



BSI Standards Publication

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



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Foreword

Publishing information

This PAS was sponsored and developed by SURVIVE¹⁾. Its development was facilitated by BSI Standards Limited and it was published under licence from The British Standards Institution. It came into effect on 30 April 2015.

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 following organizations have contributed to the development of PAS 43 directly or through their involvement with SURVIVE.

- AA
- Allianz Global Assistance (UK) Limited
- Association of British Certification Bodies (ABCB)
- Association of Chief Police Officers (ACPO)
- Association of Vehicle Recovery Operators (AVRO)
- AXA Assistance
- Greenflag
- Habilis Health and Safety Solutions Limited
- Highways England
- Institute of the Motor Industry (IMI)
- Institute of Vehicle Recovery (IVR)
- Intana
- LV Britannia Rescue
- RAC
- Roadside Emergency Action Concerning Tires (REACT)
- Road Haulage Association (RHA)
- Road Rescue Recovery Association (RRRA)
- Scottish Vehicle Recovery Association

Acknowledgment is also given to REMSA, RMI, ABI and SMMT for their ongoing input and support during the revision of PAS 43.

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.

The British Standards Institution retains ownership and copyright of this PAS. BSI Standards Limited as the publisher of the PAS reserves the right to withdraw or amend this PAS on receipt of authoritative advice that it is appropriate to do so. This PAS will be reviewed at intervals not exceeding two years, and any amendments arising from the review will be published as an amended PAS and publicized in *Update Standards*.

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 It will be withdrawn upon publication of its content in, or as, a British Standard.

A PAS may be considered for further development as a British Standard, or constitute part of the UK input into the development of a European or International Standard.

¹⁾ PO Box 538, Kings Langley WD4 4AJ.

Supersession

This PAS supersedes PAS 43:2012, which is withdrawn.

Prior to publication of a revision the PAS, a forum should be convened by the SURVIVE Steering Group to which all accredited bodies are invited to send representation. The aim of the forum is to inform accredited bodies of the changes proposed in the latest edition of the PAS and for the forum to agree a common interpretation by assessors and inspectors in order to ensure consistency of standards across all accredited or inspected organizations.

Relationship with other publications

PAS 43:2015 should be read, and used, in conjunction with the current version of the *SURVIVE Best Practice Guidelines*.²⁾ The *SURVIVE Best Practice Guidelines* primary objective is to help to ensure the safety of all concerned, whilst technicians are working on breakdowns, recoveries and removals on all types of roads. The *SURVIVE Best Practice Guidelines* are not intended to replace PAS 43, but should be seen as complementary to PAS 43.

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 may comply with.

Information about this document

Assessed capability. Users of this PAS are advised to consider the desirability of quality system assessment and registration against the appropriate standard in the BS EN ISO 9001 series by a certification/assessment body accredited by a National Accreditation Body such as UKAS or a signatory to the International Accreditation Forum (IAF), or the European Cooperation for Accreditation (EA) or an alternative recognized accreditation body.

Use of this document

It has been assumed in the preparation of this PAS that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

If it is believed that an organization holding a current PAS 43 certificate issued by an accredited certification or inspection body is failing to meet the requirements of the PAS, it is recommended that a complaint is registered using the procedure given in Annex G.

Presentational 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.

Compliance with a PAS cannot confer immunity from legal obligations.

²⁾ See www.survivegroup.org/pages/publications/best-practice-guidelines

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.

Reference is made throughout this PAS to legislation, regulations and standards applicable within the UK. Where this PAS is used outside the UK then equivalent national legislation, regulations and standards may be complied with or referenced in line with the PAS.

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.

1 Scope

This 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:

- a) attending vehicle breakdowns at the roadside;
- b) the recovery and/or removal of vehicles from the roadside; and
- c) other aspects of vehicle breakdown, recovery and removal by specifying requirements for:
 - 1) the type, maintenance and safety marking of road recovery vehicles and their equipment (see Clauses 5 and 6 and Annexes A and B);
 - 2) the training, competence and behaviour of road recovery technicians (see Clause 9, Clause 10 and Annex C);
 - 3) the use of personal safety and protective equipment and clothing (PPE) by road recovery technicians (see Clause 7);
 - 4) the maintenance and organization of road recovery operators' premises (see Clause 8);
 - 5) the effective implementation and maintenance of standard operating procedures (see Clause 11).

