

PUBLICLY AVAILABLE SPECIFICATION

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

ICS 03.100.30; 43.160



REACT
Roadside - Emergency - Action - Concerning - Tyres

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Foreword

This Publicly Available Specification (PAS), PAS 43:2008, was developed by SURVIVE ¹⁾ in collaboration with the British Standards Institution (BSI).

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

The requirements within PAS 43 have been agreed by the major organizations within the breakdown and recovery industry. The following organizations have contributed to the development of PAS 43 directly or through their involvement with SURVIVE.

- AA;
- Association of British Certification Bodies (ABCB);
- Association of British Insurers (ABI)/Norwich Union;
- Association of Chief Police Officers (ACPO);
- Association of Vehicle Recovery Operators (AVRO);
- AXA Assistance UK Limited;
- Britannia Rescue;
- Europe-Assistance Holdings Limited;
- Green Flag;
- Habilis Health and Safety Solutions Limited;
- Highways Agency;
- Institute of Vehicle Recovery (IVR);
- Mondial Assistance;
- National Tyre Distributors Association;
- RAC Motoring Services;
- REACT;
- Recovery Equipment Manufacturers and Suppliers Association (REMSA);
- Retail Motor Industry Federation (RMIF);
- Road Haulage Association – Rescue Recovery Group;
- The Society of Motor Manufactures and Traders Limited (SMMT).

Valued advice and support has also been received from UKAS, Health and Safety Executive (HSE), Transport Research Laboratory (TRL), Transport Scotland, Transport Wales, and various Government agencies. BSI Technical Committee MHE/3, Cranes and derricks, and Subcommittee MHE/3/14, Vehicle recovery cranes and equipment, were also consulted during the revision of PAS 43.

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

¹⁾ PO Box 538, Kings Langley, WD4 4AJ.

Users' attention is drawn to all existing legislation covering the subject matter of this PAS. The following legislation is relevant:

Management of Health and Safety at Work Regulations 1999 [1];

Road Vehicles (Construction and Use) Regulations 1986 [2];

Motor Vehicles (Wearing of Seat Belts) Regulations 1993 [3];

Road Vehicles Lighting Regulations 1989 [4];

The Economic Commission for Europe (ECE) Regulation 65 on Special Warning Lamps [5];

Provision and Use of Work Equipment Regulations 1998 [6];

Lifting Operations and Lifting Equipment Regulations 1998 [7];

Personal Protective Equipment at Work Regulations 1992 [8];

Control of Substances Hazardous to Health Regulations 2002 [9];

European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) [10];

Disability Discrimination Regulations (Transport Vehicles) 2006 [11];

Working Time Regulations 1998 [12];

Disability Discrimination Act 1995 [13];

Road Traffic Act 1988 [14];

The Guide to Maintaining Roadworthiness – Commercial Goods and Passenger Carrying Vehicles 2006 [15].

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Assessed capability. Users of this PAS are advised to consider the desirability of quality systems assessment and registration against BS EN ISO 9001 by a third party certification body accredited by UKAS or equivalent (IAF) international accreditation body.

Presentation conventions

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

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

Contractual and legal obligations

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

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

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Introduction

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

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

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

*The SURVIVE Report*²⁾ examines the risks to those who work on the hard shoulders of motorways and high speed dual carriageways. It makes recommendations for working practices, vehicle conspicuity, lighting and hard shoulder access. The establishment of documents such as PAS 43 is regarded by the authors of *The SURVIVE Report* as the most effective means of implementing its recommendations for road recovery operators. The relationship between the recommendations of *The SURVIVE Report* and the requirements and recommendations of PAS 43 is shown in the following table.

Table 1 **Table showing the relationship between the recommendations of *The SURVIVE Report* and the requirements and recommendations of PAS 43**

Clause in <i>SURVIVE Report</i> containing recommendation	SURVIVE recommendations	Clause in PAS 43 containing related requirement/ recommendation
7.5	Common code of practice for those required to work on the hard shoulder	Clause 10 and Annex C
7.7	Common standards of training and other competencies	Clause 9 and Annex C
7.13	Vehicle lighting standards	Clause 5
7.14	Minimum standards for vehicle suitability and condition	Clause 5 and Annex B
7.18	Vehicle conspicuity	Clause 5 and Annex A

²⁾ *The SURVIVE Report*. 2nd Edition.

1 Scope

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

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

2 Normative references

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

BS EN 166, *Personal eye protection – Specifications*

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

BS EN 388, *Protective gloves against mechanical risks*

BS EN 397, *Specification for industrial safety helmets*

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

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

3 Terms and definitions

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

3.1 breakdown

situation where a vehicle is immobilized through a failure that is not the result of an accident

3.2 casualty vehicle

vehicle that is to be repaired, recovered or removed

3.3 competent person

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

NOTE The competent trainer (see C.1.1) should also have practical and theoretical knowledge of the use of road recovery vehicles plus equipment.

