



BSI Standards Publication

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



## **PUBLICLY AVAILABLE SPECIFICATION**

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This document comprises a front cover, an inside front cover, pages i to iv, pages 1 to 46, an inside back cover and a back cover.



## Foreword

### Publishing information

This PAS was sponsored and developed by SURVIVE<sup>1)</sup>. 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 September 2018.

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 Partners;
- Association of British Certification Bodies (ABCB);
- Association of Vehicle Recovery Operators (AVRO);
- AXA Assistance;
- Federation of Certification Bodies FCB;
- Greenflag;
- Habilis Health and Safety Solutions Limited;
- Highways England;
- Institute of the Motor Industry (IMI);
- Institute of Vehicle Recovery (IVR);
- LV Britannia Rescue;
- National Police Chiefs' Council (NPCC);
- RAC;
- Roadside Emergency Action Concerning Tyres (REACT);
- Road Rescue Recovery Association (RRRA);
- Scottish Vehicle Recovery Association.

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 It will be withdrawn upon publication of its content in, or as, a British Standard.

The PAS process enables a specification to be rapidly developed in order to fulfil an immediate need in industry. 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.

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<sup>1)</sup> See [www.survivegroup.org](http://www.survivegroup.org)

## Supersession

This PAS supersedes PAS 43:2015 which is withdrawn.

Prior to publication of a revision of the PAS, a forum needs to 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.

Requirements introduced by PAS 43:2018 and the timescale for their implementation can be found on the SURVIVE website.

## Relationship with other publications

PAS 43:2018 is intended to be read, and used, in conjunction with the current version of the *SURVIVE Best Practice Guidelines* [N1]. 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 are to be seen as complementary to PAS 43.

Attention is drawn to BS 7121-12, 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 to which all recovery vehicles manufactured from January 2004 might conform.

## 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 BS EN ISO 9001 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 considered 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.**

## 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, attention is drawn to equivalent national legislation, regulations and standards.

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

## 1 Scope

This PAS specifies requirements for a management system for road recovery operators. The requirements contained within it are intended to provide safe working arrangements for road recovery operator technicians and road users. It outlines best practice procedures for:

- a) attending vehicle breakdowns and their recovery and/or removal;
- b) 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 6 and 7 and Annexes A and B);
  - 2) the training, competence and behaviour of road recovery technicians (see Clause 10, Clause 11, Annex C and the SURVIVE Website);
  - 3) the use of personal safety and protective equipment and clothing (PPE) by road recovery technicians (see Clause 8);
  - 4) the maintenance and organization of road recovery operators' premises (see Clause 9);
  - 5) the effective implementation and maintenance of standard operating procedures (see Clause 5).

*NOTE PAS 43 might apply at locations other than at the roadside which are controlled by other regulations and best practice.*

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes provisions of this document. 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 – General requirements – Part 1: Ear muffs*

BS EN 388, *Protective gloves against mechanical risks*

BS EN 397, *Industrial safety helmets*

BS EN ISO 9001, *Quality management systems – Requirements*

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 17021-1, *Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 1: Requirements*

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

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

#### **Other publications**

[N1] THE SURVIVE GROUP. *SURVIVE Best Practice Guidelines*. Available from: [www.survivegroup.org/pages/publications/best-practice-guidelines](http://www.survivegroup.org/pages/publications/best-practice-guidelines) (viewed July 2018)<sup>2)</sup>

[N2] Driver and Vehicle Standards Agency (DVSA). *Guide to maintaining roadworthiness Commercial goods and passenger carrying vehicles*. 2018. Available from: <https://www.safedrivingforlife.info/sites/default/files/PDF/guide-to-maintaining-roadworthiness.pdf> (viewed July 2018).

[N3] UNITED NATIONS ECONOMIC COMMISSION FOR EUROPE. UNECE Regulation 65. *Uniform provisions concerning the approval of special warning lamps for power-driven vehicles and their trailers*. Available from: <http://www.unece.org/fileadmin/DAM/trans/main/wp29/wp29regs/2011/r065r2e.pdf> (viewed July 2018).

## **3 Terms and definitions**

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

*NOTE* The definitions in Clause 3 differ to BS EN ISO 9000 to fit with the application of this PAS.

### **3.1 breakdown**

situation where a vehicle is immobilized or unsafe to drive through a failure that is not the result of an incident

### **3.2 casualty vehicle**

vehicle that is to be repaired, recovered or removed

### **3.3 competent assessor**

person who has appropriate practical and theoretical skills, experience and/or training relevant to the assessment being completed

### **3.4 Competent person**

person who has appropriate practical and theoretical knowledge skills and experience relevant to job role and 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

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<sup>2)</sup> This can be downloaded free of charge from the SURVIVE website [www.survivegroup.org](http://www.survivegroup.org)



**3.5 competent trainer**

person who has the appropriate experience and qualifications (measured through the appropriate documentation, certification or equivalent) as stipulated in 11.1.3

**3.6 employer**

person or organization that uses or engages the services of another

**3.7 management**

collective body of people who manage or direct an organization

**3.8 near miss**

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

{SOURCE: *SURVIVE Best Practice Guidelines* [N1]}

**3.9 organization**

body that provides breakdown and/or recovery/removal services

**3.10 recovery**

operation or activity required to facilitate vehicle removal

**3.11 removal**

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

*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.*

**3.12 road recovery operator**

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

**3.13 road recovery vehicle**

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

**3.14 risk assessment**

method of assessment in five steps:

- identify the hazards;
- decide who might be harmed and how;
- evaluate the risks and decide on precautions;
- record significant findings; and
- review the assessment and update if necessary.

