



SURVIVE

BEST PRACTICE GUIDELINES V3.15

CONTENTS

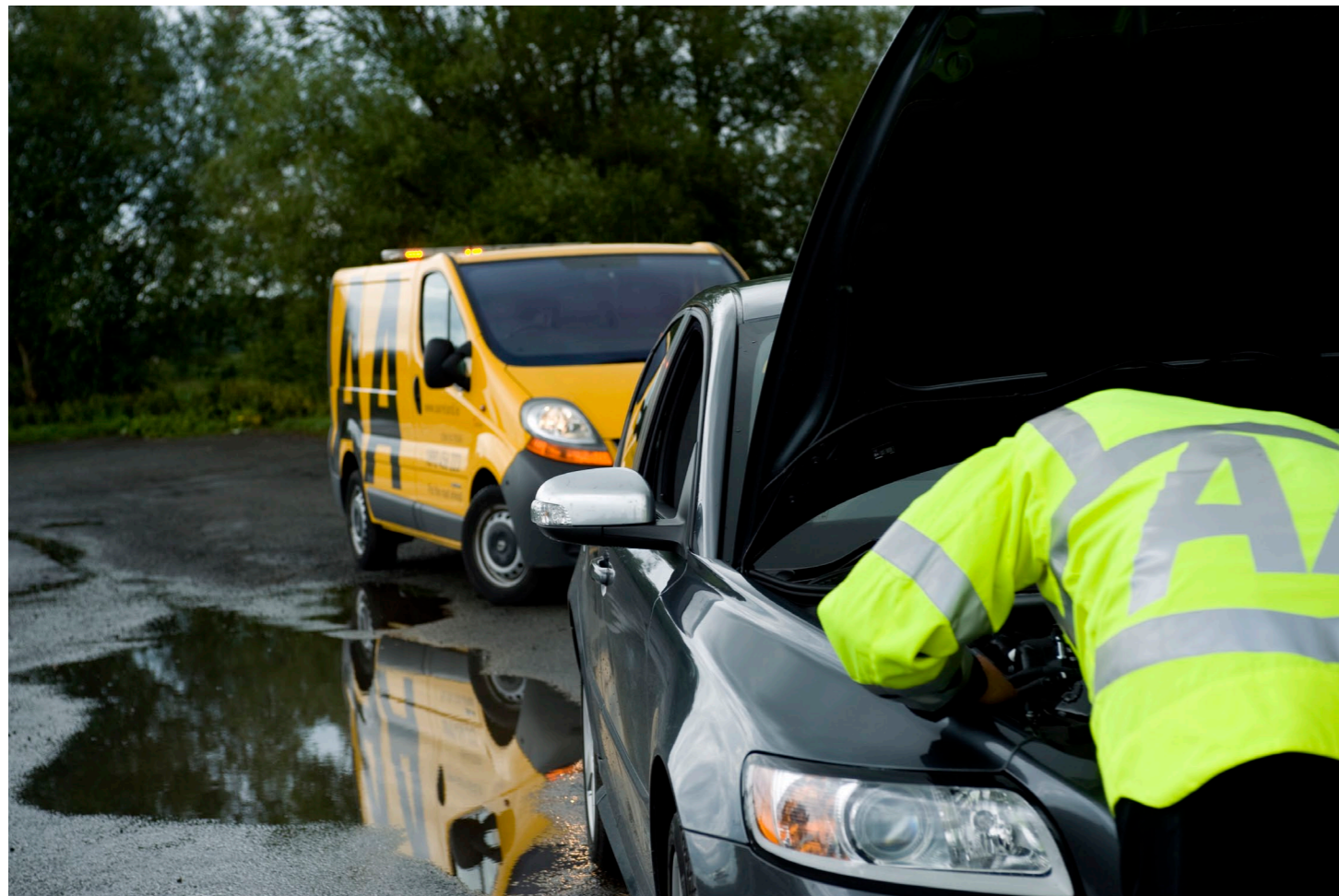
Disclaimer

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.



