind the casualty vehicle in the 'fend' position unless the surrounding circumstances of the breakdown dictate otherwise.

**See Section 4 G (Protecting the scene of the breakdown:- The 'Fend' Position) (below) for further details of the 'Fend' position)**

Once stationary the road recovery vehicle's hazard warning lights should also be switched on, together with any other warning lights considered necessary (and permitted under the relevant current Road Vehicle Lighting Regulations). For example amber strobes may also be activated, but only if they will not inconvenience other road users.

**See Section 6 C Breakdowns on Motorways: (Working With Highways Agency Traffic Officers).**

#### **ii. If intending to immediately recover/remove the casualty vehicle**

On approaching the casualty vehicle, the Technician should turn on the road recovery vehicle's beacons, start to reduce speed and indicate, as appropriate. As the Technician passes the casualty vehicle, they should pull over and stop in front.

Once stationary the hazard warning lights of the road recovery vehicle should also be switched on and, if considered necessary, other warning lights (as permitted by the relevant current Road Vehicle Lighting Regulations). If the roadside recovery vehicle's warning beacons or lights are obstructed by the casualty vehicle, the use of external warning or traffic protection devices, if available, should be considered.

#### **iii. Going past the location of the casualty vehicle**

If, for any reason, the Technician drives past the casualty vehicle, they should continue on until they can safely go back and once more approach the casualty vehicle from behind. Unless carried out under the specific direction of a Police Officer or a Traffic Officer, a Technician should keep any reversing manoeuvres along a road and/or hard shoulder to a minimum and as slowly as required to reach and assist the casualty vehicle.

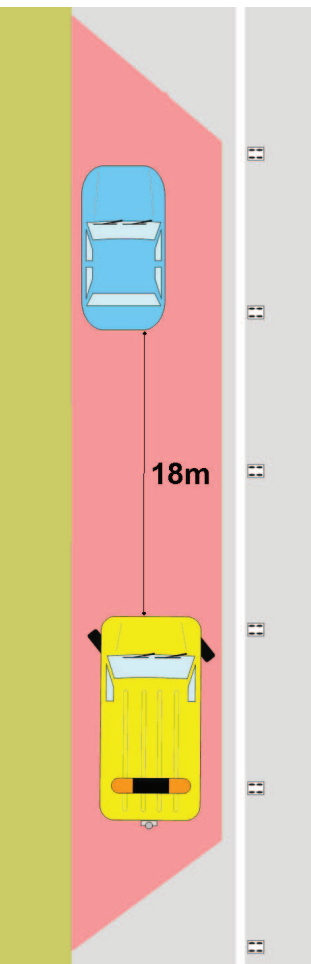
### **G. PROTECTING THE SCENE OF THE BREAKDOWN: THE 'FEND' POSITION**

The 'fend' position, as detailed below, has been used by the Breakdown/Recovery Industry for a number of years and has been found to be effective in helping make the road recovery vehicle more noticeable, in protecting the scene and also in helping to absorb the impact should the road recovery vehicle be struck by another vehicle from the rear.

**The main elements of the 'fend' position are:-**

- Park the road recovery vehicle forward facing, at least 18 metres behind the casualty vehicle;
- Park parallel or in line with the carriageway or live running lane, so that the lights and rear livery of the road recovery vehicle are facing the approaching traffic. (The road recovery vehicle's livery and other markings are more clearly seen if the vehicle is kept clean);
- Park so that the offside of the road recovery vehicle is, wherever possible, closer to the flow of traffic than the offside of the casualty vehicle. This increases the safety margin when working on the offside of the casualty vehicle; and





- Once stopped, ensure that the road recovery vehicle's front wheels are turned to full left lock (away from traffic flow).

It should be noted that this is the basic position advised for a road recovery vehicle. The Technician should carry out a dynamic risk assessment for each breakdown, recovery or removal to decide how best to protect the scene. The location of the casualty vehicle and/or other hazards or factors may make the use of the fend position unsuitable and/or may mean that it may not offer the best protection. The most obvious examples of where positioning the road recovery vehicle in front of the casualty vehicle could be appropriate are in situations where:

- The decision has already been taken by the Technician to recover or remove the casualty vehicle and therefore the road recovery vehicle will have to be so positioned for immediate loading of the casualty vehicle; or
- There is a high probability that removal of the casualty vehicle will be required and to park the road recovery vehicle in the fend position and then move it to remove the casualty vehicle would heighten risk and could seriously endanger the safety of the Technician, the motorist and for other road users; or
- The road recovery vehicle needs to be in front of the casualty vehicle to repair/remobilise it and can only be effected with the road recovery vehicle located in front.
- The casualty vehicle is in a lay-by and there is insufficient room to fend or the road recovery vehicle has been used to move the casualty vehicle to a lay-by and it would be inappropriate or impractical to fend.

Should the Technician conclude that it is appropriate to position the road recovery vehicle in front of the casualty vehicle, then they should be aware that the road recovery vehicle will probably no longer provide advance warning to other road users or offer protection to the scene; therefore the use of external warning or traffic protection devices, if available, should also be considered (see Note 3 below). In addition, consideration should be given to maximising the conspicuity of the scene through lighting and reflective material markings on the road recovery vehicle.

**Note 1:** The road recovery vehicle should not be parked in a live running lane of a motorway unless under specific direction of a Police Officer or a HA Traffic Officer.

**Note 2:** It is also important to note that the Emergency Services and HA Traffic Officers may adopt a different vehicle positioning for their vehicles to the one described above.

**Note 3:** Prior to, or upon arrival at the scene, the Technician can also consider if additional scene protection devices, such as cones, if available to the Technician, could aid in protecting the casualty vehicle. Any additional scene protection devices used must meet any relevant regulatory requirements in force at the time of use. If working on the casualty vehicle, or its recovery/removal, is likely to obstruct traffic flow or to present a significant danger, then the Technician should request the assistance of the Police or, if appropriate, HA Traffic Officers. See the booklet entitled 'Regional Control Centre (RCC) and Police Control Room (PCR) Areas of Responsibility' for details of the RCCs and PCRs which is available from [www.survivegroup.org](http://www.survivegroup.org). The Technician should not attempt to start working on the casualty vehicle until any appropriate additional protection required is in place. When working on the M6 Toll Road, the Incident Support Unit should be contacted should any assistance be required.

**See SECTION 6 J 1 (Working on the M6 Toll Road).**

**Note 4:** See also **Working with Highways Agency Traffic Officers, Working on Toll Roads (including Bridges and Tunnels)**

## H. REMOVAL TO A PLACE OF SAFETY/AWAITING A SECOND RESOURCE

### The Technician

If, upon arrival at the casualty vehicle, the Technician decides that the location is too dangerous to carry out a repair and the Technician is not able to safely remove the vehicle themselves, the Technician should immediately contact the Road Recovery Operator and ask for a suitable second resource to attend, as soon as possible, to move the casualty vehicle.

The Technician should then conduct a dynamic risk assessment to decide if it is safe for them, and the motorist plus any passengers, to remain at the scene until the second resource arrives.

If it is considered safe for the casualty vehicle's occupants to stay at the scene, or the Technician is unable to safely move them, the Technician should inform the Road Recovery Operator of this. The Technician should advise all those present to, where possible, wait a safe distance away from the casualty vehicle, behind a crash barrier, if one is present and can be reached safely. The Technician should have a means of obtaining advice on the progress of the second resource, so this can be checked if necessary.

If the Technician considers it too dangerous to remain at the scene, and it is possible to safely move the occupant(s) of the casualty vehicle, then the Technician should seek to move the vehicle's occupants to a place of safety without delay.

Prior to leaving the casualty vehicle unattended, the Technician should ensure that, where possible, the casualty is made secure and a notice is placed prominently inside the vehicle advising that the vehicle's occupant(s) have been moved to a place of safety and that a second resource is on its way to remove the vehicle.

The Technician should contact the Road Recovery Operator, informing them that the casualty vehicle's occupant(s) are being removed to a place of safety and requesting that the relevant RCC or, if appropriate, PCR be informed that the casualty vehicle is being left unattended at the scene until the second resource arrives.

If the Technician considers that the location is unsafe but can't safely move all the occupants of the casualty vehicle, the Technician should let the Road Recovery Operator know this and, if it is believed that further assistance is required to protect the scene, the relevant RCC or, if appropriate, PCR should be contacted and asked to provide assistance.

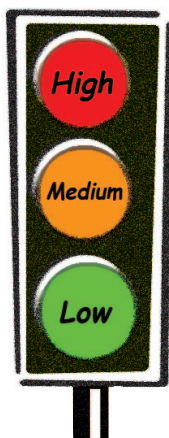
As soon as the Technician reaches the chosen place of safety, they should inform the Road Recovery Operator of the new location of the casualty vehicle's occupant(s).