*NOTE 1 Dynamic assessment might only be possible and is acceptable in a live situation where it is not possible to record findings.*

*NOTE 2 Attention is drawn to Regulation 3 of the Management of Health and Safety at Work Regulations 1999 [1].*

{SOURCE: Health and Safety Executive, 2014 [2], modified}

**3.15 running lane**

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

**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 is required to do

*NOTE It is acknowledged that road recovery equipment manufacturers might use the term Rated Capacity, which is maximum load (mass), as assessed by a competent person which an item of lifting equipment can 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 [3]) and who has been assessed to work competently alone and unsupervised

**3.18 working load limit (WLL)**

maximum load that the equipment manufacturer has stipulated that the machine can 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 1 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.*

*NOTE 2 A disabled person can also be a vulnerable person.*

**3.20 vulnerable person**

person subject to enhanced or additional risks

**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 applicable 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 1 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 (see Note 4);
  - 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 operatives and technicians in order to deal with roadside spillages that 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.

*NOTE 2 Attention is drawn to the guidance relating to waste hierarchy requirements produced under Waste Regulations England and Wales 2011 [4].*

*NOTE 3 Attention is drawn to the environmental management systems standard BS EN ISO 14001 and BS 8555 for Small Medium Enterprises (SMEs).*

*NOTE 4 Attention is drawn to the Hazardous Waste Regulations (England and Wales) 2005 [5]; the Hazardous Waste Regulations (Northern Ireland) 2005 [6] and the Special Waste Amendment (Scotland) Regulations 2004 [7], and the requirement for retention of waste transfer records, which are two years for non-hazardous waste, and three years for hazardous waste.*

*NOTE 5 Further guidance on the requirements relating to the storage of ELV vehicles is given in "Guidance on the Standards for Storage and Treatment of End-of-life vehicles" available from: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk).*

*NOTE 6 Attention is drawn to the potential requirement for a Waste Carrier's Licence.*

### 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 in accordance with Clause 5.

## 5 Standard operating procedures

Management shall document implement and maintain standard operating procedures in accordance with the current version of the *SURVIVE Best Practice Guidelines* [N1]. The standard operating procedures shall contain as a minimum requirements relating to:

- a) induction training for vehicle technicians (see 11.2);
- b) competence assessments and refresher training for vehicle technicians (see 11.3);
- c) vehicle technician identity cards (see 10.2);
- d) specific equipment to be carried on vehicles (see Clause 7);
- e) inspection, maintenance, testing and examination of road recovery vehicles and equipment (including frequencies) (see 6.2);
- f) cleanliness and tidiness of road recovery vehicles (see 6.3);
- g) policy on personal protective equipment use, maintenance and replacement (see Clause 8);
- h) breakdown agreements with public sector bodies, highways authorities or the police (see 4.3);
- i) customer service (see Clause 12);
- j) disabled and vulnerable customers (see 12.2 and 12.3).

*NOTE 1 The areas contained within Annex D, concerning customer service, should be regarded as current best practice and considered for inclusion within the standard operating procedures.*

*NOTE 2 Attention should be paid to the requirements of motorists or customers who might be considered or might consider themselves "vulnerable" during the repair, recovery or removal of their vehicle and these requirements considered for inclusion within the standard operating procedures of the organization.*

*NOTE 3 Attention is drawn to the Data Protection Act 1998 [8] and the Computer Misuse Act 1990 [9].*

*NOTE 4 Attention is drawn to the GB Domestic Driving Hours Regulations [10], the Tachograph Regulations [11] Drivers CPC Regulations [12] and the Working Time Regulations 1998 [13].*

## 6 Vehicles

### 6.1 General

Management shall ensure that road recovery vehicles are fit for their intended use (including adequate payload and weight distribution) (see Notes 1 to 5).

Management shall ensure that all vehicles used for recovery or removal have a current MOT (Department for Transport) Certificate or Certificate of Roadworthiness issued by the Driving and Vehicle Standards Agency (DVSA)<sup>3)</sup> approved testing station, or if testing for either of these certificates is not possible, evidence to this effect.

Management shall ensure that technicians are trained and competent (in accordance with Clause 10) 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 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 any vehicle that is not roadworthy is not allowed to commence or continue a tour of duty.

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

*NOTE 2 When selecting road recovery vehicles for purchase in terms of vehicle design, consideration should be given 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 should be a main consideration, so far as is reasonably practicable, alongside operational requirements.*

*NOTE 3 Attention is drawn to the Road Vehicles (Construction and Use) Regulations 1999 [14].*

*NOTE 4 Attention is drawn to the requirements of European Community Whole Vehicle Type Approval (ECWVT) [15] which is compulsory for all new vehicles.*

*NOTE 5 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.*

### 6.2 Inspection and maintenance

Management shall ensure that regular safety inspections of road recovery vehicles are pre-planned and completed by competent persons. The frequency of safety inspections shall either be determined by assessing the level of mechanical degradation likely to be incurred over a period of time as a result of the vehicle's usage or at pre-determined mileage frequencies. Management shall take account of the requirements of the DVSA Guide to Maintaining Road Worthiness 2018 [N2] when planning these inspections.

Management shall ensure that a system of reporting and recording defects is in place and those records of defects and repairs are maintained.

Management shall ensure that road recovery vehicles are serviced, examined, tested and maintained by competent persons in accordance with the vehicle and equipment manufacturers' requirements and recommendations.