3.4 employer

person or organization who uses or engages the services of another

3.5 management

collective body of people who manage or direct an organization

3.6 organization

body that provides breakdown and/or recovery/removal services

3.7 recovery

any operation required to facilitate vehicle removal and/or alternative means of transporting the vehicle where vehicle recovery is not practical

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

3.8 removal

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

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

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

3.9 road recovery operator

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

3.10 road recovery vehicle

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

3.11 risk assessment

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

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

3.12 running lane

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

3.13 safe side

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

3.14 safe working load (SWL)

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

3.15 technician

person who has received training in the repair and/or recovery/removal of motor vehicles and who can demonstrate the competence to work alone and unsupervised in accordance with a recognized training scheme

3.16 working load limit (WLL)

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

4 General

4.1 Insurance

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

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

4.2 Environmental considerations

Motor vehicles can have an adverse impact on the environment, therefore management shall:

- a) ensure that road recovery vehicles are used for operational and business purposes only;
- b) ensure all waste products are effectively captured, securely stored, recycled or disposed of appropriately;
- c) give regard to the need to select vehicles which minimize the emissions of pollutants and greenhouse gases.

NOTE 1 Attention is drawn to the environmental management systems standard BS EN ISO 14001.

NOTE 2 Examples of environmental waste include, but are not limited to, fuel, oils, anti-freeze, brake fluid, batteries, tyres, scrap metal and end of life vehicles.

NOTE 3 Refer to the appropriate Environment Agency website for the latest information and guidance.

4.3 Agreements with public sector bodies, Highways Agency or the Police Service

Where agreements exist or are entered into, management shall incorporate any such agreements between their organization and motoring organizations, public sector bodies, Highways Agency or the Police Service concerning the provision of breakdown, recovery and removal services, into their standard operating procedures (see Clause 10).

5 Vehicles

5.1 General inspection requirements

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

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

Management shall ensure that vehicles are maintained, examined and inspected for defects by a competent person at intervals as determined by the mileage and laid out as Annex 4, *The Guide To Safety Inspection Intervals – Guide to Maintaining Roadworthiness* [15] (see Note 1). Service and inspections shall be scheduled on an annual basis for all vehicles. Detailed records of services and inspections shall be maintained and be readily available.

NOTE 1 Attention is drawn to the Road Vehicles (Construction and Use) Regulations 1986 [2], also detailed in the Department for Transport's Guide to Maintaining Roadworthiness – Commercial Goods and Passenger Carrying Vehicles [15], which covers these intervals and checks.

NOTE 2 Weighbridge and test certificates, as appropriate, should be available for inspection at all times to demonstrate safe working load (SWL) or working load limit (WLL); these load limits should be displayed on the vehicle and be clearly visible.

NOTE 3 All road recovery vehicles should have either a current MOT (Department for Transport) certificate or goods vehicle test certificate ³⁾ or other certificate of roadworthiness issued by the VOSA ⁴⁾ (Vehicle and Operator Service Agency) approved testing station. All certificates should be renewed annually on the due anniversary of the inspection.

Sampling of vehicles by Certification Bodies shall be sufficient to provide confidence in the recovery operator's own systems and procedures for vehicle maintenance and inspection.

NOTE 4 Assessed capability. Users of this Publicly Available Specification are advised to consider the desirability of quality system

³⁾ Available from <http://www.dft.gov.uk>

⁴⁾ Available from <http://www.vosa.gov.uk/>

assessment and registration against the appropriate standard in the BS EN ISO 9000 series by an accredited third-party certification body.

It is recommended that inspection bodies inspect a sample of vehicles in any one year using the following guidelines:

Recommended minimum annual vehicle inspections	
1–5 vehicles	80% minimum
6–10 vehicles	60% minimum
11–20 vehicles	50% minimum
21–50 vehicles	45% minimum
51+ vehicles	40% minimum
Inspection bodies shall also inspect 100% of vehicles over a 3 year period maximum.	

Inspection certificates will incorporate a list of vehicles covered by the PAS 43 certificate. Operators will inform their inspection body when a new vehicle joins the fleet. Provided the inspection body is informed of a new vehicle on the fleet, the initial PAS 43 certificate, will cover this.

An inspection of the newly acquired vehicle or any vehicle within the scope of PAS 43 inspection for the first time will be conducted at the first reasonable opportunity.