1. SCOPE	6
2. INTRODUCTION	7
3. TERMS AND DEFINITIONS	8
4. GENERAL GUIDELINES WHEN ATTENDING CARS AND LIGHT COMMERCIAL VEHICLES	
A Vehicle/Equipment/Personal Protective Equipment Checks	11
B Breakdown/Removal Details	11
C Safety Advice to Motorists	12
1. Vehicle on a single carriageway road, lane one of a dual carriageway/motorway or on the hard shoulder	12
2. Vehicle in any other lane of a motorway or dual carriageway	12
3. If the motorist has already exited the vehicle	12
D Priority/Allocation of Resources	13
E Risk Assessments	13
F Arriving At The Scene of The Breakdown or Removal	13
1. If intending to repair the casualty vehicle	13
2. If intending to immediately recover/remove the casualty vehicle	14
3. Going past the location of the Casualty vehicle	14
G Protecting The Scene of The Breakdown: The 'Fend' Position	14
1. The main elements of the 'fend' position	14
2. Positioning the road recovery vehicle in front of the casualty vehicle	14
H Removal to a Place of Safety/Awaiting a Second Resource	15
1. The Technician	15
2. Road Recovery Operator	16
I Working at the Roadside	17
1. High Visibility Reflective safety garment	17
2. Exiting the Road Recovery Vehicle	17
3. Reassure the motorist	17
4. Advising vehicle occupants	17
5. Advising occupants to wear seatbelts	17
6. Vehicles are always a hazard	17
7. Conduct activities with affective urgency	17
8. Transferring to the Road Recovery Vehicle	17
9. When to move the casualty vehicle	17
10. Dangerous Zones for recovery	17
11. What equipment to fit to casualty vehicle	18
12. Waiting for further assistance	18
13. Requesting Police or HE Traffic Officers	18
J Where the Motorist is Required to Assist in The Repair/Removal of The Casualty Vehicle	18
K "Incident" Management	19
L Recovery Back onto The Hard Shoulder or Verge	19
M Removal from The Hard Shoulder or Verge	20
N Leaving The Scene of The Breakdown or Removal	20
1. Recommended procedures for moving off from the scene	20

CONTENTS

5. GENERAL GUIDELINES WHEN ATTENDING LARGE GOODS VEHICLES

6. SPECIFIC GUIDELINES

2.	If the casualty vehicle is to be removed using either a tow strap or rigid tow pole	21
3.	If the casualty vehicle is to be recovered on the road recovery vehicle	21
4.	Removal of equipment etc.	21
5.	Procedures for re-joining the main carriageway	21
O	Road Traffic Collisions	22
1.	Clearance of Debris	22
2.	Retention of vehicles for forensic examination	22
3.	Spillages	22
A	Replacement of Wheels/Tyres	23
B	Overtaken LGVs on Bridges	24
C	Load Continuation	24
A	Disabled and Vulnerable Customers	25
1.	Disabled Customers	25
2.	Vulnerable Customers	25
B	Additional Guidelines Specific to Motorways	25
1.	General	25
2.	Breakdowns/Removals in a Live Running Lane	25
3.	Breakdowns/Removals in 'Free Recovery' Areas	26
4.	Working within Areas of 'Managed Motorways' (formerly known as Active Traffic Management - ATM)	26
5.	Working With Highways England Traffic Officers	27
6.	Use of the Hard Shoulder to Access Breakdowns/Removals	28
C	Additional Guidelines Specific to Motorways and High Speed Dual Carriageways	29
1.	General	29
2.	Breakdowns/Removals in Lanes 2 or Above	30
D	Additional Guidelines Specific to Single Carriageways	31
E	Breakdowns in Car Parks	31
F	Breakdowns on Blind Bends or Brows of Hills	32
G	Working within Areas of Active Traffic Management	33
1.	Prior to entering an area of roadwork's	33
2.	Entry into an area of roadwork's	33
3.	Driving within an area of roadwork's	33
4.	Working on casualty vehicles within an area of roadwork's	34
5.	Exiting an area of roadwork's	34
H	Working on Bridges, Viaducts and in Tunnels	34
1.	Bridges and Viaducts	34
2.	Tunnels	35
I	Working on The M6 Toll Road	35
1.	Calls received for assistance on the M6 toll road	35
2.	Breakdowns or removals located on the hard shoulder	35
3.	Breakdowns or removals in a live running lane	35
4.	Breakdowns or removals located near or within the 2 main toll plazas	36