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<sup>3)</sup> Available from [www.gov.uk/government/organisations/driver-and-vehicle-standards-agency](http://www.gov.uk/government/organisations/driver-and-vehicle-standards-agency).

Detailed records of inspections, servicing, examination, testing and maintenance shall be maintained and be readily available for a period of fifteen months or as directed by the Traffic Commissioner.

### 6.3 Cleanliness and tidiness

Standard operating procedures (see Clause 5) and technician training documentation shall include instructions for maintaining cleanliness and tidiness in road recovery vehicles. Management shall instruct technicians on how to maintain clean and tidy vehicles, including securing tools and other equipment in the cab.

*NOTE Attention is drawn to Environment Agency guidance – Pollution prevention for businesses [16] for the washing of roadside breakdown and recovery vehicles carried out at road recovery operator premises.*

### 6.4 Seat belts

Management shall ensure that road recovery vehicles have seat belts fit for use on each seat.

*NOTE 1 Attention is drawn to The Road Vehicles (construction and Use) Regulations 1999 [14], Regulations 46 and 47 and the Motor Vehicles (Wearing of Seat Belts) Regulations 1993 [17].*

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 [17] 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 if an accident occurs. 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.*

### 6.5 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.

*NOTE Attention is drawn to the Road Vehicles Lighting Regulations 1989 [18] and subsequent amendments that apply to the fitting and usage of all lights. 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".*

### 6.6 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 [N3].

*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 [18] and subsequent amendments that apply to the fitting and usage of all lights.*

## 6.7 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 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.*

## 6.8 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 1 Management should ensure that the requirements of relevant legislation are met; attention is drawn to the following:*

- *UNECE Regulation 104 (R104) [19] requires 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) [18] (RVLR) and UNECE Regulation 48 (R48) [20] give requirements for harmonized installation of 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 [21].*

*NOTE 3 Guidance on current best practice for vehicle conspicuity is given in Annex A.*

## 6.9 Towing equipment

Management shall ensure that the towing hitch that can 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) [22]. It should be noted that when towing caravans fitted with an appropriate stabilizer that an extended neck (60 mm high) tow ball is required.*

*NOTE 2 The mechanical coupling device should be sized accordingly to the towing equipment and in accordance with manufacturer's recommendations.*

## 7 Road recovery vehicle equipment

### 7.1 Management responsibilities

Management shall ensure that road recovery vehicles carry the tools, equipment and safety 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 [23] and the Lifting Operations and Lifting Equipment Regulations 1998 [24].*

*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.*

Equipment that shall be carried on breakdown and recovery/removal vehicles is listed in Annex B, Tables B.1 and B.2 (which includes specifications for some items).

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. Detailed records of examination, testing and inspection shall be maintained and readily available for the period during which the road recovery operator is responsible for the tools and equipment.

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

*NOTE 4 The reference to inspections does not refer to engineering inspections.*

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 in accordance with standard operating procedures, see Clause 5, 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 might be carrying out future inspections.*

### 7.2 Technicians' responsibilities

Management shall ensure that technicians comply with training provided by management on 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 (in accordance with standard operating procedures, see Clause 5).

Management shall ensure that technicians do not use tools and equipment unless they are trained and competent in their use.



### 7.3 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 [23] and the Lifting Operations and Lifting Equipment Regulations 1998 [24].*

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, BS 7121-1, BS 7121-12 and BS EN 14492-1 and should be appropriately CE marked.*

*NOTE 4 The different ratings for the lifting limit and pulling limit should be identified on or adjacent to lifting equipment and winches.*

*NOTE 5 The requirements of the provision and Use of Work Equipment Regulations 1998 [23] and the Lifting Operations and Lifting Equipment Regulations 1998 [24] apply to recovery airbags.*

### 7.4 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, Road Vehicles (Construction and Use) Regulations 1999 [14]; and Section 26 of the Road Safety Act 2006 [25].*

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

## 8 Personal safety and protective equipment and clothing

### 8.1 General

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.

Management shall ensure that technicians understand what PPE is to be used, how and in what circumstances.

### 8.2 Essential safety and protective personal equipment and clothing

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

- a) highly visible reflective clothing and clothing in accordance with 8.4a), apart from whilst driving or working indoors;

*NOTE 1 Risk assessment should determine 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.

*NOTE 2 The identity of the road recovery organization may be removed if specified by a third party due to contractual/legal requirements.*

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

*NOTE 3 Attention is drawn to the Personal Protective Equipment at Work Regulations 2002 [26].*

### 8.3 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 in accordance with the standard operating procedures given in Clause 5, 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;
- e) traffic cones, warning triangles and divert arrows.

*NOTE 1 When using ear defenders, technicians should pay particular attention to their personal safety.*

*NOTE 2 Attention is drawn to The Traffic Signs Regulations and General Directions 2016 [27]*

### 8.4 Standards for personal safety and protective equipment

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 BS EN ISO 20471:2013+A1:2016, Class 3 as a minimum.
- 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 gloves should conform to BS EN 60903:2003, Class 0. This is the level for 1 000 V which gives an appropriate safety factor.*

## 8.5 Condition of personal safety and protective equipment

Management shall ensure that any non-serviceable items are replaced without delay and that reflective clothing is washed in accordance with the manufacturer's instructions to avoid delamination of the garment.

## 8.6 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 SURVIVE Best Practice Guidelines [N1].*

# 9 Premises

## 9.1 Suitability

Organizations shall operate from premises that are suitable for the purpose of their business and ensure that all necessary planning approvals are obtained.

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

Premises at which customers can 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 which shall also be publically available on request.

