



Safe Use of Roadside Verges
In Vehicular Emergencies

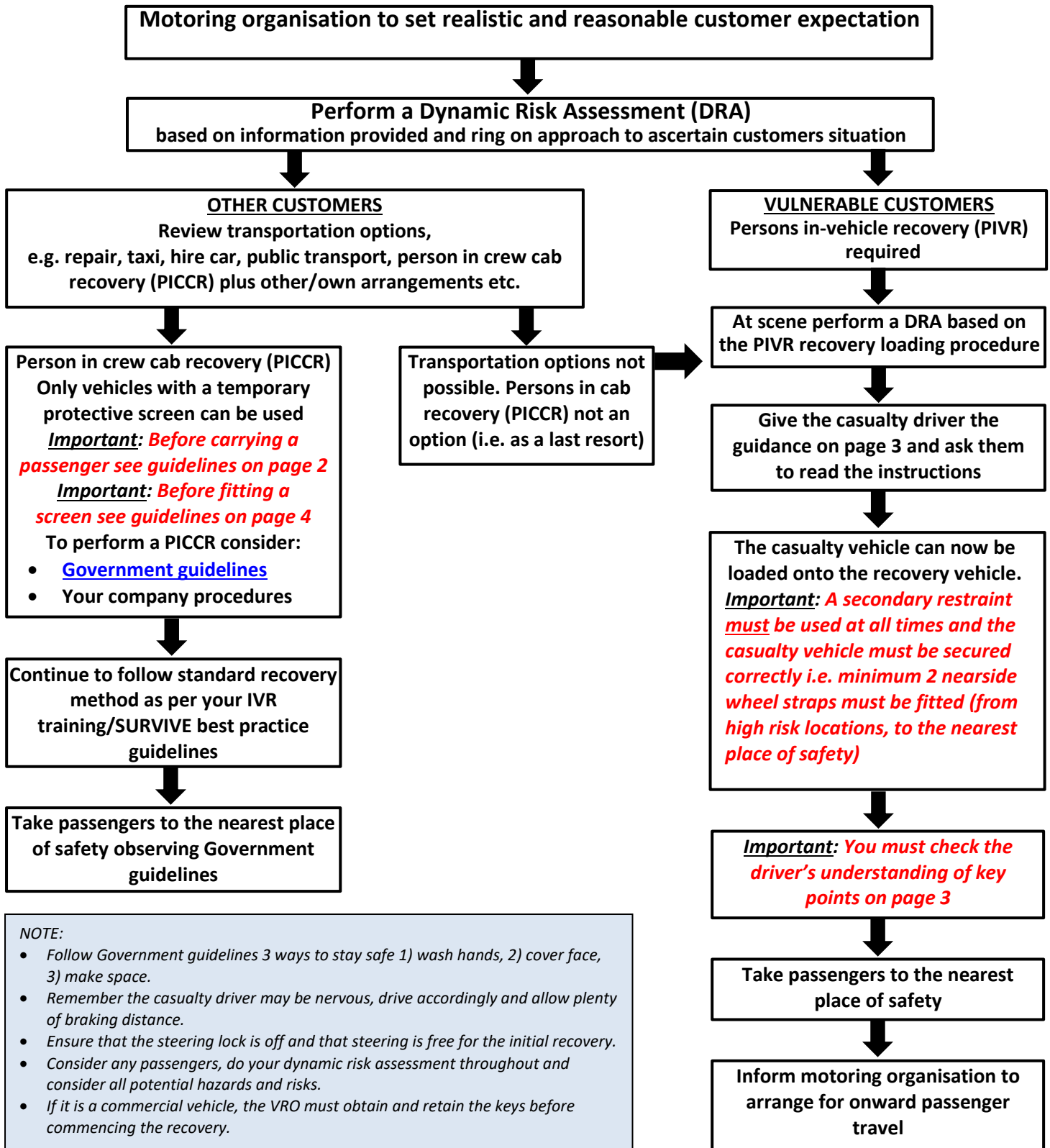
COVID-19 Rescue Protocol and Safe System of Work (vsn 5)

Recovering customers during COVID-19 restrictions

Scope: Best practice guidance for the transporting of passengers and vehicles whilst managing the specific issues and risks presented by COVID 19. (Not for those operating in Scotland, refer to own company guidance)

Reason: [Government and industry guidelines](#) – 2m rule for social distancing (transportation guidance)

Time scale: 18 January 2021 until further notice





ALWAYS

- Follow latest Government guidelines for COVID 19
- Sanitise any keys and touch points (e.g. steering wheel, handbrake and gearstick)
- Keep the customer informed, by phone if possible, of the process you will be following and what they need to do.
- Clean your hands when you have finished the job and frequently throughout the day
- Avoid direct contact with the customer (such as shaking hands or other greetings)
- Consider high risk category employees in your safe working practices

NEVER

- Allow the customer to use your phone
- Carry passengers in breakdown/recovery vehicle cabs unless your organisation has assessed the risk and put in place procedures which you must follow – and if your dynamic risk assessment at the scene identifies that leaving a customer at the scene exposes them to significant risk

GUIDANCE FOR RECOVERING PASSENGERS

PASSENGER IN CREW CAB RECOVERY (PICCR)

- Should only be performed with a temporary protective screen. **Before fitting or using a screen see notes on page 4.**
- All rear windows should be open during recovery to allow ventilation
- Vehicle fans should be permanently set to an extraction or non-recirculation setting or open windows
- Face coverings must be worn by both customer and driver throughout recovery
- Post every recovery, all touchpoints and screen to be sanitised, disposing of cleaning products as per own company procedures
- Post recovery, ventilate rear crew cab thoroughly between passengers

Note: These notes are for general guidance and it does not preclude an operator from carrying out further risk assessments/mitigations on their own particular vehicles and type of operation.