7. ACCIDENT AND 'NEAR MISS' REPORTING

8. ADDITIONAL SOURCES OF GUIDANCE

J	Hazardous Substances or Dangerous Goods	36
K	Working on Hybrid/Electric Vehicles	37
L	Additional Resources Attending a Breakdown	37
1.	General	37
2.	Recovery/Removal Contractor	38
3.	Taxis	38
4.	Tyre Repair/Replacement Technicians	38
		39
A	PAS 43	40
B	National highways sector scheme for vehicle Recovery 17/17b	40

LETTER FROM THE CHAIRMAN

The SURVIVE Group was founded 15 years ago and is now comprised of the major Motoring Organisations, Highways England, the National Police Chiefs' Council, the Recovery Industry Trade Associations and many other groups and individuals, all of whom have a vested interest in the safety of those people who either work on or use the public road system in the UK.

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. This has been achieved 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".

The SURVIVE website (www.survivegroup.org) has now been in existence for some years and provides 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 2015 version of our Best Practice Guidelines, which have been extended from the 2012 publication to now include best practice guidelines for dealing with breakdowns, recoveries and removals when working on the Smart Motorway system, especially when the hard shoulder is being used as a running lane or where there is no hard shoulder in existence. We have also taken the opportunity to update the Guidelines to reflect the recent change in name of the Highways Agency to that of Highways England.

We believe that these guidelines, together with PAS 43 and the National Highways Sector Scheme for Vehicle Recovery 17/17b, 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 Chris Wiltshire 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.

Rob Gifford

Chairman - The SURVIVE Group
September 2015

1. SCOPE

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

- Vehicle breakdowns on all types of roads including motorways (with or without a hard shoulder) and high speed dual carriageways.
- The recovery and/or removal of vehicles from all types of roads including motorways (with or without a hard shoulder) 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 Highways England (HE) 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 HE Traffic Officers patrol all these motorways but only some of the 'A' class dual carriageways within HE responsibility.

In some circumstances a Technician may require assistance from a Traffic Officer in dealing with a breakdown or recovery on a HE road - **See Section 6B5 (Working with Highways England Traffic Officers).**

Contact information for Highways England Regional Control Centres "RCC" is set out in a separate booklet entitled "Areas of Responsibility" which is available from 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.



2. INTRODUCTION

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 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 England and the National Police Chief's Council, 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 Highways England removal scheme, the National Highways Sector Scheme for Vehicle Recovery and Removal Sector Scheme 17.

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.

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.

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, Allianz Global Assistance and Highways England.

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.



3. TERMS AND DEFINITIONS

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.

EMERGENCY REFUGE AREA

An ERA provides a place of relative safety away from the live lane on sections of smart motorway. They are positioned at maximum interval distances of 2.5km from each other and are typically 100m long and up to 4.6m wide. ERA's provide space for emergency use by motorists and for incident management and maintenance purposes and contain: an emergency roadside telephone (ERT), dedicated CCTV coverage to detect vehicles stopped there and a driver location sign

EMERGENCY ROADSIDE TELEPHONE

Emergency Roadside Telephones (ERT) or SOS phones are free to use and are monitored 24/7. They are for emergency use and are positioned by the roadside, most commonly on motorways and all-purpose trunk roads (APTR). The telephones connect directly to Highways England Regional Control Centres.

HARD SHOULDER

A hard shoulder is a place of relative safety, present on most motorways, and where road users can stop out of a live lane in an emergency. However hard shoulders are not present around obstacles or on smart motorways with all lane running sections,

HIGH SPEED DUAL CARRIAGEWAY

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

NEARSIDE 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, Traffic Officer Patrols, 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 Highways England to manage and respond to incidents on its road network in England by answering emergency roadside telephones,

setting signals and variable message signs, deploying on-road Traffic Officer Patrols and liaising with the Emergency Services and other incident responder organisations.

RISK ASSESSMENT

A careful examination, pre-assessed or dynamic, 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.

SAFER 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.