*NOTE 1 These may be shared with staff.*

*NOTE 2 Complaints procedures could, for example, be posted on an organization's website.*

*NOTE 3 All necessary planning approvals should be obtained.*

## 9.2 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.

# 10 Technicians

**10.1** Management shall ensure that all technicians are competent, (see 3.4) to carry out their activities.

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

**10.2** Management shall ensure that all technicians carry an identity card issued by their organization or an approved national occupational scheme, e.g. the National Training 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 5).

**10.3** 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.<sup>4)</sup> These checks shall be recorded. Further driving licence checks shall be completed 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 DVSA 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.

*NOTE 3* Management should consider the advantages and disadvantages of assessing the suitability of personnel by undertaking Disclosure Barring Service (DBS) checks. Specific contracts might require contractors to carry out DBS checks on all of their technicians.

**10.4** Management shall ensure that all technicians are able to access and use standard operating procedures and *SURVIVE Best Practice Guidelines* [N1].

**10.5** Management shall ensure that technicians are working in accordance with their training and company standard operating 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.

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

## 11 Training competence and behaviour of road recovery technicians

### 11.1 General

**11.1.1** Management shall ensure that training and competency skills for technicians working at the roadside shall be provided by a scheme traceable to the National Occupational Standards [3] (see Annex C and *SURVIVE* website<sup>5)</sup> for example of suitable training).

**11.1.2** Documented evidence of the training material review against the National Occupational Standards [3] shall be maintained.

**11.1.3** The training programme shall be delivered by a suitably qualified person(s) [the competent trainer(s)]. A competent trainer shall meet the following requirements as a minimum:

<sup>4)</sup> For clarification see: [www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/index.htm](http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/index.htm)

<sup>5)</sup> [www.survivegroup.org](http://www.survivegroup.org).

- has two years' relevant experience within the vehicle breakdown and recovery industry;
- holds current industry recognized qualification(s)/accreditation(s) (maximum of five years from issue date) in health and safety, customer service, and assessment of the roadside situation;
- holds a recognized training qualification;
- has competence in the specific breakdown/recovery equipment to which they are delivering training;
- within five years (maximum) of the initial certification (as above), has updated their knowledge/skills required to perform each task through measurable continuing professional development (CPD).

**11.1.4** Technician training shall include an assessment of the understanding and competence of those attending. Records of training shall be maintained by the employer.

*NOTE 1 The competent trainer takes on shared responsibility with the employer for the standard of training given and for the keeping of records.*

*NOTE 2 Where such an individual is not available in-house, external support services that can provide trainer training or deliver training to staff on behalf of the employer is available.*

*NOTE 3 Technician training can be delivered internally provided the trainer meets the definition of a competent trainer as well as externally by a competent trainer.*

**11.1.5** Records shall be retained to demonstrate that training has been delivered. Such records shall detail training courses attended including dates attended, course duration, trainer's name, pass, fail or referred, as applicable. Auditable proof of training shall be available upon request for examination during certification/inspection body assessments.

**11.1.6** Management shall ensure the most recent edition of the *SURVIVE Best Practice Guidelines* [N1] and documented training and operational requirements detailed in the organizations' standard operating procedures are made available to technicians and any other relevant personnel.

## 11.2 Induction training

Management shall ensure that their vehicle technicians have undergone induction training that covers all aspects of the work to be undertaken, and with the following requirements for a vehicle technician set out in Table 1 as a minimum.

*NOTE Additional specific training for fuel, tyre and battery technicians might be required in accordance with industry specific standards and publications.*

Table 1 Induction programme

Training area	Minimum content
<p>Basic health and safety</p> <p>(See Annex C and SURVIVE website for an example of a training module and refer to <i>SURVIVE Best Practice Guidelines</i> [N1])</p>	<ul style="list-style-type: none"> <li>• Applicable legislation and enforcement</li> <li>• PAS 43</li> <li>• PPE – types, use and maintenance</li> <li>• Accidents and near misses – prevention and reporting</li> <li>• Risk assessments and responsibilities</li> <li>• First aid</li> <li>• Equipment safety – inspection and maintenance</li> <li>• Fire hazards and precautions</li> <li>• Housekeeping</li> </ul>
<p>Customer service</p> <p>(See Annex C and SURVIVE website for an example of a training module and refer to <i>SURVIVE Best Practice Guidelines</i> [N1])</p>	<ul style="list-style-type: none"> <li>• Importance of positive working relationships and good communication</li> <li>• Customer needs and expectations</li> <li>• Importance of creating a positive impression</li> <li>• Dealing with dissatisfied customers</li> <li>• Assessing the safety of all present at the breakdown</li> <li>• Taking account of any disabilities which the vehicle occupants might have (see <i>SURVIVE Best Practice Guidelines</i> [N1] for guidance)</li> <li>• Providing advice to vehicle occupants on safety keeping them informed as to where to stand</li> <li>• Giving special consideration to everyone's safety whilst working on elevated sections of motorways, dual carriageways, other high-speed roads, and any areas where there is no hard shoulder or verge available (including SMART motorways)</li> </ul>
<p>Working at the roadside</p> <p>(See Annex C and SURVIVE website for an example of a training module and refer to <i>SURVIVE Best Practice Guidelines</i> [N1])</p>	<ul style="list-style-type: none"> <li>• Arriving at the scene of the breakdown or removal</li> <li>• Personal and customer safety</li> <li>• Dynamic risk assessment</li> <li>• Working in different road types (including motorways, and smart motorways)</li> <li>• Protecting the scene of the breakdown: the "Fend" position</li> <li>• Removal to a place of safety/awaiting a second resource</li> <li>• Working at the roadside</li> <li>• Incident management</li> <li>• Recovery back onto the hard shoulder or verge</li> <li>• Removal from the hard shoulder or verge</li> <li>• Leaving the scene of the breakdown or removal</li> </ul>
<p>Vehicle and equipment condition and use</p>	<p>Training to ensure that technicians are competent to use and to safely and efficiently operate all vehicle types and equipment, to ensure cleanliness and tidiness, and that everything is in safe working order including:</p> <ul style="list-style-type: none"> <li>• <b>Daily vehicle checks:</b> "Flower" check (fuel, lights, oil, water, electrics and rubber) prior to commencing duty (special attention shall be given to all hazard warning lights, including rear livery, beacons and loading lights, which shall all be kept in a clean condition)</li> <li>• <b>Equipment checks:</b> to ensure that equipment is in a serviceable condition (in accordance with standard operating procedures)</li> <li>• <b>Defect reporting procedures</b> to ensure that all defects are reported immediately to the employer and that records of defects are maintained and traceable to the repair of such defects</li> </ul>