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. 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 – Part 1: 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 9001, *Quality management systems – Requirements*

BS EN ISO 14021, *Environmental labels and declarations – Self-declared environmental claims (Type II environmental labelling)*

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

BS EN ISO/IEC 17020:2012, *Conformity assessment – Requirements for the operation of various types of bodies performing inspection*

BS EN ISO/IEC 17021:2011, *Conformity assessment – Requirements for bodies providing audit and certification of management systems*

BS EN ISO/IEC 17050-1, *Conformity assessment – Supplier's declaration of conformity – Part 1: General requirements*

BS ISO EN 20471, *High visibility clothing – Test methods and requirements*

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 or unsafe to drive 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

3.4 **competent trainer**

person who meets the following requirements (measured through the appropriate documentation, certification or equivalent):

- minimum of two years' experience within the vehicle breakdown and recovery industry;
- holds current industry recognized qualification(s)/accreditation(s) (maximum of 5 years from issue date) in Health & Safety, Customer Service, and Assessment of the Roadside situation;
- instructional techniques (or equivalent);
- competence in the specific breakdown/recovery equipment to which they are delivering training;
- within 5 years (maximum) of the initial certification (as above), updated their knowledge/skills required to perform each task through measurable continuing professional development (CPD).

3.5 **employers**

person or organization that uses or engages the services of another

3.6 **management**

collective body of people who manage or direct an organization

3.7 near miss

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

NOTE Definition taken from the current version of the SURVIVE Best Practice Guidelines for dealing with breakdowns/removals on all types of roads including motorways and high speed dual carriageways is available at www.survivegroup.com/pages/publications/best-practice-guidelines.

3.8 organization

body that provides breakdown and/or recovery/removal services

3.9 recovery

any operation required to facilitate vehicle removal and/or alternative means of transporting the vehicle

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

3.10 removal

any operation where the vehicle to be removed is in an upright position with all wheels 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 a flat tow, a suspended tow (utilizing an underlift or wheel fitting frame) or by a vehicle transporter.

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

3.11 road recovery operator

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

3.12 road recovery vehicle

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

3.13 risk assessment

process of recognizing what may go wrong, taking action to prevent harm to people, property 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].

3.14 running lane

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

3.15 safer side

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

3.16 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

NOTE It is acknowledged that road recovery equipment manufacturers may use the term Rated Capacity, which is maximum load (mass), as assessed by a competent person which an item of lifting equipment may raise, lower or suspend [derived from BS 7901:2002].

3.17 technician

person who has received training in the repair and/or recovery/removal of vehicles (traceable to the National Occupational Standards) and who has been assessed to work competently alone and unsupervised

3.18 working load limit (WLL)

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

3.19 disabled person

someone who has a physical or mental impairment that has a “substantial” and “long-term” negative effect on their ability to do normal daily activities

NOTE This can include, but is not restricted to, persons who have a hearing or sight impairment, a mobility difficulty caused for example, by arthritis, mental health conditions or learning difficulties.

3.20 vulnerable person

person subject to enhanced or additional risks to the norm

3.21 smart motorway

motorway which uses a range of technology to vary speed limits in response to driving conditions, and on which the hard shoulder is made available as a running lane, either permanently or when traffic volumes are sufficient to require additional motorway capacity

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;
- g) contractual responsibilities.

4.2 Environmental emissions and generation of waste

Breakdown and recovery activities, including the use of vehicles and production of waste can have an adverse impact on the environment, including the use of non-renewable natural resources and the production of greenhouse gas emissions. To contribute towards the reduction of these impacts management shall:

- a) ensure that road breakdown and recovery vehicles are used for operational and business purposes only, except with express permission from management;
- b) communicate to employees the benefits of fuel efficient driving techniques and the benefits of switching off vehicles when not required, to assist in the reduction of roadside emissions.

NOTE For example:

- 1) driving smoothly and within applicable speed limits;
- 2) changing gears at the appropriate time and not holding the vehicle in lower gears more than required;
- 3) stopping and starting less;