SMART MOTORWAY

As part of the 'Smart Motorways' programme Highways England has introduced two new road designs: to help relieve traffic congestion on some areas on the motorway network in England.

- Dynamic use of the hard shoulder as a running lane (as and when required)
- All lane running (permanent conversion of the hard shoulder to a running lane) – all breakdowns in the carriageway will be live lane breakdowns

Under these arrangements Emergency Refuge Areas (ERAs) have been set up to provide places of relative safety for broken down vehicles.

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).

TRAFFIC OFFICER

Highways England Traffic Officer Service patrols England's motorways, helping to keep traffic flowing smoothly. Traffic Officers help to manage incidents by:

- coordinating the resources of the emergency services
- managing traffic to reduce incident related congestion
- clearing debris from the carriageways
- re-opening routes as soon as it is safe to do so
- support the police
- remove damaged and abandoned vehicles
- provide mobile and temporary road closures

Role and powers:

Under the Traffic Management Act 2004, Traffic Officers have the power to:

- stop and direct traffic
- close lanes and carriageways
- manage traffic

You must obey directions from a Traffic Officer. Failure to do so is an offence and carries a fine of up to £1,000 along with possible driving licence endorsement or disqualification.

Under the Removal and Disposal of Vehicles (Traffic Officers) (England) Regulations 2008, a Traffic Officer can legally require a vehicle to be moved if they believe it is blocking traffic or endangering road users. This is called statutory removal.

A Traffic Officer may require a vehicle to be removed if:

- vehicle recovery is not arranged within a reasonable time
- they believe the vehicle recovery arrangements you propose are unsuitable or unsafe
- a vehicle is left unattended
- a vehicle breaks down or is damaged in a live lane and it is not possible to clear it to a safe area.

Traffic Officers must be present at the scene in order to invoke their Statutory Powers to remove a vehicle.

If the vehicle is not causing an obstruction or immediate danger, they must allow the driver a reasonable period of time to arrange suitable private recovery. Once this period has elapsed, the Traffic Officer is permitted to remove the vehicle if it remains in situ.



They must check if possible whether suitable private recovery arrangements have been made before deciding to remove a vehicle.

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, in an ERA, 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 6A (Disabled and Vulnerable Customers)**.

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 (noting that they should not be advised to do this at all if it requires walking in a live lane).

Note 2: If the casualty vehicle is located in the running lane of a motorway or the offside lane of a dual carriageway then the motorist should be advised to call 999 immediately 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 Traffic Officer Patrol are present and are managing 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:

1. VEHICLE ON A SINGLE CARRIAGEWAY ROAD, LANE ONE OF A DUAL CARRIAGEWAY/MOTORWAY OR ON THE HARD SHOULDER OR IN AN ERA

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 so that they can see the rear of the vehicle and 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.

2. VEHICLE IN ANY OTHER 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.

3. 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 collect or advise other passengers, and only if 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. If the caller feels they are under threat from another person then they should be advised to call 999 and request assistance. 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 Section 4H (Removal to a Place of Safety/Awaiting a Second Resource)

See Section 6B2 (Breakdowns/Removals in a Live Running Lane)

See Section 6C2 (Breakdowns/Removals in Lanes 2 or Above)

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 4H (Removal to a place of safety/awaiting a second resource).

1. IF INTENDING TO REPAIR THE CASUALTY VEHICLE

Well in advance of arrival at the casualty vehicle, the Technician should indicate to 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 4G (Protecting the scene of the breakdown:- The 'Fend' Position 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 6B5 (Working With Highways England Traffic Officers).

2. 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.

3. 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.

1. 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.

2. POSITIONING THE ROAD RECOVERY VEHICLE IN FRONT OF THE CASUALTY VEHICLE

The most obvious examples of where positioning the road recovery vehicle in front of the casualty vehicle could be appropriate are in situations where:

- A.** 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

- B.** 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
- C.** The road recovery vehicle needs to be in front of the casualty vehicle to repair/remobilise it and can only be affected with the road recovery vehicle located in front.
- D.** The casualty vehicle is in a lay-by or an ERA 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. It should only be parked within the managed working area of an incident under specific direction of a Police Officer or a Traffic Officer patrol.