A vehicle will be identified by a record of the make, type and chassis number.

5.2 Technicians

Management shall ensure that technicians are trained to ensure that the vehicle they use is in a safe and efficient state; written policy and training documentation shall support this.

Management shall ensure that all person's driving/operating vehicles are trained to ensure that they have a full understanding of their obligations and responsibilities in UK/EU law of the vehicle and if applicable its load they will drive and that recorded documentation acknowledges confirmation of this understanding and obligation.

Management shall ensure that Sections 1 to 6 in the *Guide to Maintaining Roadworthiness* [15] shall be applied in all cases. This will ensure that vehicle defects are promptly reported and rectified as soon after they occur as possible and that records of defects and actions taken are maintained.

NOTE Attention is drawn to the Department for Trade's Guide to Maintaining Road Worthiness – Commercial Goods and Passenger Carrying Vehicles ⁵⁾ [15] (revised 2007).

5.3 Cleanliness and tidiness

Standard operating procedures (see Clause 10) and technician training documentation shall promote cleanliness and tidiness in road recovery vehicles. They shall encourage technicians to use vehicles that are clean, tidy and free from unsecured tools or recovery/removal equipment in the cab.

⁵⁾ ISBN 0-11-551792-8, Paragraphs 7-11 on Page 2.

5.4 Seat belts

Management shall ensure that road recovery vehicles have seat belts fit for use on each seat, in accordance with The Road Vehicles (Construction and Use) Regulations 1986 [2], Regulations 46 and 47.

NOTE 1 Attention is drawn to the Motor Vehicles (Wearing of Seat Belts) Regulations 1993 [3].

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

NOTE 2 See Annex F for requirements for child restraint systems.

NOTE 3 An example of an advisory notice is: "ATTENTION! Passengers are reminded that under the Motor Vehicles (Wearing of Seat Belts) Regulations 1993 [3] seat belts must be worn at all times".

NOTE 4 The wearing of a seat belt by drivers and passengers in a vehicle whilst it is stationary can help reduce the severity of injuries should an accident occur. Technicians, and any passengers, should therefore be encouraged to wear a seat belt at all times when seated in their vehicle, including when the vehicle is parked either on or off the highway.

5.5 Working lights

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

NOTE Attention is drawn to the Road Vehicle Lighting Regulations 1989 [4] and subsequent amendments that apply to the fitting and usage of all lights.

5.6 Emergency warning lights

Management shall ensure that road recovery vehicles are fitted with a minimum of two high level amber coloured hazard warning lights independent of the vehicle's normal lighting system or beacons capable of emitting a flashing or rotating beam of light through 360°. Management shall ensure that lights or beacons are fitted in such a position that they are not obscured from either the side or rear by other equipment carried by or fitted to the vehicle.

NOTE 1 Attention is drawn to Economic Commission for Europe (ECE) Regulation 65 on Special Warning Lamps [5].

NOTE 2 Motorcycles that are used for breakdown activities should only be required to be fitted with one high level amber coloured hazard warning light or beacon capable of emitting a flashing or rotating beam of light through 360°.

NOTE 3 Attention is drawn to The Road Vehicle Lighting Regulations 1989 [4] and subsequent amendments that apply to the fitting and usage of all lights.

5.7 Company details

Management shall ensure that the company trading name and contact details are displayed on road recovery vehicles, using either permanent or magnetic livery, except where Police Service or Highways Agency contract requirements, insurance requirements or particular sensitive locations make this impractical.

5.8 Livery

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

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

5.9 Towing equipment

Management shall ensure that the towing hitch that may be fitted to any road recovery vehicle is suitable for the safe recovery/removal of all forms of trailers (including caravans and boat trailers). The towing hitch shall also be fit for purpose and capable of the safe recovery of vehicles when using towing equipment, e.g. Tow pole, “A” frame or towing dolly.

6 Vehicle equipment

6.1 General

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

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

NOTE 1 Attention is drawn to the *Provision and Use of Work Equipment Regulations 1998 [6]* and the *Lifting Operations and Lifting Equipment Regulations 1998 [7]* as applicable.

NOTE 2 Further specifications for vehicle equipment to be carried are given in Annex B (see Table B.1 and Table B.2).

NOTE 3 Test certificates, as appropriate, should be available for inspection at all times, with SWL or WLL displayed and clearly visible on tools and equipment as applicable. Test certificates should be held in a place of safety.

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

Management shall ensure that tools and equipment are examined, tested and inspected for defects by a competent person at intervals specified within their standard operating procedures (see Clause 10). Records shall be kept of these inspections.

NOTE 4 The intervals between inspections should be in accordance with the manufacturers' specifications or instructions.

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

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