

SURVIVE WORKING GROUP 2

Minutes of Meeting Held Tuesday 26 November 2013 at RAC, Bescot

Attendees :	David Bizley	RAC (Chair)
	Mary Hill	RAC (Secretary)
	Mark Braham	AA
	Lance Williams	Highways Agency
	Phil Briggs	Ravenscroft Motor Company Limited (representing RHA)
	Jack Stapleton	Allianz Global Assistance
	John Martin	ACPO
	Steve Kirton	IVR
	Bernard Anderson	Association of British Certification Bodies
	Ashley Sutton-Counter	Road Rescue Recovery Association
	Stephen Holland	Britannia Rescue
	Chris Keady	Britannia Rescue
	Alex Robb	Scottish Vehicle Recovery Association
	Ian Gillgrass	Institute of the Motor Industry
	Barry Weir	Aria Assistance
	Liz Bennett	Habilis Health & Safety Solutions
Apologies :	Peter Williams	Green Flag
	Nigel Ashton	AXA Assistance
	Brian Drury	AVRO
	Simon Waye	ATS Euromaster Ltd (representing NTDA & REACT)

Agenda Item	Summary of Discussions and Actions	Status	Responsibility
Introductions	DB welcomed the Group Members, introduced new members and noted apologies		
Actions from previous meetings	<p>DB updated the Group as follows:</p> <ul style="list-style-type: none"> • <i>Group Representation from HA equivalent in Scotland, Wales and NI</i> – LW advised that responses have been received from Wales and NI who are happy for LW to represent them but no response has yet been received from Scotland • <i>Group Representation from Certification and Inspection Bodies</i> - DB confirmed that he has consulted with the most active Certification and Inspection Bodies and has identified that the other trade body- only represents one organisation accredited as a PAS43 Certification and Inspection Body and effectively they would be representing an individual certification body. A discussion took place and it was agreed that there was no need for additional representation for Certification and Inspection Bodies on WG 2 • <i>Publication of WG2 minutes on SURVIVE website</i> - DB has discussed this with the Survive Secretary and has agreed that this will be done • <i>Corrigendum No 1</i> - DB confirmed that Corrigendum No 1 was published in May • <i>Foreword to PAS43</i> :DB confirmed that BSI accepted this and altered the wording in the Corrigendum version 	<p>Open</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>	LW