Note 2: It is also important to note that the Emergency Services and Traffic Officer patrol 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 or signs, 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, Traffic Officer patrol. 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. 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 6I (Working on the M6 Toll Road).

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

H

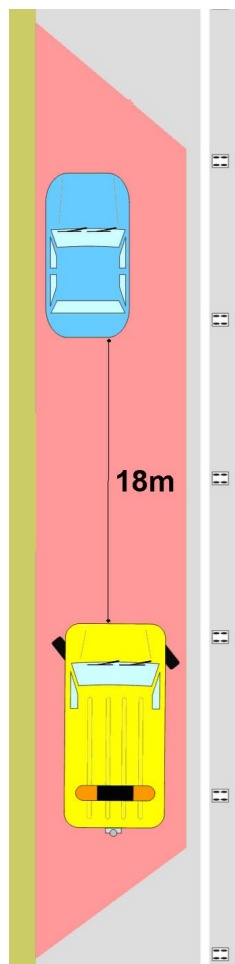
REMOVAL TO A PLACE OF SAFETY/AWAITING A SECOND RESOURCE

1. 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





The technician should reassure the motorist of the casualty vehicle, of their identity by addressing them by name.

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 including any trailer unattended, the Technician should ensure that, where possible, the casualty vehicle/trailer is made secure, is correctly lit (e.g. hazard lights and tail lights) and a notice is placed prominently with the casualty vehicle advising that the casualty vehicle's driver or 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 inform the RCC or Police and then advise the Road Recovery Operator and, if it is believed that further assistance is required to protect the scene, the relevant RCC or, if appropriate, PCR should then 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).

2. 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.

WORKING AT THE ROADSIDE

1. AT ALL TIMES when working outside of their vehicle, Technicians must wear a high visibility reflective safety garment [EN 1471 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.

2. UPON ARRIVAL at the scene of the breakdown/removal, wherever possible, the Technician should exit the road recovery vehicle from the door on the safer side of their vehicle.

3. 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.

4. 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.

5. 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, where the back of the rearmost vehicle can be seen. 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).

6. 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.

7. 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.

8. 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.

9. 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.

10. 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 known as 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).

11. 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.

12. 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.

13. IF, HAVING CARRIED OUT a dynamic risk assessment, the Technician considers that the Police or Traffic Officer patrol 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 Traffic Officer patrol 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 6L (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 gear lever 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 or Highways England, 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 Traffic Officer patrol 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 Traffic Officer patrol 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 dynamic 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 Highways England 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

1. RECOMMENDED PROCEDURES FOR MOVING OFF FROM THE SCENE:

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, re-join 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 ERA of a SMART motorway

If a dynamic hard shoulder is not being used as a live running lane then the Technician and motorist can exit the ERA as normal, using the hard shoulder to accelerate to an appropriate speed consistent with the traffic on the carriageway before re-joining the motorway;

B.1 If the hard shoulder is being used as a live running lane or in any All Lane Running sections, 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 Technician should then advise the driver of the casualty vehicle of the recommended procedure for re-joining the carriageways - see Section 4N Leaving the scene of the breakdown or removal.

B.2 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 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.

C. From the verge/side of the road on a single carriageway or layby on a dual carriageway

Indicate their intention to move away/re-join

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 re-joined the carriageway.

2. IF THE CASUALTY VEHICLE IS TO BE REMOVED USING EITHER A TOW STRAP OR RIGID TOW POLE

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

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.

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

3. 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.

4. 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.

5. PROCEDURES FOR RE-JOINING THE MAIN CARRIAGEWAY:

When removing the casualty vehicle from the scene the technician should adopt the following procedures for re-joining 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, re-joining the main carriageway. The Technician should keep their eyes open for possible debris and/or stationary vehicles on the hard shoulder.

B. From the ERA of a SMART motorway

If a dynamic hard shoulder is not being used as a live running lane then the Technician and casualty vehicle can exit the ERA as normal, using the hard shoulder to accelerate to an appropriate speed consistent with the traffic on the carriageway before re-joining the motorway;

B.1 If, however, the hard shoulder is being used as a live running lane the Technician should contact the RCC, using the Emergency Telephone located within the ERA, and request assistance.