- 4) *braking smoothly;*
- 5) *not leaving the vehicle idling when unnecessary;*
- 6) *checking tyre pressures;*
- 7) *ensuring maintenance is regularly carried out.*
- c) give regard to the need to select vehicles that minimize the emissions of pollutants and greenhouse gases;
- d) identify the waste streams generated by their activities and ensure all waste products are effectively captured, segregated, where required, and securely stored. These shall be recycled or disposed of via an authorized person(s) and waste transfer records retained (Note 3);
- e) ensure registration or exemptions are held with the appropriate enforcement authority for the carriage of waste, where required;
- f) ensure procedure training and appropriate equipment is provided to road recovery operators in order to deal with roadside spillages which occur during the breakdown, recovery or removal operations. This shall include an escalation process to ensure appropriate authorities are notified of any spillages which cannot or should not be dealt with by the road recovery operator;
- g) treat end of life vehicles (ELV's) as hazardous/special waste from the point they are declared "end of life" until they are depolluted. Although not usually required for the movement of vehicles from the roadside to the road recovery operator's premises, any subsequent movement of the vehicle once it has been declared an ELV shall be accompanied by a hazardous waste consignment note/special waste consignment note, and shall only be taken to an authorized treatment facility to be depolluted.
- h) Store ELV's in accordance with ELV storage guidance issued by the enforcing authorities, including secure storage on an impermeable surface with appropriate drainage and spillage collection facilities to prevent pollution occurring from the vehicle.

NOTE 1 Attention is drawn to the guidance relating to waste hierarchy requirements produced under Waste Regulations 2011 [2].

NOTE 2 Attention is drawn to the environmental management systems standard BS EN ISO 14001 and for Small Medium Enterprises (SMEs) BS 8555.

NOTE 3 Attention is drawn to the Hazardous Waste Regulations (England and Wales) 2005 [3]; the Hazardous Waste Regulations (Northern Ireland) 2005 [4] and the Special Waste Amendment (Scotland) Regulations 2004 [5], and the requirement for retention of waste transfer records, which are non-hazardous for two years, and hazardous for three years.

NOTE 4 For further guidance on the requirements relating to the storage of ELV vehicles reference should be made to "Guidance on the Standards for Storage and Treatment of End-of-life vehicles" available from: www.environment-agency.gov.uk.

4.3 Agreements with public sector bodies, Highways England 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 England or the police service concerning the provision of breakdown, recovery and removal services, into their standard operating procedures (see Clause 11).

NOTE See current edition of SURVIVE Best Practice Guidelines.

5 Vehicles

5.1 General

Management shall give consideration to the ability of the technician to be able to exit and enter the vehicle via the front passenger door. Wherever possible, this ease of access/egress shall be a main consideration, so far as is reasonably practicable, alongside operational requirements.

NOTE 1 When selecting road recovery vehicles for purchase in terms of vehicle design, attention is drawn to BS 7901.

NOTE 2 Attention is drawn to the requirements of European Community Whole Vehicle Type Approval (ECWVT) [6] which is compulsory for all new vehicles.

5.2 Recording 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 as laid out in Annex 4, Guide to Maintaining Roadworthiness 2014 [7] (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 for the period during which the road recovery operator is responsible for the vehicle, plus a period of 3 years.

NOTE 1 Attention is drawn to the Road Vehicles (Construction and Use) Regulations 1999 [8], also detailed in the Department for Transport's – Guide to Maintaining Roadworthiness – Commercial Goods and Passenger Carrying Vehicles 2014 [7], 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. The weighbridge and test certificates should be used to ensure that the relevant plated weights have not been exceeded.

NOTE 3 All road recovery vehicles should have either a current MOT (Department for Transport) certificate or goods vehicle test certificate³⁾ or other certificate of roadworthiness issued by the Driving and Vehicle Standards Agency (DVSA)⁴⁾ approved testing station. Certificates of roadworthiness should be renewed annually.

5.3 Management responsibilities

Management shall ensure that technicians are trained and competent (including those requirements detailed in Clause 10) to ensure that the vehicle they use is in a safe and efficient state; written policy and training documentation shall support this.

³⁾ Available from www.dft.gov.uk

⁴⁾ Available from www.gov.uk/government/organisations/driver-and-vehicle-standards-agency

Management shall ensure that all persons driving/operating vehicles are trained to ensure that they have a full understanding of their obligations and responsibilities in UK/EU law for the vehicle they drive and its load. Recorded documentation shall acknowledge confirmation of this understanding and obligation.

Management shall ensure that Sections 1 to 6 in the Guide to Maintaining Roadworthiness 2014 [7] shall be applied in all cases.

NOTE 1 This ensures 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 2 Attention is drawn to the Department for Trade's Guide to Maintaining Road Worthiness – Commercial Goods and Passenger Carrying Vehicles⁵⁾ 2014 [7].

5.4 Cleanliness and tidiness

Standard operating procedures (see Clause 11) 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.