### Road Recovery Operator

Upon notification from the Technician that this is required, the Road Recovery Operator should arrange for a suitable second resource to attend as soon as possible, taking into account the type of casualty vehicle to be removed, the nature and location of the breakdown and the number of people involved.

If the Technician advises that the casualty vehicle's occupant(s) are being taken to a place of safety and that the casualty vehicle will be left unattended, the Road Recovery Operator should inform the appropriate RCC or PCR of the situation. Details to be provided should include the location and description of the unattended casualty vehicle plus the estimated time of arrival of the second resource.

Once the Technician has advised any new location of the casualty vehicle occupant(s), the Road Recovery Operator should pass this information to the second resource that is attending.



## I. WORKING AT THE ROADSIDE

- i. At all times when working outside of their vehicle, Technicians must wear a high visibility reflective safety garment [EN 471 Class 3 compliant], which must be maintained in a clean condition so as not to adversely affect its reflective qualities. No other clothing or item should 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.
- ii. Upon arrival at the scene of the breakdown/removal, wherever possible, the Technician should exit the road recovery vehicle from the door on the safe side of their vehicle.
- iii. The Technician should reassure the motorist of the casualty vehicle of his/her identity by addressing them by name (if known). If requested, the Technician should also show their ID card if one has been issued by the Road Recovery Operator or by the National Training and Assessment Scheme.



- iv. If they are not already waiting in a place of safety, the Technician should carry out a dynamic risk assessment and give advice to the occupants of the casualty vehicle on how best to exit the vehicle and on where to stand to help ensure their own safety.
- v. Normally the occupants of the casualty vehicle should be advised to keep away from the casualty vehicle, well back on the verge or behind a crash barrier, if available. If the occupants are unwilling or unable to exit the casualty vehicle they should be advised to wear seatbelts at all times. **See Section 4 (Where the motorist is required to help in the repair/ removal of the casualty vehicle)**
- vi. Technicians should be aware that while their road recovery vehicle and the casualty vehicle are stationary on a single carriageway, motorway or a high speed dual carriageway road, or in any other road location where there is passing traffic, they constitute a hazard, no matter what steps have been taken to reduce risk.
- vii. Technicians should be aware that time spent working at the roadside represents risk for themselves, those they are assisting and other road users. All activities should, therefore, be conducted with an appropriate sense of urgency, whilst at all times maintaining safe working practices. As a general rule, if it seems likely that it will be significantly quicker to repair the casualty vehicle than to remove it, then the Technician should repair it. Alternatively, if it appears likely to be significantly quicker to remove the casualty vehicle than to repair it, then the Technician should remove it.
- viii. In certain circumstances it may be necessary for the occupants of the casualty vehicle to transfer to the road recovery vehicle. However, it is generally recommended that the time spent inside the road recovery vehicle, prior to departure from the scene, be kept to a minimum. The occupants should be advised that seatbelts, if available, should be worn at all times and children should not be left unattended in the road recovery vehicle. Note: Technicians should recognise that there is generally an increased level of risk to safety when working on elevated sections of any road or any road where there is no hard shoulder or verge available.

- ix. It is normally preferable for the casualty vehicle to be parked as close to the nearside as possible. If necessary, and it is safe and practical to do so, the casualty vehicle should be moved further to the left before the Technician commences work on it.
- x. It is recognised that the most dangerous zones at the scene of a breakdown, recovery or removal are generally:
  - alongside the sides of the vehicles which are nearest to the flow of traffic and
  - the area between any two vehicles involved, which is nicknamed the 'sandwich position'

Wherever possible, the Technician should avoid or minimize the time spent working in these areas (for example when replacing an offside wheel; winching or attaching recovery/removal equipment).

- xi. Before moving away from the fend position, where a Technician has to recover or remove a casualty vehicle, the Technician should consider whether or not it is appropriate to fit any other available equipment/device to the casualty vehicle (for example a lighting board, if required). Only then, having waited for a safe gap in traffic, should the road recovery vehicle be driven from the fend position, into a position to allow the recovery or removal of the casualty vehicle. Any scene protection device(s) used should be left in place behind the casualty vehicle until immediately before the recovery or removal from the scene is about to take place.
- xii. If the Technician, the motorist and any passengers have to wait at the location for further assistance to arrive, then, wherever possible, they should avoid waiting inside the vehicles. In particular they should avoid waiting in the road recovery vehicle where this is providing protection to the scene. All persons present should, where possible, wait at a safe location away from the casualty vehicle. If the casualty vehicle's occupants are unwilling or unable to exit the casualty vehicle they should be advised to wear seatbelts at all times.
- xiii. If, having carried out a dynamic risk assessment, the Technician considers that the Police or HA Traffic Officers may be required at the scene to assist in the safe repair, recovery or removal of the casualty vehicle, then they should contact the Road Recovery Operator and request such assistance.

However there may be instances when, due to a variety of reasons, an RCC or PCR are unable to arrange for the attendance of HA Traffic Officers or Police at the scene to assist the Technician. In such cases the Road Recovery Operator should then consider sending a second suitable resource to assist the Technician at the roadside and inform the Technician accordingly.

**See Section 6 M (Additional Resources Attending a breakdown).**

## **J. WHERE THE MOTORIST IS REQUIRED TO ASSIST IN THE REPAIR/REMOVAL OF THE CASUALTY VEHICLE**



There will be some occasions when the motorist may be required to assist the Technician in the repair or removal of the casualty vehicle. For example, the motorist's assistance may be required to help with fault analysis e.g. by turning on the ignition, operating the clutch or brake pedals, lights etc.

If it appears that the motorist's assistance will be required, the Technician should carry out a dynamic risk assessment on the type of assistance that is required and decide if that assistance can be provided by the motorist and in reasonable safety. If not, an alternative method of dealing with the incident should be chosen.



The Technician can provide a high visibility reflective safety garment, if available, to be worn by the motorist whilst providing assistance to the Technician.

If the motorist has to re-enter the casualty vehicle to provide assistance then, wherever possible, this should be via the door on the safe side of the vehicle.

If, however, the door nearest to the traffic flow has to be used, the Technician should wait with the motorist at the rear of the vehicle. Then, after checking that the passing traffic will allow safe access, the Technician should, whilst keeping a look out, advise the motorist when to move in order to re-enter the casualty vehicle.

Should the motorist be required to turn on the ignition of the casualty vehicle to assist the Technician, then prior to doing so the Technician should ensure that:

- The motorist is seated in the driver's seat with the seat belt fastened and does not reach in through the casualty vehicle window to operate the ignition
- The casualty vehicle handbrake is applied and the gearlever is in neutral (if the gearbox is automatic then it should be in Park or Neutral)
- The motorist keeps their foot on the footbrake unless the Technician requires the motorist to operate the accelerator to carry out diagnostics (ensuring always that the gearbox is in Park or, as applicable, Neutral – see above)
- The motorist is told they should only turn on the ignition and start or stop the engine when asked to do so by the Technician.
- Never try to start the engine when standing in front/rear of the casualty vehicle or leaning into the engine bay



**Note:** Motorists and/or their passengers may wish to observe the Technician at work. This should be discouraged and the motorist and/or passengers advised to return to or remain in the place of safety that has already been identified.

## K. “INCIDENT” MANAGEMENT

### Recovery Incident Manager (“Bronze Commander”)

If a relevant Authority has decided that an incident is to be treated as a serious incident, the Authority may request the attendance of a Recovery Incident Manager. The Recovery Incident Manager will act in the role of Bronze Commander for the vehicle recovery aspects of the incident. This individual should be a suitably experienced/qualified person who is responsible for working in conjunction with their equivalent Bronze Commanders from the Emergency Services, to help deliver a safe, effective and rapid conclusion to the incident.

## L. RECOVERY BACK ONTO THE HARD SHOULDER OR VERGE

Where the casualty vehicle is located beyond the hard shoulder or verge e.g. it has ended up down an embankment in a field, the Technician must first of all ensure that permission to access the vehicle is obtained from the occupier of the land.

The assistance of the Police or the HA Traffic Officers may be required to help with this. If either the Police or Traffic Officers are present, the Technician should discuss and liaise with them, as to how best to recover the casualty vehicle to a place where it can be safely and efficiently removed from the scene.

The Technician, together with the Police or the HA Traffic Officers present, should consider whether to carry out the recovery of the casualty vehicle when the volume of traffic on the motorway or dual carriageway is reduced i.e. outside peak travelling times. This will help ensure that other road users are inconvenienced as little as possible should the closure of a live running lane be required to facilitate the recovery/removal of the casualty vehicle.

The Technician should also consider using local access roads/tracks, if these are available and suitable for the road recovery vehicle to use, to recover the casualty vehicle rather than gaining access from the hard shoulder or verge. The views and permission of any landowner must be obtained if such alternative means of recovering the casualty vehicles are considered suitable.