C. From the verge/side of the road on a single carriageway or layby on a dual carriageway

The Technician should have the beacons on their road recovery vehicle illuminated and indicate their intention to re-join 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 re-joined the carriageway.

D. When there is insufficient time or space to safely re-join the carriageway

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 re-join 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.

E. Use of road recovery vehicle's beacons

Upon re-joining 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

1. 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.

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 the entire 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.

2. RETENTION OF VEHICLES FOR FORENSIC EXAMINATION

A. As with point 1C 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 LGVs 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.

3. 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 6J (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) Highways England 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 (LGVs), they should also consider the following guidelines.

A

REPLACEMENT OF WHEELS/TYRES

Where a Technician needs to work on an LGVs 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/ carriageway 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/ carriageway 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/ carriageway 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 carriageway or removed to a place of safety in

order to carry out the wheel or tyre change. **See Section 6L4 (Additional Resources attending a Breakdown – Tyre Repair/ Replacement Technicians).**



When working on an LGVs 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 a safe working area.

B

OVERTURNED LGVS ON BRIDGES

Where a Technician needs to work on an LGVs 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/ carriageway 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/carriageway 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/ carriageway 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 carriageway or removed to a place of safety in order to carry out the wheel or tyre change. **See Section 6L4 (Additional Resources attending a Breakdown – Tyre Repair/ Replacement Technicians).**

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 valuable?
- Is it dangerous to health?
(For example is a HazChem sign displayed or are other dangerous substances or items being transported etc.)

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

1. 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

2. 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 and verge 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 or verge.

It is therefore essential that the Technician remain alert to possible dangers whilst working

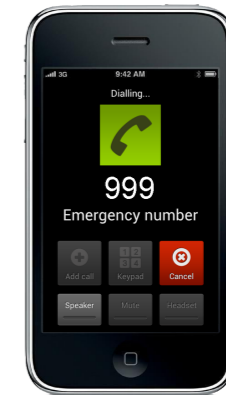
in such a location, and that the occupants of the casualty vehicle are given appropriate safety advice. **See Section 4I (Working at the roadside).**

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 Highways England, Police or other relevant transport authority are in attendance or the motorist has been notified that they are on their way.

Should a Technician come across a casualty vehicle or arrive at scene of a live running lane breakdown on a motorway where;

- the Traffic Officer patrol, Police or other relevant transport authority are not attending
- or either a safe working area has not been created

- or, if applicable, the casualty vehicle has not been moved to a place of safety, 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 Highways England, 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 roadwork's, 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 SMART MOTORWAYS'

As part of the 'Smart Motorways' programme, Highways England has introduced two new road designs.

- Dynamic use of the hard shoulder as a running lane (as and when required)
- All lane running (permanent conversion of the hard shoulder to a running lane) – all breakdowns in the carriageway will be live lane breakdowns

Under these arrangements Emergency Refuge Areas ('ERAs') 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

A.1 If a dynamic 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 re-joining the motorway;

A.2 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 re-joining the carriageways **See Section 4N (Leaving the scene of the breakdown or removal).**

A.3 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 HE Traffic Officer Assistance (if present)

If the resources are available, the RCC and the Traffic Officer patrol will provide one or more of the following types of assistance exit an ERA:

B.1 On section of smart motorways, the Technician will be asked to wait within the ERA until the relevant part of the hard shoulder or lane 1 is closed to traffic or lane divert arrows have been set. The RCC will advise the Technician how long this wait is likely to be. Once the RCC has confirmed appropriate signals have been set, the Technician should check that traffic has cleared from the hard shoulder/ lane 1 (and, if the gantry beyond the ERA is visible, that a red X or lane divert arrow has appeared on the gantry over the hard shoulder/ ;lane 1) 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.

B.2 The Traffic Officer patrol, if they attend, can use their vehicle to provide a rolling road block in order to facilitate the Technician's safe exit from the ERA. The RCC will also set the signs and signals to display 'SLOW VEHICLE LEAVING REFUGE' on the gantries approaching the ERA to advise other drivers that a slow vehicle is leaving the refuge area.