NOTE Attention is drawn to the Environment Agency Pollution Prevention Guideline PPG 13⁶⁾ for the washing of roadside breakdown and recovery vehicles carried out at road recovery operator premises.

5.5 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 1999 [8], Regulations 46 and 47.

NOTE 1 Attention is drawn to the Motor Vehicles (Wearing of Seat Belts) Regulations 1993 [9].

Management shall ensure that technicians do not transport 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 Road recovery operators are not expected to carry child restraint equipment; this should be provided by the customer.

NOTE 3 Attention is drawn to an exemption in the Motor Vehicles (Wearing of Seat Belts) Regulations 1993 [9] relating to child restraints in situations of unexpected necessity over a short distance.

NOTE 4 An example of an advisory notice is: "ATTENTION! Passengers are reminded that under the Motor Vehicles (Wearing of Seat Belts) Regulations 1993 seat belts must be worn at all times".

NOTE 5 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.

5.6 Work lamps

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

⁵⁾ Paragraphs 7-11 on page 2.

⁶⁾ Environment Agency Guideline – Planning Policy Guidance. Environment Agency Guideline PPG13, Vehicle washing and cleaning. 2007.

NOTE Attention is drawn to the Road Vehicles Lighting Regulations 1989 [10] and subsequent amendments that apply to the fitting and usage of all lights. Operators are reminded that this regulation states that no person shall use, or cause or permit to be used a work lamp so as to cause undue dazzle or discomfort to the driver of any vehicle.

5.7 Emergency warning lights

Management shall ensure that road recovery vehicles are fitted with a minimum of two high level amber coloured 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 in accordance with the United Nations Commission for Europe (UNECE) Regulation 65 on Special Warning Lamps [11].

NOTE 1 Motorcycles that are used for breakdown activities should only be required to be fitted with one high level amber coloured warning light or beacon capable of emitting a flashing or rotating beam of light through 360°.

NOTE 2 Attention is drawn to The Road Vehicles Lighting Regulations 1989 [10] and subsequent amendments that apply to the fitting and usage of all lights.

5.8 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 contract requirements, such as those for the police service or Highways England, insurance requirements or particular sensitive locations make this impractical.

NOTE Identity of the road recovery organization trading name may be removed if specified by a third party due to contractual/legal requirements.

5.9 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 1 Management should ensure that the requirements of relevant legislation are met; attention is drawn to the following:

- *UNECE Regulation 104 (R104) [12]; mandatory requirement for heavy goods vehicles with a gross vehicle weight exceeding 7 500 kg, and trailers with a gross weight exceeding 3 500 kg, and first used after 10 July 2011, to be fitted with conspicuity markings detailed in the Regulations; and*
- *Road Vehicle Lighting Regulations (1989) [10] (RVLR) and UNECE Regulation 48 (R48) [13] – requirement for harmonized installation requirements for vehicle lights and reflectors.*

NOTE 2 Attention is drawn to the requirements for markings on heavy goods vehicles defined in The Road Vehicles Lighting and Goods Vehicle (Plating and Testing) (Amendment) Regulations 2009 [14], Statutory Instrument 2009 No 3220.

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

5.10 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/removal of vehicles when using towing equipment, e.g. tow pole, 'A' frame or towing dolly.

NOTE 1 For mechanical coupling devices, attention is drawn to UNECE Regulation 55 (Directive 94/20/EC) [15]. Care should be taken when towing caravans fitted with an appropriate stabilizer as these require an extended neck (60 mm high) tow ball.

NOTE 2 The mechanical coupling device should be sized accordingly to the towing equipment and as directed by the manufacturer.

6 Road recovery vehicle equipment

6.1 Management responsibilities

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 [16] and the Lifting Operations and Lifting Equipment Regulations 1998 [17].

Specifications for vehicle equipment to be carried are set out in Annex B (see Tables B.1 and B.2).

NOTE 2 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 and are competent 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 and in accordance with the current version of the *SURVIVE Best Practice Guidelines*. Records shall be kept of these inspections for the period during which the road recovery operator is responsible for the tools and equipment, plus a period of 3 years.

NOTE 3 The intervals between inspections should be in accordance with the manufacturers' specifications or instructions.

NOTE 4 The most recent version of the SURVIVE Best Practice Guidelines for dealing with breakdowns/removals on motorways and high speed dual carriageways is available from: www.survivegroup.org/pages/publications/best-practice-guidelines.

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 records are maintained.

Management shall allow certification and inspection bodies to carry out unannounced audits on premises, processes, vehicles and equipment.