Table 1 Induction programme (continued)

Training area	Minimum content
PPE	<ul style="list-style-type: none"> <li>Policy as defined in standard operating procedures in relation to use and maintenance and cleaning of PPE and safety related equipment, including high-visibility clothing when undertaking all roadside activities (including training), safety footwear, waterproof clothing, eye protection, gloves, ear defenders (when a dynamic risk assessment indicates this to be appropriate) and safety helmets</li> </ul>
Protective devices	<ul style="list-style-type: none"> <li>Awareness of how protective devices operate, including beacons and hazard warning lights, and under what circumstances each is appropriate to use</li> </ul>
Hazardous substances/first aid	<ul style="list-style-type: none"> <li>Awareness training for recognition of hazardous substances and the precautionary procedures needed to be taken by technicians in respect of suspected hazardous substances</li> <li>Awareness of contents and use of first aid kit provided for their personal use</li> </ul>
Legislation	<p>Legislation applicable for roadside recovery industry including:<sup>A)</sup></p> <ul style="list-style-type: none"> <li>The Transport Act 1968 [28]</li> <li>Regulations relating to drivers' hours (EU Regulation (EC) 561/2006) [29] and GB Domestic Hours [10]</li> <li>Regulations relating to tachographs EU Regulation, (EC) 165/2014 [11]</li> <li>Driver CPC Regulations [12]</li> <li>Working Time Regulations [13]</li> <li>Management of Health &amp; Safety at Work Regulations [1]</li> <li>Provision and Use of Work Equipment Regulations [23]</li> <li>Lifting Operations and Lifting Equipment Regulations [24]</li> <li>Personal Protective Equipment at Work Regulations [26]</li> <li>Control of Substances Hazardous to Health Regulations [30]</li> </ul>
Communications systems	<ul style="list-style-type: none"> <li>Training in the communications system(s) being used</li> </ul>
Standard operating procedures	<ul style="list-style-type: none"> <li>See Clause 5 for minimum requirements</li> </ul>
Relevant modules for light vehicle, motorcycle and heavy vehicle recovery	<ul style="list-style-type: none"> <li>See Annex C and SURVIVE website for guidance</li> </ul>

<sup>A)</sup> This is not an exhaustive list.

### 11.3 Competence assessments and refresher training

Management shall ensure that all technicians demonstrate their competence in the areas specified within 11.1 and 11.2 periodically and shall define the requirements for this assessment within the standard operating procedures (see Clause 5). Management shall ensure that technicians are provided with refresher training if required. Periodic assessments of competency shall not exceed five years and shall be completed by a competent assessor. Management shall ensure that records of competency assessments are maintained.

*NOTE* Competency assessments can be completed in a number of ways, e.g. internally, externally or through independent accreditation schemes – an example of an assessment scheme can be found in Annex C and on the SURVIVE website.

## 12 Customer service

### 12.1 General

Management shall ensure they have provisions in place relating to the delivery of customer service.

*NOTE* See Annex D for an example of recommended customer service.

### 12.2 Disabled customers

Management shall ensure that arrangements and procedures are in place to ensure that disabled customers are not treated less favourably than others because of their disability.

*NOTE* Road recovery operators as suppliers of services have duties under the Equality Act 2010 (EA) [31] and are under a duty not to discriminate against customers who have a disability.

Management shall implement reasonable adjustments to assist disabled people to access their facilities and services based on the information provided relating to the disability.

Management shall ensure that suitable training is provided to employees to ensure that they understand how they can best meet the needs of disabled customers.

*NOTE 1* Further guidance can be obtained from the Equality and Human Rights Commission website ([www.equalityhumanrights.com](http://www.equalityhumanrights.com)).

*NOTE 2* See in particular:

- “Code of Practice on Rights of Access: Services to the public, public authority functions, private clubs and premises” [32] (known as the Part 3 Code), which covers duties relating to transport infrastructure services (for example, selling and accessing breakdown services); and,
- “Code of Practice on Provision and Use of Transport Vehicles” [33] (supplementary to the Part 3 Code), which covers duties in relation to the provision and use of transport vehicles.

### 12.3 Vulnerable customers

Management shall ensure that systems and standard operating procedures are in place to:

- identify vulnerable customers;
- protect vulnerable customers;
- provide guidance on dealing with emergency situations.