If agreed with the RCC that a rolling road block will be provided, 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 Traffic Officer's vehicle is approaching and that the dynamic hard shoulder/ lane 1 is clear in front of that vehicle, The Technician should pull out a safe distance in front of the Traffic Officer vehicle and proceed onto lane 1 with caution when the TO vehicle's lights are seen and no vehicles are seen between the ERA and TO vehicle.

5. WORKING WITH HIGHWAY AGENCY TRAFFIC OFFICERS

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

The Traffic Officer patrol 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 Traffic Officer patrol the Technician should position the road recovery vehicle in front of the casualty vehicle. The Traffic Officer(s) and the Technician should liaise to establish whether the casualty vehicle is to be recovered or repaired in situ and establish what Traffic Officer support is required.

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 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 Traffic Officer patrol receives an instruction to deploy to another incident,



the Traffic Officer patrol should advise the Technician and request that the casualty vehicle be removed, or the repair completed, as soon as possible.

Note: There may be instances when, due to a variety of reasons, an RCC is unable to arrange for the attendance of Traffic Officer patrol 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 6L (Additional Resources Attending a Breakdown).

6. USE OF THE HARD SHOULDER OR CLOSED LANE (UNDER RED XS) 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 England RCC or a PCR in order to use the hard shoulder or closed lane (under red Xs) to access the casualty vehicle.

On those motorways and dual carriageways operated by Highways England, contact must be made with the appropriate RCC and permission be requested for the Technician to use the hard shoulder (where available) or closed lane (under red Xs) in order to access the casualty vehicle. The RCC will then consider the request using the following factors:-

- 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?
- Are the occupants of the casualty vehicles vulnerable?
- Has the HE Scene Commander requested early attendance of a road recovery vehicle to assist incident resolution?

The Technician 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 or

closed lane (Under red Xs), should they then be stopped and challenged. A record of the authorisation should also be kept by the Road Recovery Operator

On those motorways and dual carriageways not operated by the Highways England, 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 or closed lane (under red Xs), should they be stopped and challenged.

In all cases where permission is granted to use the hard shoulder or closed lane (under red Xs) to access a casualty vehicle, the Technician must ensure that:-

- A. All appropriate warning beacons and dipped headlights are switched on prior to joining the hard shoulder and at all times whilst on it; and
- B. They proceed at a speed appropriate for the prevailing conditions and, never to exceed 20 mph, on approach on the hard shoulder or closed lane (under red Xs), and
- C. 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 or closed lane (under red Xs) 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 or closed lane (under red Xs) 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 or closed lane (under red Xs) to access the casualty vehicle should permission be granted.

Note 2: Under no circumstances whatsoever may a Technician drive on the hard shoulder or closed lane (under red Xs) of a motorway (or dual carriageway) without first of all receiving permission to do so from either the Highways England 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 (in particular on an all lane running scheme) 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 4I (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 Section 4J (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 4G (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)



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.

- 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 Highways England, 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 Traffic Officer patrol 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 Highways England, 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 4I (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 4H (Removal to a place of safety/awaiting 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 Section 4J (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 4G (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 4H (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 4G) 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 TRAFFIC MANAGEMENT

A casualty vehicle may be located within roadwork's, 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 roadwork's and, when entering, or in, an area of roadwork's, should look out for and comply with any relevant overhead or other safety signage instructions (including any designated access points).

1. PRIOR TO ENTERING AN AREA OF ROADWORK'S:

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 roadwork's, they have identified the roadwork's' access point. If in doubt as to the location of the casualty vehicle or the relevant roadwork's' access point, the Technician should drive past the roadwork's 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 roadwork's – see below re "Exiting an Area of Roadwork's"

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

2. ENTRY INTO AN AREA OF ROADWORK'S

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 roadwork's 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 roadwork's and should continue on the main carriageway. Under no circumstances should the Technician stop in a live running lane.

3. DRIVING WITHIN AN AREA OF ROADWORK'S

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 roadwork's; 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 roadwork's.

4. WORKING ON CASUALTY VEHICLES WITHIN AN AREA OF ROADWORK'S

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 roadwork's, 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).

5. EXITING AN AREA OF ROADWORK'S

Technicians should exit an area of roadwork's 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 re-join the carriageway, waiting for a safe opportunity to do so. If the area of roadwork's 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, re-join the main carriageway.