NOTE 5 Inspection and certification bodies should publish and maintain details of organizations for who they have issued a currently valid PAS 43 certificate. This enables continuation of certificate and vehicle data if a different body is used on a subsequent audit. Inspection and certification bodies should also make information regarding certified organizations available to other bodies that may be carrying out future inspections.

6.2 Technicians' responsibilities

Management shall ensure that technicians comply with training provided by management relating to tools and equipment on road recovery vehicles.

Management shall ensure that technicians are responsible for ensuring that tools and equipment are in safe and efficient working order and that any that are unfit for use are removed and reported to management and that they do not use tools and equipment unless they are trained and competent in their use.

6.3 Vehicle lifting equipment including winches and winch ropes

Management shall ensure that all vehicle lifting and pulling equipment, including winches and winch ropes, is maintained and is in safe and serviceable condition.

NOTE 1 Attention is drawn to the requirements of the Provision and Use of Work Equipment Regulations 1998 [16] and the Lifting Operations and Lifting Equipment Regulations 1998 [17].

Management shall ensure that the SWL or WLL, as applicable, is marked on the vehicle lifting equipment or the winch casing, and is displayed in a prominent position so that the technician is aware of it.

NOTE 2 Management should ensure that safe systems are in place when a remote control unit is used to operate a winch. Road recovery operators should be informed of the possibility that the remote control unit could interfere with the control of any other winch or lifting equipment being used in the near vicinity due to more than one remote unit operating on the same frequency.

NOTE 3 All new winches should be fitted with a cut out device in accordance with BS 7901, the appropriate clauses of BS 7121-1, BS 7121-12 and BS EN 14492-1 and should be appropriately CE marked.

NOTE 4 It is recommended that the different ratings for the lifting limit and pulling limit should be identified on or adjacent to lifting equipment and winches.

6.4 Communication system

Management shall ensure that technicians are equipped with and trained in the use of a communication system that enables them to communicate from the road recovery vehicle or at the roadside.

NOTE 1 For use of all communication equipment, attention is drawn to current legislation, Road Vehicles (Construction and Use) Regulations 1999 [8] which came into force on 1 December 2003; Section 26 of the Road Safety Act 2006 [18].

NOTE 2 Use of communications equipment whilst driving is strongly discouraged.

7 Personal safety and protective equipment and clothing

7.1 General

Management shall familiarize themselves with the legal obligations of employers concerning the provision and use of personal protective equipment (PPE) at work. Management shall provide technicians with suitable safety or protective equipment and clothing based upon a risk assessment of the type of work carried out, activities undertaken and situations likely to be encountered.

7.2 Essential safety and protective personal equipment and clothing

Management shall provide, and train technicians to wear as a minimum, the following personal protective equipment and clothing at all times while working:

- a) highly visible reflective clothing and clothing in accordance with 7.4 a), apart from whilst driving or working indoors;

NOTE Consideration should be given to the wearing of high-visibility trousers on motorways and high-speed dual carriageways or any other locations having due regard to the nature and location of the activities to be undertaken.

- b) safety footwear;
- c) uniform or overall bearing the identity of the organization.

All reflective clothing shall be maintained in a sufficiently clean state to retain the reflective properties.

NOTE 1 Identity of the road recovery organization may be removed if specified by a third party due to contractual/legal requirements.

NOTE 2 Attention is drawn to the Personal Protective Equipment at Work Regulations 2002 [19].

NOTE 3 Attention is drawn to the current version of the SURVIVE Best Practice Guidelines for dealing with breakdowns/removals on motorways and high speed dual carriageways available from: www.survivegroup.org.

7.3 Additional safety and personal protective equipment and clothing

Management shall complete a risk assessment to identify any additional safety and protective equipment and clothing and ensure technicians are trained in the use of any such equipment supplied. Such equipment and clothing shall be used at all appropriate times as described in the standard operating procedures (see Clause 11), and shall include such items as:

- a) eye protection;
- b) safety gloves;
- c) safety headwear, e.g. hard hats or bump caps;
- d) ear defenders.

NOTE When using ear defenders, technicians should pay particular attention to their personal safety.

7.4 Standards for personal safety and protective equipment (PPE)

Safety or personal protective equipment and clothing supplied shall be suitable and conform to the following standards as a minimum requirement.