## 12.4 Carrying or moving children, pets and domestic animals or livestock in road recovery vehicles

Management shall ensure that systems and standard operating procedures are in place to:

- identify whether any children, pets, domestic animals or livestock are being carried in casualty vehicles;
- provide relevant dynamic risk assessment training to technicians;
- provide guidance on safe working procedures and dealing with customers;
- provide guidance on dealing with emergency situations.

## 12.5 Complaints

Management shall ensure that a complaints procedure for use of customers at the roadside is in place and that customers are made aware of it.

# 13 Claims of conformity

## 13.1 General

Claims of conformity to this PAS shall be made in the principal documentation for which the claim is being made, in accordance with BS EN ISO/IEC 17050-1.

## 13.2 Scope of claim

In making a claim of conformity to this PAS, the organization shall address all of the provisions of the PAS.

## 13.3 Basis of claim

### 13.3.1 General

The claim shall identify the type of conformity assessment undertaken as one of:

- a) self-verification in accordance with **13.3.2**;
- b) other party verification in accordance with **13.3.3**; or
- c) independent third party certification in accordance with **13.3.4**.

*NOTE* Claims of conformity, made in accordance with **13.3.4**, are more likely to gain customers' confidence.

### 13.3.2 Self-verification

In undertaking self-verification, organizations shall be able to demonstrate compliance with the requirements of this PAS, and make supporting documentation available to any interested party requesting it.

*NOTE* Organizations should be aware that external verification could be required in the event of challenge to a claim and that customers could have less confidence in this option.

### 13.3.3 Other party verification

Organizations using an alternative method of verification involving parties other than those qualifying as accredited independent third parties, shall

satisfy themselves that any such party is able to demonstrate compliance with recognized standards setting out requirements for certification bodies.

*NOTE Examples of such recognized standards include BS EN ISO/IEC 17021-1, BS EN ISO/IEC 17020 and BS EN ISO/IEC 17065.*

### 13.3.4 Independent third party certification

Organizations seeking third party certification for this PAS shall undergo assessment by an independent third party certification or inspection body accredited to provide assessment and certification to this PAS.

Organizations seeking third party certification shall comply with the requirements in Annex E and Annex F.

## 13.4 Identification of the basis of a claim

All claims of conformity with this PAS shall use the appropriate form of disclosure, as follows:

1. For claims of conformity based on self-verification in conforming to **13.3.2**:  
*"[Insert unambiguous identification of the claimant] operates in accordance with a management system for road recovery conforming to PAS 43:2018, self-declared."*
2. For claims of conformity based on other party assessment in conforming to **13.3.3**:  
*"[Insert unambiguous identification of the claimant] operates in accordance with a management system for road recovery conforming to PAS 43, [insert unambiguous identification of the validating body] declared."*
3. For claims of conformity based on certification in conforming to **13.3.4**:  
*"[Insert unambiguous identification of the claimant] operates in accordance with a management system for road recovery conforming to PAS 43, [insert unambiguous identification of the certifying body] certified."*

## Annex A (informative) **Guidance on current best practice for vehicle conspicuity**

### A.1 Acknowledgements

Annex A is based on the work carried out by the Police Scientific Development Branch (later re-designated as the Home Office Scientific Development Branch, and subsequently re-designated the Home Office Centre for Applied Science and Technology) in 1998 and which is approved by the ACPO Traffic Committee (now re-designated as the ACPO Roads Policing Business Area).

### A.2 Introduction

Vehicle conspicuity is defined as the ability of a vehicle to draw attention to its presence, even when other road users are not actively looking for it. It is important that road recovery vehicle markings are conspicuous up to a distance of 500 m both during the day and the night.

### A.3 Factors improving road recovery vehicle conspicuity

#### A.3.1 Colour

**A.3.1.1** During the day, road recovery vehicle conspicuity can be improved by using colours which are not usually found in the environment in which the vehicle is used. Day vision is most sensitive to yellow-green colours, especially if fluorescent materials are used.

**A.3.1.2** During the night, the eye becomes more sensitive to blue colours and the use of retro-reflective materials is recommended for maximum effectiveness, especially silver or white.

#### A.3.2 Shape

**A.3.2.1** The greater the area the materials cover, the greater the vehicle conspicuity and the greater the distance over which the markings can be seen.

**A.3.2.2** Using square or rectangular blocks of colours on the sides of a vehicle is more effective than stripes, especially if fluorescent and/or retro-reflective materials are used. It is also recommended that no other materials, logos or symbols are placed over the blocks of colour as this can degrade their reflective properties. If the side outline of the vehicle is picked out with retro-reflective material then this will present an easily recognizable image.

**A.3.2.3** Chevrons should be used on the rear of road recovery vehicles. These chevrons should be marked with fluorescent and/or retro-reflective materials, be a minimum of 150 mm wide and the stripes arranged in an upward direction. Various conspicuous colour combinations and materials may be used, however research has identified that the most effective colours to be used are orange and yellow.

**A.3.2.4** Conspicuity marking legislation ([18], [21]) requires a full contour marking to the rear, i.e. horizontal and vertical markings to outline the shape of the vehicle, and partial contour markings on the side. Partial contour markings consist of a horizontal line showing the length of the vehicle and "tick" marks showing the upper corners of the body. However, where the shape, structure, design, or operational requirements make it impossible to install the mandatory contour marking, a line marking is acceptable. Rear markings should be red or yellow, and side markings yellow or white with all mandatory markings carrying an approval "E" marking to confirm compliance to R 104 [19].