Before carrying out the recovery process the Technician must carry out a documented risk assessment to determine the most appropriate method of recovering the casualty vehicle. Consideration should be given to the location of the casualty vehicle and the nature of the environment, how best to gain access to it, the type of recovery equipment to be used and any additional assistance that may be required etc.

At all times during the recovery process the Technician should be aware of the risks involved and take appropriate steps to help protect the safety of all those present. Where applicable the assistance of the Police or the Highways Agency should be requested to help with managing the traffic in order to facilitate the recovery and subsequent removal of the casualty vehicle.

#### **M. REMOVAL FROM THE HARD SHOULDER OR VERGE**

Before removing a casualty vehicle from the hard shoulder or verge, the Technician must, where appropriate, ensure that the casualty vehicle is capable of displaying the minimum required lighting by law, i.e. rear position lights and red retro reflectors. In order to provide other road users with an indication of the hazard of the vehicle combination, warning beacons must be switched on and visible from the rear. If these are not visible then additional warning is required i.e. visible indicators, stop and side lights. This can be achieved by using a suitably fitted trailer lighting board on the rear of the casualty vehicle.

#### **N. LEAVING THE SCENE OF THE BREAKDOWN OR REMOVAL**

##### **i. If the casualty vehicle has been repaired, the motorist should be advised of the following recommended procedures for moving off from the scene:**

###### **a. From the Hard Shoulder of a Motorway.**

Use the hard shoulder as an acceleration lane to build up speed, indicate and, when there is a safe gap in traffic, rejoin the main carriageway. The motorist should also be advised to look out for possible debris and/or stationary vehicles on the hard shoulder;

###### **b. From the verge/side of the road on a single carriageway or a layby on a dual carriageway.**

Indicate their intention to move away/rejoin the carriageway and, once there is a safe gap in the traffic, move off from the verge/side of the road or lay-by, increasing to an appropriate speed once they have rejoined the carriageway.

##### **ii. If the casualty vehicle is to be removed using either a tow strap or rigid tow pole**

a. Where possible the motorist and any passengers should not normally be requested to leave the safe location until all removal equipment has been fitted;

b. The Technician should give the motorist information on what is involved in towing and what action the motorist shall or shall not do. The Technician should not insist on towing the casualty vehicle if the motorist has indicated that they are not happy to be towed.

c. Only when the casualty vehicle is ready to be towed should the Technician advise the motorist to re- enter the casualty vehicle.



### iii. If the casualty vehicle is to be recovered on the road recovery vehicle

Where possible the motorist and any passengers should not normally be requested to leave a safe location until the casualty vehicle has been loaded and then they should transfer to the road recovery vehicle.

### iv. Removal of equipment etc

Before leaving the scene, the Technician should check to see that all tools, equipment, scene protection devices, etc. used have been retrieved and are stored appropriately in the road recovery vehicle.

### v. When removing the casualty vehicle from the scene the Technician should adopt the following procedures for rejoining the main carriageway:-

a. From the Hard Shoulder of a Motorway -The Technician should use the hard shoulder as an acceleration lane to build up speed, with the beacons on their road recovery vehicle illuminated. The Technician should check the road recovery vehicle's mirrors and blind spot before indicating and, when there is a safe gap in traffic, rejoining the main carriageway. The Technician should keep their eyes open for possible debris and/or stationary vehicles on the hard shoulder.

b. From the Verge/Side of the road on a Single Carriageway or a layby on a Dual Carriageway -the Technician should have the beacons on their road recovery vehicle illuminated and indicate their intention to rejoin the carriageway. Once an adequate gap in the traffic allows the Technician to do so safely, they should move away from the verge/side of the road or layby, increasing to an appropriate speed once they have rejoin the carriageway.

c. In any situation where the Technician considers that the speed and/or density of passing traffic means there is insufficient time or space to safely rejoin the carriageway, they should contact the appropriate RCC or PCR and request assistance in the provision of either a rolling road block or a temporary lane one closure.

d. Upon rejoining the carriageway, if the speed of the road recovery vehicle is consistent with that of the rest of the traffic on the relevant carriageway, the road recovery vehicle's beacons should be switched off unless it is considered to be a continuing hazard to other road users.

## O. ROAD TRAFFIC COLLISIONS

### i. Clearance of debris

a. At the scene of an accident, debris of some description may be present. The Technician should liaise with those in charge at the scene to help ensure that any debris is adequately dealt with in accordance with any relevant legal and safety requirements.



**IN SERIOUS ACCIDENTS, DEBRIS MAY BE IMPORTANT EVIDENCE AND THE POLICE MAY REQUIRE THAT IT NOT BE DISTURBED**



b. When dealing with major incidents, where large amounts of debris may be present, the Technician should liaise with any relevant incident manager(s) in relation to the clearance of debris (including the identification, or recovery, of anything which is to be treated as load). The Technician may be responsible for removing some or all of the load as part of the vehicle recovery process.

c. In serious accidents, debris may be important evidence and the Police may require that it not be disturbed. Therefore the Technician should clarify with the Police what actions they can take regarding any debris and obtain prior authorisation from the Police before acting.

c. Only when the casualty vehicle is ready to be towed should the Technician advise the motorist to re-enter the casualty vehicle.

## ii. Retention of vehicles for forensic examination

a. As with point i.c above, where the scene of a road traffic incident is being controlled by the Police, the Road Recovery Operator should clarify with the Police which vehicles are required to be retained by the Police for forensic examination. The Road Recovery Operator should ensure that any such vehicles are only handled by a suitably experienced Technician, namely one who has an understanding of, or a qualification in, the preservation of evidence (such as module VR19).

b. Any vehicles which are required to be retained by the Police should be handled in accordance with any instructions issued by the Police at the scene. For example, when deciding on the method of recovery or removal of any vehicle, the Technician should consult with the appropriate authorities at the scene (such as Collision Investigation Officer or Scene Manager) and try to agree on the most appropriate method of recovery/removal so as to avoid or minimise the destruction or disturbance of any evidence. With LGV's this may involve a 'full lift' onto a commercial low loader, however the likely time implications of carrying out this complex operation should be explained to the relevant authorities at the scene.

## iii. Spillages

a. Where fire or hazardous spillages occur, the Technician should normally contact the emergency services immediately and await their arrival before taking further action. (See Section 6 K (Hazardous Substances or Dangerous Goods).

b. If a Technician attends a road traffic accident where there has been spillage, they should, in the interests of health and safety, try to ensure that any spillages are dealt with without delay.

c. Particular attention should be paid to any spillages that may affect local watercourses through drains or ditches etc. The Technician should not assume that liquids are harmless when spilled simply because they are harmless in their normal use e.g. milk is a serious contaminant to watercourses.

d. Spillages should be dealt with promptly using spill kits and other equipment on the road recovery vehicle, where these are available and appropriate for the spillage concerned. If the Technician is in any doubt as to their ability to deal with any spillages or as to the nature of the substances involved, then they should contact the Road Recovery Operator for the further instruction. The Road Recovery Operator should, if necessary, seek assistance from the appropriate Environment Agency, (SEPA Scotland, NIEA NI) the Highways Agency or the appropriate Highway Authority as additional or specialised spillage containment equipment may be required.

## 5. GENERAL GUIDELINES WHEN ATTENDING LARGE GOODS VEHICLES

In addition to considering the general guidelines detailed at Section 4 above, when Technicians are attending Large Goods Vehicles (LGV's), they should also consider the following guidelines.

### A. REPLACEMENT OF WHEELS/TYRES

Where a Technician needs to work on an LGV's offside wheel or tyre, a dynamic risk assessment should be carried out as it is very likely that a lane or road closure would be required in order to provide the Technician with a safe working area.

If, having carried out a dynamic risk assessment, the Technician believes that a lane closure/carrageway or road is necessary, they should contact the relevant RCC or PCR, as appropriate, and request that they attend to provide protection, or arrange that protection be provided. The Technician should not then attempt to start working on the casualty vehicle until the lane/carrageway closure is in place.



Please note that such a closure may result in severe traffic congestion, particularly during peak hour traffic flows, and therefore the lane/carrageway closure may be delayed until such time as traffic flows are lower.

The Technician may consider, if this is practicable and can be achieved safely, that the casualty vehicle should be either moved off the carrageway or removed to a place of safety in order to carry out the wheel or tyre change.

**See Section 6 M 4 (Additional Resources attending a Breakdown – Tyre Repair/Replacement Technicians).**

### B. OVERTURNED LGVS ON BRIDGES

Some large bridges, such as the Thelwall Viaduct, Barton High Level Bridge, Avonmouth Bridge and the Rakedwood Viaduct, are, due to their height, prone to high winds. Therefore LGVs travelling on such bridges are more at risk of being blown over during high winds/severe gales.