FLAT TOW

- Follow normal operational procedures

TRAILER or FULL LIFT

- Ensure the vehicle occupants are in the casualty vehicle BEFORE loading, with seat belts on and windows closed/open slightly if required to enable conversation
- Avoid use of the driver's seat if possible
- Advise vehicle occupants to remain in the casualty vehicle whilst loaded on the recovery vehicle and during loading and unloading processes
- During loading/unloading:
 - Stay on the phone with the customer throughout the process if possible
 - If the driver's seat has to be occupied instruct the customer to keep hands off the steering wheel and feet away from the footbrake
 - Get the customer to show that the vehicle is out of gear and the handbrake is off
- If using a trailer restrict your speed to 30mph and towing distance either to the first place of safety or in line with your operational procedures/dynamic risk assessment and remember to drive with extreme caution
- If the customer requires to stop and get out of the vehicle you must fully unload before they get out
- When unloaded instruct the customer to apply the handbrake and remove the key before they get out of the vehicle

MOTORCYCLE

- Recovery technician to follow company's own policy for motorcycle riders



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Guidelines sheet for customers

Please read carefully. If you do not understand any points and have further questions, please ask the technician before the recovery commences.

Please advise the attending recovery technician if you suffer with any other medical condition i.e. epilepsy, or any condition that may affect you.

This guidance refers to the driver and all passengers of all types of broken-down vehicle

1. When instructed by the recovery technician to sit in your vehicle, please wear your seatbelt
2. Ensure that the steering lock is off (turn ignition to first position but do not start vehicle) and ensure that steering is free for the initial vehicle manoeuvre
3. Ensure the gear lever is in neutral (N for automatics)
4. Release the vehicle handbrake when instructed to do so by the recovery technician
5. Turn off hazard lights and leave them off
6. If being winched onto the recovery vehicle follow the instructions provided by the recovery technician
7. Keep your doors unlocked at all times
8. The recovery vehicle may be using its flashing beacons so, if necessary pull down your sun visor so that you will not be dazzled
9. The technician will ask that your keys are removed from the ignition and/or that they are made safe (commercial and non-commercial vehicles)
10. Test your horn/lights before moving off to the recovery destination Please note: Once loaded do not touch any of the vehicles hand or foot controls at all
11. Whilst being recovered, remain seated with your seat belt on, cross your arms and do not touch any of the controls at all, your ignition, stereo and heater need to be off at all times.
12. If you feel worried or concerned at any time contact the recovery driver by one of the means below.
13. If the recovery driver has a hands-free set in his cab then it is advisable that you stay in contact via the phone whilst the recovery takes place.

To attract attention: Sound your HORN or flash your LIGHTS



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Guidance for temporary protective screen fitting

Person in crew cab recovery (PICCR) should only be performed with a temporary protective screen which complies as per below:

Note: The information below was taken from TfL Coronavirus Update 5 July 2020 for taxi and private hire licensees and exists on many council websites nationwide. IVR Group and SURVIVE Group cannot assess the likely effectiveness of screens in reducing the risk of transmission of COVID-19 in vehicles that have screens fitted and cannot be held liable for any errors in advice regards fitting temporary protective screens. Best practice is to do your own research based on the information contained herein.

“There is no evidence available that demonstrates that partitions in hackney carriage and private hire vehicles reduce the risk of transmission of COVID-19 infection. Partitions in hackney carriage and private hire vehicles do not provide a fully sealed compartment which completely separates the driver from the passenger. Therefore, whilst it is possible that partitions may reduce the risk of transmission of infection, the risk would not be eliminated entirely.

Any fittings and equipment must comply with the Road Vehicle (Construction and Use) Regulations. Any screen must be tested to the relevant EU standard for an original equipment type approval test covering interior fittings. The screen must be approved by MIRA or other comparable independent product engineering, testing, consultancy and certification organisation. Screens must be professionally and securely fitted in accordance with the manufacturer’s instructions. Certification from the vehicle’s manufacturer should be sought to confirm that the screen does not compromise the integrity of the vehicle structure. Screens should be constructed of PETg or polycarbonate. The screen should not impede the driver’s vision, movement, or communication with passengers. The screen should not impede driver or passenger access or egress to the vehicle. Insurers should be notified of any modifications made to the vehicle.”

The installation of any protective screens must not inhibit any of the vehicle’s safety systems and as recommended in the SURVIVE Best Practice Guidelines, must allow cross cab access to the nearside passenger door.

Cleaning of screens/interior of vehicles

Note: The information below was also taken from TfL Coronavirus Update 5 July 2020 for taxi and private hire licensees. Best practice is to do your own research based on the information contained herein.

If partitions or screens are used, they should be cleaned regularly including between passenger journeys and changes of driver.

Cleaning vehicles with normal household disinfectant will reduce the risk of passing coronavirus infection on to other people. After each passenger journey, drivers should clean hard surfaces such as door handles, window winders, seat belts, the rear of the front seats and other surfaces passengers may have touched. Drivers should then wash/sanitise their own hands.

A thorough clean of the vehicle with normal cleaning products should be completed at the end of each shift/working day.

The concentrations must be either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine or a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer’s instructions for dilution, application and contact times for all detergents and disinfectants. If an alternative disinfectant is used, this should be checked and ensure that it is effective against enveloped viruses.