**A.3.2.5** RVL R [18] and R48 [20] allow out-of-scope vehicles to be fitted with optional conspicuity markings, but where fitted they are required to conform to the relevant (mandatory) specification. Where compliant conspicuity markings are fitted, there is no requirement to fit rear marker plates. However the optional use of rear marker plates in addition to conspicuity markings is still permitted. Further guidance on the interpretation of regulations are available in *FTA Compliance Guide – Conspicuity Marking Requirements on Goods Vehicles*.<sup>6)</sup>

**A.3.2.6** The rear outline of the vehicle, where practical, should also be picked out with red retro-reflective material.

*NOTE 1 Full details of exempt vehicles and the technical specification for vehicle application can be found in Regulations R 48 [20] and R 104 [19].*

*NOTE 2 The use of fluorescent or retro-reflective materials is covered under the Road Vehicle Lighting Regulations 1989 [18] and currently only retro-reflective red may be used on the rear of the vehicle.*

*NOTE 3 Attention is drawn to the Road Vehicles Lighting and Goods Vehicles (Plating and Testing) (Amendment) Regulations 2009 [21] and subsequent amendments regarding patterns and colours of fluorescent and/or retro-reflective materials to be used on the front, sides and rear of vehicles. These deem retro-reflective materials to be lights. Therefore, only white may be used on the front, orange on the side, and red on the rear of the vehicle.*

*NOTE 4 The police service and Home Office have not applied for restrictive use regarding the rear orange and yellow chevrons on the grounds of public safety.*

*NOTE 5 The “Battenburg” type of livery, i.e. large blocks of colour is reserved for emergency vehicles (the official police, fire and rescue and ambulance services) and certain other government vehicles. It is important that this type of livery is not used on any other vehicles.*

*NOTE 6 Mandatory requirements relating to emergency warning lights are contained in 6.6.*

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<sup>6)</sup> Available from: [www.fta.co.uk](http://www.fta.co.uk)

## Annex B Vehicle equipment (normative)

### B.1 Breakdown vehicles

The equipment given in Table B.1 shall be maintained in good condition and carried at all times.

Table B.1 Equipment to be carried on breakdown vehicles

Equipment to be carried	Motorcycles	Car-derived van	Utility vehicle <sup>A)</sup>	Light commercial vehicle <sup>B)</sup>
Fire extinguisher suitable for dealing with vehicle class B <sup>C)</sup> and/or C <sup>D)</sup> fires in accordance with the requirements identified from a suitable and sufficient fire risk assessment	No	Yes	Yes	Yes
First aid kit <sup>E)</sup> including eye wash equipment (items being within date of assessment\inspection date of the certification \inspection body	Yes	Yes	Yes	Yes
Torch or portable lighting (intrinsically safe items i.e. those that do not emit sparks when used are preferred)	Yes	Yes <sup>F)</sup>	Yes	Yes <sup>F)</sup>
Jump start battery pack	No	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)	—	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)
Jump start leads	No	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)
Connection points for jump start leads	No	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)	Yes (except for specialist vehicles not attending battery or charging faults, e.g. tyre or fuel specialists)

Table B.1 Equipment to be carried on breakdown vehicles (continued)

Equipment to be carried	Motorcycles	Car-derived van	Utility vehicle <sup>A)</sup>	Light commercial vehicle <sup>B)</sup>
Tool kit (including wheel brace or similar tool) suited to the duty of the vehicle concerned. The contents of the tool kit shall be specified in the standard operating procedures of the organization	Yes	Yes	Yes	Yes
Lifting device or other equipment capable of partially raising the casualty vehicle and suited to the maximum casualty vehicle weight with a minimum lifting capacity of 1.5 t	No	Yes	Yes	Yes
The breakdown vehicle's registration number plate (spare) for use when towing the casualty vehicle	No	Yes (only applicable if capable of towing)	Yes (only applicable if capable of towing)	Yes (only applicable if capable of towing)
Suitable personal protective equipment as per Clause 7 of this PAS	Yes	Yes	Yes	Yes

A) For example, a 4 x 4.  
 B) For example, a panel van.  
 C) Flammable liquids.  
 D) Gaseous fires.  
 E) The first aid kit is for the personal use of the technician for self-aid unless a first aid certificate is held.  
 F) Intrinsically safe portable lighting is required for specialist fuel removal vehicles.

**NOTE 1** The equipment in Table B.1 is a requirement for any vehicle attempting to remobilize a casualty vehicle, even if the primary use of such a vehicle is for recovery or removal.

**NOTE 2** Breakdown vehicles might on occasion be required to carry specific equipment in addition to that listed above. All such equipment should be specified in the standard operating procedures of the organization, be fit for purpose and be maintained in good condition, as detailed in the contracts being operated.

**NOTE 3** Additional equipment to be carried can include some or all of the following:

- a) axle supports;
- b) temporary rear lights, including the breakdown vehicle's registration number, if the breakdown vehicle is carrying towing equipment (e.g. tow pole, 'A' frame, towing dolly) and the technician is intending to tow a vehicle or trailer;

- c) spill mats or absorbent granules/materials in order to help remove spillages from the carriageway; attention is drawn to Hazardous Waste Regulations (England and Wales) 2005 [5]; the Hazardous Waste Regulations (Northern Ireland) 2005 [6] and the Special Waste Amendment (Scotland) Regulations 2004 [7], for the removal and disposal of these materials;
- d) insulated tools and equipment.