If an overturned LGV requires righting on such a bridge, careful consideration needs to be given to the positioning of the heavy recovery vehicles/cranes. The outriggers from the road recovery vehicles could, dependent on positioning, put a point load onto the bridge deck, which it may not necessarily be designed or be able to carry. Ensuring that, wherever possible, the road recovery vehicle is placed above the main structural support elements of the bridge can help mitigate the risk of damage to the bridge. However, it may not be readily apparent where the main structural support elements of the bridge are as, for example, the vertical support columns are unlikely to be visible. If necessary, the Technician may need to communicate with the RCC or PCR and ask them to advise, possibly by contact with the bridge engineer, where the heavy recovery vehicles/cranes should be positioned in order to carry out the recovery process.

### C. LOAD CONTINUATION

Load continuation is dependent upon a number of issues, for example the type of load, its condition and its location. The Technician needs to establish, early on,

whether load continuation needs to be arranged. This should, where practical, be established in conjunction with the haulier or the owner of the vehicle/load, or other interested body.

Some of the issues regarding the load that need to be considered include:-

- Is it time sensitive?
- Is it perishable?
- Is it livestock?
- Is it dangerous to health? (for example is a HazChem sign displayed or are other dangerous substances or items being transported etc)
- Is it valuable?

If the answer to any of these questions is yes, then it is likely that the haulier or owner of the vehicle/load will want load continuation measures to be arranged. The haulier or the owner of the vehicle/load may be able to provide a 'like for like' vehicle. Where load continuation is required, arrangements should, where practicable, be made with the haulier or owner, or other relevant interested party, for the Technician to be met at or near the scene or at an appropriate point of safety for the transfer of the load to the load continuation vehicle. Payment for, and other terms of, any load continuation is a matter of agreement between those involved.



# 6. SPECIFIC GUIDELINES

## A. DISABLED AND VULNERABLE CUSTOMERS

### Disabled Customers

Equality Act 2010 (“EA2010”): 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 EA2010, including customers with a disability and may need to adjust their services to help such customers to access assistance.

It is not possible to summarise the law in this area within these Guidelines, it is however it is important to be aware of these duties.

Further guidance is available in PAS43 and/or from the Equal Opportunities and Human Rights Commission website at [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

### Vulnerable Customers

See PAS43

## B. ADDITIONAL GUIDELINES SPECIFIC TO MOTORWAYS

### 1. General

Road Recovery Operators and Technicians need to be aware that the hard shoulder of a motorway is a dangerous place to attempt to repair or carry out the removal of a vehicle. Traffic will usually approach at high speed and there will be instances when vehicles may stray out of the nearside running lane and cross the rumble strip onto the hard shoulder. It is therefore essential that the Technician remain alert to possible dangers whilst working in such a location, and that the occupants of the casualty vehicle are given appropriate safety advice - **see Section 4 | Working at the roadside**

### 2. Breakdowns/Removals in a Live Running Lane

If the Road Recovery Operator is made aware that a casualty vehicle is in a live running lane, then the Road Recovery Operator should treat these breakdowns or removals as an emergency.

The Road Recovery Operator should, without undue delay, try to ascertain:

- The location of the casualty vehicle (including which lane it is in)
- A description of the casualty vehicle and
- The whereabouts of any occupant(s) of the casualty vehicle

The motorist should then be advised to ring off and call the Police on 999 immediately and to give the Police the information referred to above.

Wherever possible it is recommended that the Road Recovery Operator calls the motorist back and asks if they, and any other occupants of the casualty vehicle, are in a safe location and the Highways Agency, Police or other relevant transport authority are in attendance or the motorist has been notified that they are on their way.

The Road Recovery Operator should not dispatch a Technician to the casualty vehicle, and a Technician should not attend, until it has been confirmed that the HA Traffic Officers, Police or other relevant transport authority are attending and either a safe working area has been created or, if applicable, the casualty vehicle has been moved to a place of safety.



Should a Technician come across a casualty vehicle in a live running lane of a motorway, they should not attempt to stop and provide assistance. The Technician should instead call the Police on 999 at the earliest opportunity and provide the details of the casualty vehicle and its location.

Where the Road Recovery Operator is requested by the Highways Agency, Police or other relevant transport authority to remove a casualty vehicle from blocking a live running lane, the Technician should only attend the scene and commence the recovery/removal process once the necessary measures are in place to protect the casualty vehicle and to provide a safe working area.

On attendance the Technician should, before commencing operation, liaise with the authority in charge of the scene, if present and available.

Once the scene has been protected and if appropriate, the Technician has liaised with the authority at the scene, the Technician should recover/remove the casualty vehicle without delay.

### **3. Breakdowns/Removals in 'Free Recovery' Areas**

Some areas of roadworks, and other special sites, make a 'Free Recovery' service available. This service should only be provided by an appointed recovery contractor. Any vehicle that breaks down in these areas will be removed by the appointed recovery contractor to a designated place. In the unlikely event that a Technician who has been deployed to provide assistance to the casualty vehicle arrives in an area of "Free Recovery" before the appointed recovery contractor has attended and removed the casualty vehicle from the "Free Recovery Area", the Technician must not attempt to stop and provide assistance. The Technician should continue their journey and only attend the casualty vehicle when the relevant recovery contractor has moved it to a designated place.

### **4. Working within areas of 'Managed Motorways' (formerly known as Active Traffic Management - ATM)**

As part of the 'Managed Motorways' project, the Highways Agency has introduced, the use of the hard shoulder as a running lane (as and when required) to help relieve traffic congestion onto some areas on the motorway network in England. Under these arrangements Emergency Refuge Areas ('ERA's) have been set up to provide places of relative safety for broken down vehicles.

In order to help ensure the safety of the Technicians and the motoring public, the following working procedure has been agreed re ERAs:-

#### **a. Technicians**

i. If the hard shoulder is not being used as a live running lane then the Technician can exit the ERA as normal, using the hard shoulder to accelerate to an appropriate speed consistent with the traffic on the carriageway before rejoining the motorway;

ii. Or if the hard shoulder is being used as a live running lane and the Technician is reasonably satisfied that they can exit the ERA safely without assistance, then the Technician should contact the RCC using the Emergency Telephone located within the ERA, and notify the RCC of their intention to leave the ERA without assistance. The RCC should be aware of the presence of the Technician and the casualty vehicle in the ERA via the CCTV cameras that are located on the motorway. Where the casualty vehicle has been repaired, the Technician should advise the driver of the casualty vehicle of the recommended procedure for rejoining the carriageways - **see Section 4 N Leaving the scene of the breakdown or removal.**





iii. Or if, however, the hard shoulder is being used as a live running lane and the Technician considers that they require assistance to exit the ERA, for example this will normally be required when towing a casualty vehicle or if speed and/or density of passing traffic is high, then the Technician should contact the RCC, using the Emergency Telephone located within the ERA, and request assistance.

**b. RCC and HA Traffic Officer Assistance (if present)**

The RCC and the HA Traffic Officers will provide one or more of the following types of assistance if use of the hard shoulder as a running lane is due to finish soon:

i. The Technician will be asked to wait within the ERA until the relevant part of the hard shoulder is closed to traffic. The RCC will advise the Technician how long this wait is likely to be. The Technician should confirm with the RCC that the relevant part of the hard shoulder has been closed. Once the RCC has confirmed closure, the Technician should check that traffic has cleared from the hard shoulder (and, if the gantry beyond the ERA is visible, that a red X has appeared on the gantry over the hard shoulder) before attempting to leave the ERA. This is considered to be the preferred type of assistance should the Technician have any concerns over their ability (or that of the customer) to safely exit the ERA.

If the Technician cannot wait until the hard shoulder is closed, or if the road recovery vehicle may have difficulty in accelerating quickly out of the ERA (for example due to towing or nature of the load), the Technician should advise via the emergency phone, the RCC of this and request that the RCC send a HA Traffic Officer to assist.

The HA Traffic Officer, if they attend, should use their vehicle to provide a short rolling road block on the hard shoulder in order to facilitate the Technician's safe exit from the ERA. The RCC should also set the signs and signals on the gantries approaching the ERA to advise other drivers that the hard shoulder is closed by use of a red X.

If the Technician can see a HA Traffic Officer approaching, the Technician should position their vehicle in readiness to leave the ERA and should only exit the ERA when they can see both that the HA Traffic Officer's vehicle is approaching and that the hard shoulder is clear in front of that vehicle. The Technician should pull out a safe distance in front of the HA Traffic Officer vehicle. If the RCC cannot arrange for a HA Traffic Officer to provide a short rolling road block when requested, they may, instead, set a mandatory 30mph speed limit on all lanes of the relevant section of motorway (including the hard shoulder). They should also set the signs on the gantries approaching the ERA to advise the relevant section of the hard shoulder is closed to assist the Technician in leaving the ERA;

ii. Where the hard shoulder is not scheduled to close as a running lane and the Technician requires time or space to safely exit the ERA, the RCC may be prepared to introduce a local closure of the hard shoulder approaching the ERA.