	<ul style="list-style-type: none"> • <i>UKAS Meeting</i> : DB confirmed that the meeting with UKAS had taken place and a number of actions had been agreed : <ul style="list-style-type: none"> A) <i>requirement for a teleconference to discuss and agree whether to implement Annex SL in PAS43:2014.</i> DB confirmed that the teleconference had taken place and a decision had subsequently been taken that this should not be implemented and that DB had advised BSI of the decision. B) <i>Review of Annex C</i> – MB has completed this and this is covered under Agenda Item 4 C) <i>Assessment to confirm whether any changes are required to PAS43 in order to maintain compliance with ISO17020/17021</i> – covered under Agenda Item 4 D) <i>Redevelopment of Annex G to encourage greater consistency of auditor assessments</i> – LW advised that it has been agreed that he will work with Peter Martin (UKAS) on this but despite considerable pressure being put on UKAS no progress has been made. - E) <i>Consider how PAS can be strengthened to ensure organisations employing external specialists to develop their management system have sufficient knowledge and understanding</i> F) <i>Introduction of minimum number of UKAS witness visits</i> – covered under Agenda Item 4 G) <i>Introduction of spot checks by UKAS</i> - UKAS have agreed to consider but no official response has been received. (BA advised that during a discussion with the UKAS Accreditation Manager he had intimated that they would not be able to introduce the checks). H) <i>Details of organisations refusing to provide certification details to SURVIVE to be provided to UKAS.</i> DB has provided the information to UKAS - no response received or progress made. <p>A discussion took place around continuing concerns regarding consistency of assessments with examples being quoted by BA, including a situation where he had failed an organisation on a recent audit when the operator had been successfully audited to PAS43 by another Certification Body. BA advised that he has challenged UKAS on a number of these issues, and that he does not believe that they are policing as they should. BA suggested that this issue should be raised at the highest level within UKAS. A discussion took place relating to the possibility of another Accreditation Body being used (possibly in Europe due to UKAS being the only body in the UK). DB advised that he would be reluctant to go outside UKAS in the first instance. It was therefore agreed that DB should write to the Chief Executive of UKAS and advise Kevin Belson that this action is being taken-. (action completed by DB and copy letter attached to minutes)</p> <p>AR questioned whether SURVIVE could police this issue and LW confirm that if the issue was competency related that this could be done as there are Sector Schemes which are split from ISO and the competency element is dealt with by a trade association. DB noted that there would be a cost attached to this approach</p> <p>BA advised that he has received an email from Peter Martin of UKAS in which he has suggested that assessors attend a dedicated training course certified by the IVR and that he already has the basis of such a course. BA advised that Peter believes that the course should be completed and agreed jointly by UKAS and the IVR but has advised that the response from the UKAS and IVR is that this is not a viable</p>	<p>Complete</p> <p>Open</p> <p>Open</p> <p>Open</p> <p>Open</p> <p>Open</p> <p>Open</p>	<p>LW</p> <p>WG2</p> <p>DB</p> <p>DB</p> <p>DB</p>
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	<p>solution. SK advised that the IMI have such a course but that there has been no take up from Certification and Inspection Bodies. DB suggested that if it were to be made a mandatory requirement of PAS43 this would create the demand. A discussion took place regarding the possibility of such a course being delivered by different bodies and it was agreed that this could be done, provided the course was delivered to an agreed standard.</p> <p>SK raised the possibility of an additional SURVIVE working group being set up to look at the issue of assessor competence and what training can be defined etc. SK confirmed that the IVR would certificate such a course to enable other bodies to deliver the training, and that there was a possibility that the IVR would fund the course.</p> <p>DB noted that whilst we do not want to add unnecessary cost we must find a way of making PAS 43 credible. It was therefore agreed that SK should head up a sub-group of WG2 involving IG and BA to develop a proposal relating to assessor competence. It was also agreed that there needs to be input from the Certification and Inspection Bodies and that BA should organise this. It was agreed that both these actions should be progressed as soon as possible.</p> <p>JS queried what volume of Certification and Inspection Bodies are considered to be incompetent. LW/BA expressed the view that this was around 20%. DB expressed his support for the inclusion of wording within the PAS relating to the requirement for Certification and Inspection Bodies being required to successfully complete an approved training programme.</p> <p>JS questioned how the completion of a training programme could be policed and LW confirmed that Sector Schemes set out mandatory requirements in this respect. DB noted that the general requirement could be included within the PAS.</p> <p>A discussion took place relating to the potential for the introduction of spot checks as the group feel that generally operators are on their best behaviour during Certification and Inspection Body assessments and that the information gained through the assessments is often based on a snapshot on the day.</p> <p>ASC raised the point that some organisations are completing their own checks as they do not have confidence in PAS43, which is incurring additional costs to those organisations. A discussion then took place regarding these internal checks and the fact that they should not be necessary. A number of members of the group who complete these checks advised that their findings showed a lack of compliance with PAS 43, -despite current Certifications being held. Some members of the group expressed the view that if better control is not established then there is a serious risk of PAS43 losing credibility. .</p> <p>DB noted that as a number of organisations within WG2 already complete their own checks that there would be a lot to be gained by pooling the information. It was agreed that the organisations in question would be prepared to feed back their findings to Andrew Reeve -and thereafter the findings could be reviewed in order to agree what actions should be taken. It was therefore agreed that DB would approach AR.</p> <p>It was also agreed that provided AR is happy to compile the database that a sub-group should review the findings and that a conference call should take place to discuss them. It was agreed that the sub-</p>	<p>Open</p> <p>Open</p> <p>Open</p>	<p>SK/BA</p> <p>DB</p> <p>SK/BA/AR</p>
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<p>Review of PAS43:2014 Draft 1 / Further areas for development identified since last meeting</p>	<p>The group reviewed the changes in Draft 1 of PAS 43 2014 as follows:</p> <p>A) Changes already proposed in previous meetings were endorsed and adopted. Group Secretary to update Draft 1.</p> <p>B) Some additional proposed changes were discussed (as noted on Draft 1). Other than those commented on below it was agreed that unless any member of the Group advises MH of any concerns before 9 December that these will be adopted and the Group Secretary would update Draft 1 accordingly.</p> <ul style="list-style-type: none"> • 4.2 - It was agreed that the heading should be "Environmental" • 5.3 – It was agreed that the heading should be "Management Responsibilities" • 5.7 – LW advised that the action relating to impact protection is still under consideration • 5.9 - MB questioned whether Annex A is required at all and whether there should be industry specific requirements in the form of a minimum standard included within in the body of the PAS. It was agreed that MB/DB will draft a minimum standard should be drafted for consideration by the Group. • 6.1 – It was agreed that the heading should be "Management Responsibilities" • 6.2 - It was agreed that the wording "Technicians must comply with training provided by management relating to tools and equipment on road recovery vehicles" • 6.4 - A discussion took place on whether the wording in Note 2 is sufficiently robust and it was agreed that this should be changed to "Use of communications equipment whilst driving is strongly discouraged" • 9.1 - IG requested that additional wording be added after National Training Scheme – "or other approved national organisation scheme" • 9.6 – It was agreed that the words "and disadvantages" should be removed from Note 2 • 11 – It was agreed that the first sentence should read "Management should ensure..." and that reference to Annex D should be added. It was also agreed that reference to discrimination should be included in this section and in Annex D. • 11.3 – It was agreed that the meaning of this clause is difficult to understand and that the wording should be changed to provide more clarity • Annex B – The IVR recommended equipment list was discussed and it was agreed that the PAS should make reference to this specifically in relation to Police vehicles and that this should be incorporated as B.3. • Annex C – MB explained that the changes proposed are to ensure greater focus on meeting National Occupational Standards. He confirmed that if organisations have internal training programmes that these should map to National Occupational Standards, and that the organisations would need to be able to demonstrate this. A discussion took place around whether the term of 5 years for demonstration of competence should be included and it was agreed that this should remain as suggested. • Annex D Complaints Process – BA explained the suggested process. A discussion took place around the need for processes for different types of complaints and it was agreed that <ul style="list-style-type: none"> a) the text should be changed to make it clear that the process included in Draft 1 relates only to complaints relating to Certification and 	<p>Open</p> <p>Open</p> <p>Open</p> <p>Open</p>	<p>MH</p> <p>All/MH</p> <p>LW</p> <p>MB/DB</p>
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