- a) High-visibility garments and accessories for use on the highway shall conform to ISO EN 20471 Class 3 as a minimum standard.
- b) Personal eye protection shall conform to BS EN 166.
- c) Footwear shall conform to BS EN ISO 20345.
- d) Protective gloves shall conform to BS EN 388.
- e) Safety helmets shall conform to BS EN 397.
- f) Ear defenders shall conform to BS EN 352-1.

NOTE When dealing with electric vehicles it is recommended that gloves comply with BS EN 60903 Class 0. This is the level for 1 000 V which gives an appropriate safety factor.

7.5 Situations involving hazardous chemicals or dangerous substances

Management shall ensure technicians are instructed not to attempt to handle any hazardous substances unless they have received the necessary training and have access to the appropriate protective clothing and equipment. If in any doubt, they or their organization shall contact the vehicle owner/road recovery operator or the fire service and request assistance.

NOTE Information regarding situations involving hazardous chemicals or dangerous substances can be found in the current edition of SURVIVE Best Practice Guidelines.

8 Premises

8.1 Suitability

Organizations shall operate from premises that are suitable for the purpose of their business.

Management shall ensure that the premises are kept clean and tidy and well maintained at all times.

Premises at which customers may be present shall have the following facilities:

- a) sufficient secure parking and/or storage on site for the customers' vehicles and personal effects;
- b) waiting room facilities with suitable seating arrangements;
- c) a telephone available for customer use;
- d) a drinks facility;
- e) cloakroom/toilet facilities, which shall be available and kept clean;
- f) a clearly displayed complaints procedure.

NOTE These may be shared with staff.

8.2 Company trading name

The company trading name shall be exhibited on the exterior of the premises, unless planning regulations or leasing or contractual arrangements prohibit this. Where planning regulations prohibit the erection of the company name, a letter from the appropriate authority shall be obtained.

9 Technicians

9.1 Management shall ensure that all competent technicians carry an identity card issued by their organization or the National Training Scheme or other approved national occupational scheme. The identity card shall include a photograph and shall be available whilst on duty or attending a casualty vehicle. This shall be documented within standard operating procedures (see Clause 11).

9.2 When recruiting a technician, management shall ensure that a check is made on all elements of their driving licence and that they hold a current Driver's Qualification Card (DQC), which shall be correct for the vehicles to be driven.⁷⁾ These checks shall be recorded. Further driving licence checks shall be completed

⁷⁾ For clarification see: www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/index.htm

at least annually. A check shall also be made on driver ability in relation to the class and type of vehicle to be driven.

NOTE 1 Wherever possible, such checks should be undertaken by accessing the DVLA driver licence database to remove the risk of deception by a driver presenting a duplicate copy of a licence.

NOTE 2 DVSA recommend six-monthly checks on all drivers who drive in connection with business.

9.3 Management shall ensure that all technicians are able to access and use operational procedures and SURVIVE Best Practice Guidelines.

9.4 Management shall ensure that all technicians demonstrate their competence in the areas specified within Clause **10** periodically as defined within the standard operating procedures (see Clause **11**) and that they are provided with additional training if appropriate. Periodic assessment of competency shall not exceed five years.

9.5 Management shall ensure that technicians are working in accordance with their training and company procedures through regular audits. In addition, systems shall be in place to record and review the collection of 'near misses', accidents and incidents in order to analyse and reduce risks to technicians.

9.6 The competence of technicians shall be the responsibility of the employer.

NOTE 1 The "employer" may include any person in the management chain as well as the organization.

NOTE 2 Competence requires sufficient training and relevant experience (assessed) to enable technicians to carry out their activities safely.

NOTE 3 As technicians may be sent to deal with vulnerable persons, management should consider the advantages and disadvantages of assessing the suitability of personnel by undertaking Criminal Records Bureau (CRB) checks. Specific contracts may require contractors to carry out CRB checks on all of their technicians.

9.7 Management shall ensure that all technicians are made aware that risk assessment at the breakdown, recovery or removal scene is their responsibility.

10 Training and health and safety for vehicle technicians

10.1 General

Management shall identify its legal duties with respect to the training of its employees and legislation relevant to working safely at the roadside.

NOTE Minimum requirements are set out in 10.2 and further guidance is contained in Annex C.

10.2 Minimum requirements

10.2.1 General

Management shall ensure that training and competency skills for technicians shall be provided by a scheme traceable to the National Occupational Standards (see Tables **C.1 to C.6**). Documented evidence of the training material review against the National Occupational Standards shall be maintained.

The training programme shall be delivered by a suitably qualified person(s) [the competent trainer(s)].