**“ SHOULD A TECHNICIAN COME ACROSS A CASUALTY VEHICLE IN A LIVE RUNNING LANE OF A MOTORWAY, THEY SHOULD NOT ATTEMPT TO STOP AND PROVIDE ASSISTANCE. THEY SHOULD CALL THE POLICE ON 999 AND PROVIDE THE DETAILS OF THE CASUALTY VEHICLE AND ITS LOCATION ”**

Once the Technician has been told by the RCC that the hard shoulder will be closed, the Technician should position their vehicle in readiness to leave the ERA. The Technician should check that traffic has cleared from the hard shoulder (and, if the gantry beyond the ERA is visible, ensure that a red X has appeared on the gantry over the hard shoulder) before attempting to leave the ERA.

iii. If the above options are not thought by the RCC to be adequate to assist the Technician in safely exiting from the ERA onto the hard shoulder when it is being used as a running lane, the RCC may choose to close a larger section of the hard shoulder in the area for the whole of the area in which the ERA is located.

Once the Technician has been told by the RCC that the hard shoulder will be closed, they should position their vehicle in readiness to leave the ERA. The Technician should check that traffic has cleared from the hard shoulder and, if the gantry beyond the ERA is visible, ensure that a red X has appeared on the gantry over the hard shoulder before attempting to leave the ERA. Note: Due to its possible effect on other road users, this option is only likely to be used by the RCC when all the other options are considered unsuitable.

## 5. Working with Highway Agency Traffic Officers

Following the introduction of the RCC's and the HA Traffic Officer Service, a protocol was agreed between the Highways Agency and the breakdown and recovery industry on the positioning of road recovery vehicles when dealing with incidents on the Highway's Agency network where Traffic Officers are in attendance.

The HA Traffic Officers will follow their own established procedures and position their vehicle behind the casualty vehicle with the appropriate warning lights activated and signs deployed to help protect the scene. This means that if a Technician arrives at the scene of an incident which is also being attended by HA Traffic Officers the Technician should position the road recovery vehicle in front of the casualty vehicle.

The HA Traffic Officer(s) and the Technician should liaise to establish whether the casualty vehicle is to be recovered or repaired in situ.

As a general rule, if it is quicker to repair the casualty vehicle than to remove it, the Technician should repair it. However, if it is considered quicker to remove the casualty vehicle than to repair it, then the Technician should remove it.

Once the Technician has begun the repair or recovery process, the HA Traffic Officer(s) should normally remain, thereby offering protection until the Technician and the casualty vehicle leave the scene.

If, during the course of a vehicle repair or recovery, the HA Traffic Officer receives an instruction to deploy to another incident, the HA Traffic Officer should advise the Technician and request that the casualty vehicle be removed, or the repair completed, as soon as possible.

Only in exceptional circumstances, where the other incident is considered by the RCC to take priority and the HA Traffic Officer(s) are satisfied that the Technician, the driver of the casualty vehicle and other road users will not be exposed to an unacceptable level of risk, should the HA Traffic Officer(s) leave the scene before completion of the relevant repair or, as applicable, recovery. Otherwise only when the Technician and the casualty vehicle have left the scene should the Traffic Officer(s) retrieve any signs/cones and leave to attend the next deployment.

**Note:** There may be instances when, due to a variety of reasons, an RCC is unable to arrange for the attendance of HA Traffic Officers at the scene to assist the Technician. In such cases it is recommended that the Road Recovery Operator then contacts the appropriate PCR and ascertain if a Police Officer vehicle is able

to attend instead. If this is also not possible, then the Road Recovery Operator should consider sending a second resource to assist the Technician at the roadside and inform the Technician accordingly. **See Section 6 M (Additional Resources Attending a Breakdown).**

## 6. Use of the Hard Shoulder to Access Breakdowns/Removals

There may be occasions when the access to the location of a casualty vehicle on a motorway or dual carriageway is obstructed due to severe traffic congestion and the flow of traffic is likely to be held up for a considerable time.

In such cases the Technician may wish to seek permission as appropriate from either a Highways Agency Regional Control Centre (RCC) or a Police Control Centre (PCR) in order to use the hard shoulder to access the casualty vehicle.

On those motorways and dual carriageways operated by the Highways Agency, contact must be made with the appropriate RCC and permission be requested for the Technician to use the hard shoulder in order to access the casualty vehicle. The RCC will then consider the request using the following factors:-

- i. Is the road recovery vehicle in congested traffic that is impeding its progress, and is the use of the hard shoulder to access the scene appropriate?
- ii. Are the occupants of the casualty vehicles vulnerable?
- iii. Has the HA Scene Commander requested early attendance of a road recovery vehicle to assist incident resolution?

Wherever possible the Technician (or the Road Recovery Operator if acting on their behalf) should obtain an authorisation reference from the RCC. This authenticated reference can then be used as evidence from the RCC/PCR for driving on the hard shoulder, should they then be stopped and challenged.

On those motorways and dual carriageways not operated by the Highways Agency, contact must be made with the appropriate PCR and request that permission be granted for the Technician to use the hard shoulder in order to access the casualty vehicle. Wherever possible the Technician (or the Road Recovery Operator if acting on their behalf) should obtain from the PCR a log reference number, which can then be used as evidence of the PCR permission to use the hard shoulder, should they be stopped and challenged.

In all cases where permission is granted to use the hard shoulder to access a casualty vehicle, the Technician must ensure that:-

- i. **All appropriate warning beacons and dipped headlights are switched on prior to joining the hard shoulder and at all times whilst on it; and**
- ii. **They proceed at a speed appropriate for the prevailing conditions and, never to exceed 20 mph, on approach on the hard shoulder, and**
- iii. **They exercise extreme caution in respect of the possibility of vehicles and pedestrians entering the hard shoulder from lane one without anticipating any traffic approaching from behind their direction of travel.**

In all cases where permission to use the hard shoulder to access a casualty vehicle is refused, the Technician must abide by the decision of the RCC or PCR and advise the Road Recovery Operator that there will be a delay in attending the casualty vehicle.

**Note 1:** It is recommended that contact with the appropriate PCR or RCC for permission to use the hard shoulder to access a casualty vehicle is made by the Road Recovery Operator on behalf of the Technician. This will ensure that the Road Recovery Operator is made aware that the Technician will be using the hard shoulder to access the casualty vehicle should permission be granted.



**Note 2:** Under no circumstances whatsoever may a Technician drive on the hard shoulder of a motorway (or dual carriageway) without first of all receiving permission to do so from either the Highways Agency or the Police as appropriate.

## C. ADDITIONAL GUIDELINES SPECIFIC TO MOTORWAYS AND HIGH SPEED DUAL CARRIAGEWAYS

### 1. General

Road Recovery Operators and Technicians need to be aware that the verge of a motorway or a high speed dual carriageway can be a very dangerous place to attempt to repair or carry out the removal of a vehicle. Traffic will usually approach at high speed and there will be many instances when the casualty vehicle is actually located, either partly or fully, in the nearside running lane. It is therefore essential that the Technician remain alert to possible dangers whilst working in such locations, and that occupants of the casualty vehicle are given appropriate safety advice - **see Section 4 I Working at the Roadside.**

If a lay-by or other suitable area off the dual carriageway is available in the near vicinity of the casualty vehicle, the Technician should carry out a dynamic risk assessment to consider whether to move the casualty vehicle to the lay-by/suitable area before attempting any repair. **“See also General Guidelines when attending Cars and Light Commercial Vehicles, Part I Where a Motorist is required to assist in the repair/removal of the casualty vehicle”**

Before moving the casualty vehicle, the Technician will need to consider how best to protect the casualty vehicle at the location to which the casualty vehicle is to be moved. The Fend position may not necessarily be appropriate. **“See Section 4 G Protecting the Scene of a Breakdown: The Fend Position”**

### 2. Breakdowns/Removals in Lane 2 or Above

If the Road Recovery Operator is made aware that a casualty vehicle is in a live running lane, then the Road Recovery Operator should treat these breakdowns or removals as an emergency.

The Road Recovery Operator should, without undue delay, try to ascertain:

- The location of the casualty vehicle (including which lane it is in)
- A description of the casualty vehicle and
- The whereabouts of any occupant(s) of the casualty vehicle

The motorist should then be advised to ring off and call the Police on 999 immediately and to give the Police the information referred to above.

The Road Recovery Operator should also then immediately contact the appropriate RCC or PCR and advise that assistance is required to help protect the scene and, if appropriate, to recover the vehicle to a place of safety.