Upon re-joining 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 re-joining the carriageways.

See Section 4N (Leaving the scene of the breakdown or removal).

H

WORKING ON BRIDGES, VIADUCTS AND IN TUNNELS

1. 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 Traffic Officer patrol 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.

2. 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.

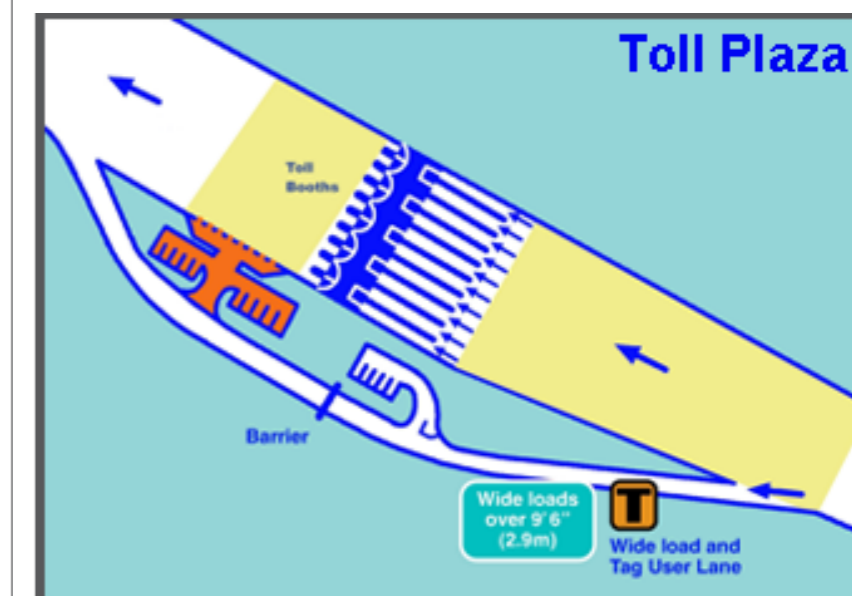
1. CALLS RECEIVED FOR ASSISTANCE ON THE M6 TOLL ROAD

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 a Traffic Officer patrol 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.

2. 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.

3. 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 6B2 (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.

4. 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 6K (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 4A (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 6K (Working on Hybrid/Electric Vehicles).

Note: Hazardous substances may be present in:

- Vehicles designated for their carriage under the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR)

- Smaller, but potentially dangerous, quantities may be carried in other commercial or private vehicles

- Situations arising as a result of accidents to, or fires in, casualty vehicles

- Vehicle batteries

- Vehicle fuel tanks

- 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 4H (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 4F2 (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 Section 6A ("Disabled Customers" 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 5A (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 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.

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 first 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
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 Highways England 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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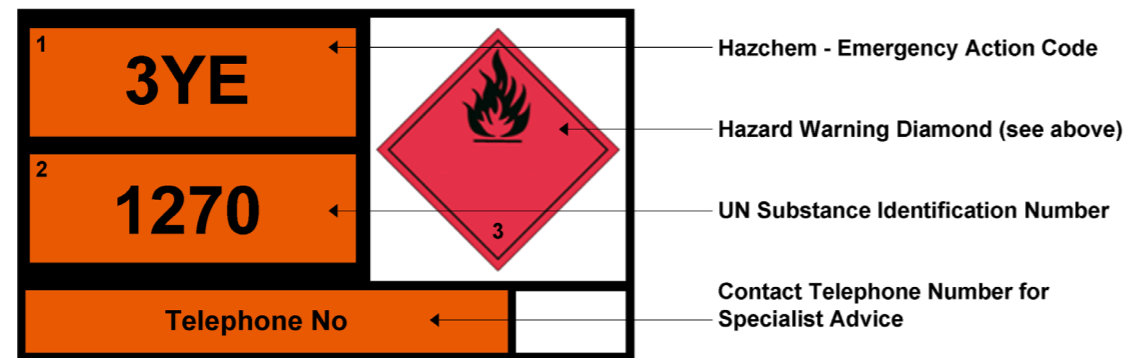
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THE HAZARD CLASSES



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.

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.

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.