The RCC or the PCR should be given a description of the casualty vehicle and its location, including details of the lane it is in and any other relevant information known regarding its position. The RCC or PCR should also be given information held as to the location of the casualty vehicle's occupant(s). The RCC or the PCR may wish to activate matrix signs and/or variable message signs accordingly.

Wherever possible it is recommended that the Road Recovery Operator calls the motorist back and asks if they, and any other occupants of the casualty vehicle, are in a safe location and the Highways Agency, Police or Local Authority are in attendance or the motorist has been notified that they are on their way.

The Road Recovery Operator should not dispatch a Technician to the casualty vehicle, and a Technician should not attend, until it has been confirmed that the HA Traffic Officers or Police are attending and either a safe working area has been



created or, if applicable, the casualty vehicle has been moved to a place of safety. Should a Technician come across a casualty vehicle in a live running lane of a motorway, they should not attempt to stop and provide assistance. The Technician should instead call the Police on 999 at the earliest opportunity and provide the details of the casualty vehicle and its location.

Where the Road Recovery Operator is requested by the Highways Agency, Police or Local Authority to remove a casualty vehicle from blocking a live running lane, the Technician should only attend the scene and commence the recovery/removal process once the necessary measures are in place to protect the casualty vehicle and to provide a safe working area.

On attendance the Technician should, before commencing operation, liaise with the authority in charge of the scene, if present and available.

Once the scene has been protected and if appropriate, the Technician has liaised with the authority at the scene, the Technician should recover/remove the casualty vehicle without delay.

#### D. ADDITIONAL GUIDELINES SPECIFIC TO SINGLE CARRIAGEWAYS



Road Recovery Operators and Technicians need to be aware that a single carriageway road can be a very dangerous place to attempt to repair or carry out the removal of a casualty vehicle as the vehicle may be partially or fully obstructing the road. Traffic may approach from either direction and there will be no central reservation to provide protection. It is therefore essential that the Technician remain alert to the dangers involved in working in such a location, and that the occupants of the casualty vehicle are given safety advice, if appropriate - **see Section 4 I (Working at the Roadside)**.

If the Technician is, due to the location of the casualty vehicle on the road, concerned for the safety of those present and/or other road users, they should immediately contact the Road Recovery Operator and ask for a suitable second resource to attend, without delay, to move the casualty vehicle - **see Section 4 B Removal to a place of safety/waiting a second resource**).

If a lay-by or other suitable area off the carriageway is available in the near vicinity of the casualty vehicle, the Technician should carry out a dynamic risk assessment to consider whether to move the casualty vehicle to the lay-by/suitable area before attempting any repair. **“See also General Guidelines when attending Cars and Light Commercial Vehicles, Part I Where a Motorist is required to assist in the repair/removal of the casualty vehicle”**

Before moving the casualty vehicle, the Technician will need to consider how best to protect the casualty vehicle at the location to which the casualty vehicle is to be moved. The Fend position may not necessarily be appropriate. **“See Section 4 G Protecting the Scene of a Breakdown: The Fend Position”**

#### E. BREAKDOWNS IN CAR PARKS

A casualty vehicle that is in a car park is not necessarily in a safe location. Whilst there may be less risk from oncoming traffic, there is still a possibility that other car park users may not realise that the Technician is working on a casualty vehicle.

Therefore, the Technician, in carrying out the dynamic risk assessment, should consider if the area around the casualty vehicle needs to, and can, be ‘protected’ by appropriate positioning of the Road Recovery Vehicle. The “Fend” position

is unlikely to be appropriate in these circumstances. On attending the casualty vehicle the Technician must wear a high visibility reflective safety garment [EN 471 compliant] and any other appropriate PPE needed. The Technician should take care not to unnecessarily inconvenience, or create a hazard for, other car park users.

If a Technician needs to work underneath the casualty vehicle, the Technician should take measures (such as positioning the road recovery vehicle, or the casualty vehicle itself) to help prevent other car park users from driving, or parking, too close to the casualty vehicle whilst the Technician is underneath it.

If the casualty vehicle is in a multi-storey car park, height or width restrictions may prevent the Technician from accessing the casualty vehicle with the road recovery vehicle. The Technician should then consider if they can attend the casualty vehicle, given the weight and/or number of tools and equipment required and the location of, and available access to the casualty vehicle. Alternative resources may be needed.

## F. BREAKDOWNS NEAR BLIND BENDS OR BROWS OF HILLS

A blind bend or the brow of a hill can create a particularly dangerous location for a breakdown. On becoming aware that a casualty vehicle is obscured by a blind bend or the brow of a hill, the Technician should consider how best to approach and safely stop at the scene.

When carrying out their dynamic risk assessment, the Technician should consider how best to provide a warning to other road users through the positioning of the road recovery vehicle and/or by use of cones or traffic management signs, if available. If the Technician is concerned that such measures will not be adequate to protect those present and/or other road users, they should immediately contact the Road Recovery Operator and ask additional resources/assistance - **see Section 4 H (Removal to a place of safety/awaiting a second resource)**.

In certain circumstances, having carried out a dynamic risk assessment, the Technician may consider it appropriate to position the road recovery vehicle further back from the casualty vehicle than the distance recommended for the 'Fend' position (**see Section 4 G**) in order to warn other road users that there is an unseen hazard ahead.

It is essential that the Technician remains alert to possible dangers whilst working in such a location.

## G. WORKING WITHIN AREAS OF ACTIVE TRAFFIC MANAGEMENT



A casualty vehicle may be located within roadworks, behind traffic management devices (normally cones), where no free recovery service is available. These jobs should be treated as a priority.

At all times the Technician must put their own safety first. Under no circumstances should the Technician stop their vehicle in a live running lane in order to attend to a casualty vehicle.

Under no circumstances should the Technician move any traffic cones or any other traffic management devices in order to access the area, work on a casualty vehicle, help protect the scene or exit the area.

Technicians should be aware that there may be overhead cables or other hazards within an area of roadworks and, when entering, or in, an area of roadworks, should look out for and comply with any relevant overhead or other safety signage instructions (including any designated access points).



### **Prior to Entering an Area of Roadworks:**

The Technician should carry out a dynamic risk assessment to ascertain how the incident should best be approached.

If the Technician considers that the location and/or the nature of the incident is too dangerous for the Technician to attempt a repair or removal unaided then they should inform the Road Recovery Operator accordingly. The Road Recovery Operator should then request assistance in protecting the scene from the RCC or PCR, as appropriate.

The Technician should ensure that, prior to entry into the roadworks, they have identified the roadworks' access point. If in doubt as to the location of the casualty vehicle or the relevant roadworks' access point, the Technician should drive past the roadworks in order to establish an appropriate access point.

The Technician should manoeuvre the road recovery vehicle into the correct lane and, approximately 200 metres prior to the relevant access point, turn on the road recovery vehicle's flashing beacons and start indicating their intention to turn. The flashing beacons should be kept on at all times while in the roadworks – see below re "Exiting an Area of Roadworks"

The Technician should check that any vehicles behind are at a safe distance and, approximately 100 metres prior to the roadworks' access point, check that the access point is clear and gradually slow down to achieve an entry of speed of 10mph.

### **Entry into an Area of Roadworks:**

Access to an area of roadworks should only be made using the designated access point(s), obeying any signs provided. At no time should an access way to the roadworks be created by moving any traffic cones or other traffic management devices. When navigating roadworks Technicians should be aware that traffic cones may have been roped together to create a safety zone.

If the roadworks' access point is blocked the Technician should not attempt to enter the roadworks and should continue on the main carriageway. Under no circumstances should the Technician stop in a live running lane.

### **Driving within an Area of Roadworks:**

The maximum speed limit within an area of roadworks is 10mph. Seatbelts should be worn at all times whilst in a vehicle in roadworks.

The Technician should exercise extreme caution at all times when in an area of roadworks; maintenance vehicles, plant and site operatives may be moving around the area and excavations, obstructions or other vehicles may be present.

If a representative of the plant, or site contractor is in the immediate vicinity of the casualty vehicle, the Technician should make reasonable efforts to contact the representative. If the Technician considers it necessary, the Technician should request the representative's guidance and/or assistance to access the casualty vehicle and/or in leaving the roadworks.

### **Working on Casualty Vehicles within an Area of Roadworks:**

Wherever possible the Technician should only access and work on a casualty vehicle from the safe side. Walking, or working, between a casualty vehicle and any live running lane(s) should be avoided wherever possible.

Where a casualty vehicle cannot be repaired but the Technician can recover it, the Technician will need to position the road recovery vehicle in front of the casualty vehicle. If the Technician cannot safely pass the casualty vehicle within the

roadworks, the Technician will need to reverse back to the nearest access point through which the Technician can, when safe to do so, drive out (forwards) onto the live carriageway. The Technician should then re-enter the roadworks at an access point beyond the casualty vehicle and reverse, very carefully, back to the front of the casualty vehicle. This manoeuvre must be carried out with extreme caution, taking into account the speed and density of any traffic on the relevant live running lane(s).

#### **Exiting an Area of Roadworks:**

Technicians should exit an area of roadworks using an available exit point. At no time should a Technician create an exit by moving traffic cones or other traffic management devices.

When leaving an area of roadworks, the Technician should first indicate their intention to rejoin the carriageway, waiting for a safe opportunity to do so. If the area of roadworks is on a motorway and a hard shoulder is available, the Technician should use the hard shoulder as an acceleration lane to build up speed, indicate and, when there a safe gap in traffic, rejoin the main carriageway.

Upon rejoining the carriageway, if the speed of the road recovery vehicle is consistent with that of the rest of the traffic on the relevant carriageway, the road recovery vehicle's beacons should be switched off unless it is considered to be a continuing hazard to other road users.

Where the casualty vehicle has been repaired, the Technician should advise the driver of the casualty vehicle of the recommended procedure for rejoining the carriageways - **see Section 4 N :Leaving the scene of the breakdown or removal**

## **H. WORKING ON BRIDGES, VIADUCTS AND IN TUNNELS**

### **Bridges and Viaducts**

Technicians should take particular care when attending casualty vehicles on bridges or viaducts.

These locations may be exposed and subject to particularly high winds/adverse weather conditions. If necessary, the casualty vehicle should be removed from the bridge to a place of safety before working on it.

On some bridges e.g. the River Severn Bridge on the M4, the hard shoulder is narrower than usual. When a Technician carries out the dynamic risk assessment in relation to a casualty vehicle which is located on a narrow hard shoulder, they should consider the impact of the width of the hard shoulder on the working area and if the attendance of the HA Traffic Officers or, if applicable, the police are required to help protect the scene. If contacted, the RCC or PCR may consider activating variable message signs, if available, to show a suitable speed restriction or lane closure on the motorway in that area.

### **Tunnels**

Where a Technician is permitted to attend a casualty vehicle in a tunnel (access is not permitted in some tunnels, e.g. Dartford Tunnel), the Technician should take particular care.

The working environment within a tunnel (for example due to noise, air pollution, temperature and lighting conditions) can potentially present an increased hazard to health. It is therefore recommended that the time spent working within a tunnel be kept to a minimum and, where possible, the casualty vehicle should be removed from the tunnel to a place of safety before working on the vehicle.



## I. WORKING ON THE M6 TOLL ROAD

A protocol has been agreed between Midland Expressway Limited (“MEL”, the M6 Toll Road operator) and the breakdown and recovery industry regarding the attendance by Technicians at the scene of breakdowns, recoveries or removals on the M6 Toll Road, including those located near or within the Toll Plazas. If a Road Recovery Operator provides, or may be requested to provide, assistance on the M6 Toll Road, the Road Recovery Operator should maintain up to date contact details for MEL’s M6 Toll Control Room.

### i. Calls received for assistance on the M6 Toll Road

The M6 Toll Control Room can be contacted to locate the casualty vehicle using CCTV cameras and will confirm the vehicle’s location back to the Road Recovery Operator. The M6 Toll Control Room will also, where considered necessary, either deploy an MEL Incident Support Unit (“ISU”) or request that an HA Traffic Officer or the Police attend to help protect the scene or remove the vehicle to a place of safety. If a Technician has been requested to attend a casualty vehicle on the M6 Toll Road, the Technician should contact the M6 Toll Control Room, on approach, to confirm the current location of the casualty vehicle and to obtain relevant information for use in deciding on how best to deal with it.

### ii. Breakdowns or removals located on the hard shoulder

These breakdowns or removals should be attended and dealt with in the same manner as those occurring on the hard shoulder of any motorway. See references to working on motorways within Sections 4, 5 and 6 of these Guidelines.

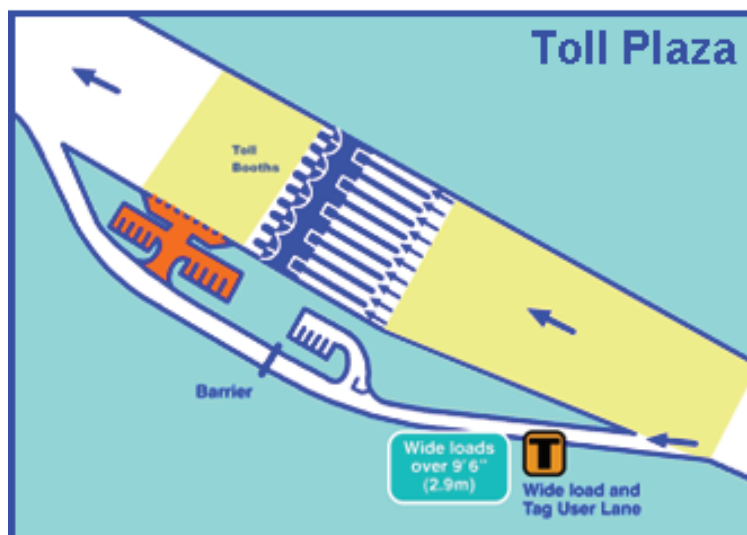
### iii. Breakdowns or removals in a live running lane

These breakdowns or removals should be attended and dealt with in the same manner as those occurring in the live running lane of a motorway - **see Section 6 B 2 (Breakdowns/removals in a live running lane)**.

The Technician should not attend the scene until the M6 Toll Control Room has confirmed that the casualty vehicle has been removed to a place of safety or a safe working area has been established around the casualty vehicle.

### iv. Breakdowns or removals located near or within the 2 main Toll Plazas

Under no circumstances should a Technician attempt to attend, repair or remove a casualty vehicle that is located in a live lane either prior to, within or after a Toll Plaza until the M6 Toll Control Room has confirmed that the casualty vehicle has been removed to a place of safety or a safe working area has been established around the casualty vehicle (see below).



A Technician must NOT use the 'wide load lane' to pass through a Toll Plaza and then attempt to either reverse back or drive across the traffic lanes in order to reach a casualty vehicle.

Where a casualty vehicle has already been moved to a place of safety on the other side of the Toll booths, the Technician should use an appropriate Toll booth lane to access the casualty vehicle (avoiding crossing traffic lanes to reach it). If a Technician has a Tag but needs to use a closer (non-Tag) Toll booth lane to access the casualty vehicle they can do so by quoting the ID number on their Tag (the assistance button should be pressed if the Toll booth is not manned).

If the casualty vehicle is located in a Toll booth lane (between the kerbed islands on the immediate approach to a Toll booth) the M6 Toll Control Room may instruct the Technician to access the vehicle by using an adjacent lane and then reversing back to the casualty vehicle. This should only be done on instruction from the M6 Toll Control Room.

All casualty vehicles that are located within the area shaded yellow on the diagram below will be dealt with by MEL, who will remove the vehicle to the Toll Plaza car park, shown on the diagram shaded in orange.

**Note:** A Technician who is towing a vehicle through the Toll Plaza should use the 'wide load lane' on the far left of the Toll Plaza and not the dedicated Tag lane. The Technician should stop at the barrier and inform the attendant that they are towing another vehicle. This will then notify the attendant that they need to keep the barrier open for long enough to enable both vehicles to pass through safely.

## J. HAZARDOUS SUBSTANCES OR DANGEROUS GOODS

Technicians should be alert to casualty vehicles bearing Dangerous Goods signage and those powered by 'alternative fuels' including hybrid and electric vehicles - **see Section 6 K (Working on Hybrid/Electric Vehicles)**.

Technicians should not attempt to handle any hazardous substances or dangerous goods unless they have received the necessary training and have access to, and use, the appropriate personal protective equipment (PPE) – **see Section 4 A (Vehicle/Equipment/Personal Protective Equipment checks)**.

If attending a breakdown or removal of a casualty vehicle bearing a Dangerous Goods sign, the Technician should ensure that the casualty vehicle's driver (or other person trained, and if necessary licensed, to deal with the relevant potential hazard) remains present throughout. If attending an accident involving a casualty vehicle bearing a Dangerous Goods sign, or if it appears that there may have been any escape of (or other risk from) any hazardous substance or dangerous goods, the Technician or the Road Recovery Operator should contact the casualty vehicle's owner/operator or the Fire Service and request assistance.

When attending a vehicle powered by 'alternative fuels' including hybrid and electric vehicles, Technicians should follow the guidelines - **see Section 6 K (Working on Hybrid/Electric Vehicles)**.

**Note:** Hazardous substances may be present in:

- a. Vehicles designated for their carriage under the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR)
- b. Smaller, but potentially dangerous, quantities may be carried in other commercial or private vehicles
- c. Situations arising as a result of accidents to, or fires in, casualty vehicles
- d. Vehicle batteries
- e. Vehicle fuel tanks
- f. Airbags



## K. WORKING ON HYBRID/ELECTRIC VEHICLES

When attending a casualty vehicle which is powered by electricity (including a hybrid vehicle), a Technician should make themselves aware of, and follow, the manufacturer's guidelines (from the casualty vehicles' handbook) as to work that can only be carried out by a manufacturer trained Technician.

It is essential that a Technician does not carry out work on the casualty vehicle's electrical propulsion system unless they have received the appropriate training and are accredited to carry out such work. Some electric vehicles have both AC and DC high voltage systems, in addition to a normal 12V DC electrical system. High voltage systems can be very dangerous and can cause personal injury including electric shock, severe burns and even fatal injury. The Technician must look out for, and obey, the instructions on any warning notices attached to any vehicle components. In particular high voltage parts must not be touched, removed or replaced.

The general rule to be followed is that if any work is required to the casualty vehicle's electrical propulsion system, the casualty vehicle should be assigned to specialist technicians, who are trained to work on the specific model range, and can carry out the work required. Please note that when recovering an electrically powered vehicle a flat tow is not recommended as the driven wheels should be lifted.

## L. ADDITIONAL RESOURCES ATTENDING A BREAKDOWN

### 1. General

In certain instances it may be necessary for the Technician to call upon additional resources to attend the scene in order to assist in the repair or removal of the casualty vehicle and/or its occupants. The Technician should conduct a further dynamic risk assessment to decide if it is safe for them, and the motorist plus any passengers, to remain at the scene until the second resource arrives.

If the Technician considers it too dangerous to remain at the scene, and it is possible to safely move the occupant(s) of the casualty vehicle, then they should seek to move the vehicle's occupants to a place of safety without delay - **see Section 4 H (Removal to a place of safety/awaiting a second resource)**.

In the majority of cases the Technician's vehicle will be already located behind the casualty vehicle in the 'Fend' position to help protect the scene. If this is the case then the second resource should be instructed that upon arrival at the scene that they position their vehicle in front of the casualty vehicle. If this is not the case then the second resource should be instructed that upon arrival at the scene that they position their vehicle behind the casualty vehicle.

The Technician should also ensure that they have a means of obtaining advice on the progress or estimated time of arrival of the second resource, so this can be checked if necessary.

### 2. Recovery/Removal Contractors

Upon arrival at the scene of the breakdown/removal, the additional resource should position their vehicle in front of the casualty vehicle - **see Section 4 F ii. (Arriving at the Scene of the Breakdown or Removal - if intending to immediately recover/remove the casualty vehicle)**.

The Technician and the additional recovery/removal technician should then discuss and agree how best to safely carry out the repair or removal of the casualty vehicle and the appropriate actions that will need to be taken and by whom.

If the Technician considers that the location and/or the nature of the incident to be too dangerous to attempt either a repair or removal without further assistance, then

they should inform the Road Recovery Operator accordingly. The Road Recovery Operator should then request assistance in protecting the scene from the RCC or PCR, as appropriate.

### 3. Taxis

Upon arrival at the scene of the breakdown/removal, the taxi driver should position their vehicle in front of the casualty vehicle and exit their vehicle from the door on the safe side of their vehicle. The Technician and the taxi driver should then discuss and agree how best to safely carry out the transfer of the occupants of the casualty vehicle into the taxi and the appropriate actions that will need to be taken and by whom.

If the Technician considers that the location and/or the nature of the incident to be too dangerous to attempt the transfer of the occupants of the casualty vehicle without further assistance, then they should inform the Road Recovery Operator accordingly. The Road Recovery Operator should then request assistance in protecting the scene from the RCC or PCR, as appropriate.

Should any of the occupants of the casualty vehicle be disabled or considered to be vulnerable, then special attention will have to be given to their specific requirements. This will be of particular importance when carrying out their transfer into the road recovery vehicle or alternative transport, such as a taxi, that is provided - **see “Disabled Customers” in Section 6 A (Disabled and Vulnerable Customers).**

### 4. Tyre Repair/Replacement Technicians

Upon arrival at the scene of the breakdown/removal, the tyre repair/replacement Technician should position their vehicle in front of the casualty vehicle and exit their vehicle from the door on the safe side of their vehicle. The Technician and the tyre repair /replacement Technician should then discuss and agree how best to safely carry out the tyre repair or replacement to the casualty vehicle and the appropriate actions that will need to be taken and by whom.

At all times the safety of all those present plus other road users must be considered and a dynamic risk assessment carried out by both the Technicians. Special care should also be taken when attending Large Good Vehicles - **See Section 5 A (Replacement of Wheels/Tyres).**

If it is considered that the location and/or the nature of the incident to be too dangerous to attempt the tyre repair or replacement to the casualty vehicle without further assistance, then the Technician should inform the Road Recovery Operator accordingly. The Road Recovery Operator should then request assistance in protecting the scene from the RCC or PCR, as appropriate.

**Note:** Should the tyre repair/replacement Technician be the first to arrive at the scene of the breakdown then they should position their vehicle behind the casualty vehicle and exit their vehicle from the door on the safe side of their vehicle.

“UPON ARRIVAL AT THE SCENE OF THE BREAKDOWN/  
REMOVAL, THE TYRE REPAIR/REPLACEMENT  
TECHNICIAN SHOULD POSITION THEIR VEHICLE IN  
FRONT OF THE CASUALTY VEHICLE AND EXIT FROM  
THE SAFE SIDE”

## 7. ACCIDENT AND “NEAR MISS” REPORTING

In addition to any duties under Health & Safety or Social Security law to report accidents, Technicians should report, to the Road Recovery Operator, all near misses that are encountered whilst working. This is to enable the Road Recovery Operator to carry out any necessary investigation and to help them identify any common features for further evaluation and investigation.

Upon identifying any trends, the Road Recovery Operator should consider implementing any necessary improvements indicated to working practices.

**Note:** For these purposes a near miss is defined as an incident which, whilst not actually causing any injury or damage, came very close to doing so.

## 8. ADDITIONAL SOURCES OF GUIDANCE

### A. PAS 43

PAS 43 was produced in 2002 by the SURVIVE Group in collaboration with the British Standards Institution (BSI). PAS 43 contains requirements for the management of, and a management system for, Road Recovery Operators with the aim of improving safety and promoting best practice.

PAS 43 promotes agreed best practice procedures for:

- attending vehicle breakdowns at the roadside
- the recovery and removal of casualty vehicles from the roadside
- the type, maintenance and safety marking of road recovery vehicles and their equipment
- the training and behaviour of Technicians
- the use of personal protective equipment by Technicians
- the maintenance and organisation of Road Recovery Operators' premises
- the effective implementation and maintenance of standard operating procedures

**Note:** PAS 43 is reviewed every 2 years and updated as required by BSi and Working Group 2 of SURVIVE. Therefore reference should always be made to the latest edition of PAS 43, which is obtainable from:-

BSI – Customer Services. Tel 020 8996 9001 or visit [www.bsigroup.com/PAS43](http://www.bsigroup.com/PAS43)

### B. NATIONAL HIGHWAYS SECTOR SCHEME FOR VEHICLE RECOVERY 17/17B

This Sector Scheme document sets out the inspection and system requirements for those organisations providing contracted vehicle recovery/removal operations and services for the Highway's Agency in relation to the Strategic Road Network (in England). It can also be used as a national benchmark for the training and assessment of Technicians, trainers and assessors in the vehicle recovery industry.



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[surviveorg@googlemail.com](mailto:surviveorg@googlemail.com)

# THE HAZARD CLASSES



1	<b>3YE</b>	←	Hazchem - Emergency Action Code
2	<b>1270</b>	←	UN Substance Identification Number
	Telephone No	←	Contact Telephone Number for Specialist Advice

← Hazard Warning Diamond (see above)

## NOTES FOR GUIDANCE

### Hazchem Label

By using your Hazchem Scale Card practice working out what the code means. Do so whenever practicable on observing a Hazchem label on any vehicle, thus making yourself fully familiar with the need.

1	<b>JETS</b>
2	<b>FOG</b>
3	<b>FOAM</b>
4	<b>DRY AGENT</b>

**FOG** - In the absence of fog equipment a fine spray may be used.

**DRY AGENT** - Water must not be allowed to come into contact with the substance at risk.

P	V	FULL	DILUTE
R			
S	V	BA	
S		BA for FIRE only	
T		BA	CONTAIN
T		BA for FIRE only	
W	V	FULL	
X			
Y	V	BA	CONTAIN
Y		BA for FIRE only	
Z		BA	
Z		BA for FIRE only	

**V** - Can be violently or even explosively reactive.

**FULL** - Full body protective clothing with BA.

**BA** - Breathing apparatus plus protective gloves.

**DILUTE** - May be washed to drain with large quantities of water

**CONTAIN** - Prevent, by any means available, spillage from entering drains or water course.

E	<b>CONSIDER EVACUATION</b>
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