*NOTE 4 It is recommended that a shovel and broom (with antistatic bristles) are also carried in order to help remove debris from the vehicle or the carriageway; attention is drawn to Hazardous Waste Regulations (England and Wales) 2005 [5]; the Hazardous Waste Regulations (Northern Ireland) 2005 [6] and the Special Waste Amendment (Scotland) Regulations 2004 [7], for the removal and disposal of debris.*

*NOTE 5 Jump start leads should be as long as is practical but should generally be no longer than 7.5 m in length, this representing the maximum length without incurring unacceptable electrical transmission losses during use. Emphasis is put on the desirability of parking at the rear of the casualty vehicle; jump leads should be selected that are long enough to allow this to take place.*

*NOTE 6 Consideration should be given to the provision of jump start sockets at the front and rear of new vehicles. Existing vehicles should be fitted with a socket to the rear of the vehicle and consideration should be given to fitting one at the front if it can reasonably be retrofitted.*

## B.2 Recovery/removal vehicles

The equipment in Table B.2 shall be maintained in good condition and carried at all times.

Table B.2 Equipment to be carried on recovery/removal

Equipment to be carried	Recovery/ removal vehicle for motor cycles	Service van with a recovery capability	Transporter	Light vehicle (from 2 000 kg up to 3 500 kg)	Medium vehicle (from 3 501 kg up to 18 000 kg)	Heavy vehicle (from 18 000 kg up to max permissible kg)
Fire extinguisher suitable for dealing with vehicle class B <sup>A</sup> ) and/or C <sup>B</sup> ) fires in accordance with the requirements identified from a suitable and sufficient fire risk assessment	Yes	Yes	Yes	Yes	Yes	Yes
First aid kit <sup>C</sup> ) including eye wash equipment (items being within date of assessment/inspection date of the certification/inspection body)	Yes	Yes	Yes	Yes	Yes	Yes
Torch or portable lighting (intrinsically safe items, i.e. those that do not emit sparks when used are preferred)	Yes	Yes	Yes	Yes	Yes	Yes
Tool kit (including wheel brace or similar tool) suited to the duty of the vehicle concerned. The contents of the tool kit shall be specified in the standard operating procedures of the organization	Yes	Yes	Yes	Yes	Yes	Yes

Table B.2 Equipment to be carried on recovery/removal (continued)

Equipment to be carried	Recovery/ removal vehicle for motor cycles	Service van with a recovery capability	Transporter	Light vehicle (from 2 000 kg up to 3 500 kg)	Medium vehicle (from 3 501 kg up to 18 000 kg)	Heavy vehicle (from 18 000 kg up to max permissible kg)
Straps or chains for securing casualty vehicle	Yes	Yes	Yes	Yes	Yes	Yes
Winch compatible for the vehicle and its duty	Yes	No	Yes	Yes	Yes	Yes
Suitable spill kits	No	No	Yes	No	No	No
Suitable personal protective equipment as per Clause 7 of this PAS	Yes	Yes	Yes	Yes	Yes	Yes

A) Flammable liquids.  
 B) Gaseous fires.  
 C) The first aid kit is for the personal use of the technician for self-aid unless a first aid certificate is held.

**NOTE 1** The equipment in Table B.2 is a requirement for any vehicle attempting to remobilize a casualty vehicle, even if the primary use of such a vehicle is for recovery or removal.

**NOTE 2** Recovery/removal vehicles might be required to carry specific equipment in addition to that listed above. Such equipment should be specified in the standard operating procedures of the organization, be fit for purpose and be maintained in good condition, as detailed in the contracts being operated.

**NOTE 3** It is recommended that a shovel and broom (with antistatic bristles) are also carried in order to help remove debris from the vehicle or the carriage; attention is drawn to Hazardous Waste Regulations (England and Wales) 2005 [5]; the Hazardous Waste Regulations (Northern Ireland) 2005 [6] and the Special Waste Amendment (Scotland) Regulations 2004 [7], for the removal and disposal of debris.

**NOTE 4** Additional equipment should be carried that is appropriate for the duty to be undertaken by the vehicle. See Table B.3 for an example of current good practice. Consideration should be given to the appropriateness of the equipment listed for other operational requirements for vehicles falling within the scope of this PAS.

**NOTE 5** Attention is drawn to the requirements prescribed in Series 100 Clauses 120.46 and 120.47 (May 2014 Edition) for equipment to be carried by vehicles operating vehicle recovery services within Highways works on the strategic road network in England, Scotland, Wales and Northern Ireland.



Table B.3 An example of good practice relating to additional equipment appropriate for specific duties undertaken by road recovery vehicles

NOTE Table B.3 applies to contracts relating to vehicles used for recovery or removal of vehicles from incidents or for forensic examination under contracts awarded by the police service in England and Wales.

Vehicle additional equipment list	4 x 4 Breakdown vehicles	Fitted with spectacle type under-lift for vehicles up to 3 500 kg	Slide or flatbed recovery vehicles	Fitted with lorry loader crane	Fitted with under-lift equipment for recovery of vehicles exceeding 3 500 kg	Low loader	Incident support vehicle	Remarks
Beacon bar/strobes <sup>A)</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Fire extinguishers <sup>B)</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<p>PAS 43 stipulates Class B (gaseous) and Class C (electrical) fires, for which CO2 extinguishers are recommended as a minimum. ADR Regulations suggest dry powder extinguishers, also suitable for Class A (solid materials).</p> <p>All fire extinguishers should be easily accessible at all times; secured to a mounting point or housed in a suitable container; protected against the elements; inspected annually and serviced as required by an accredited inspection body.</p> <p>Up to 3.5 t - ADR recommendation is a minimum total of 4 kg. 2 kg in the cab, and 2 kg accessible from the working area.</p> <p>Over 3.5 t and up to 7.5 t - ADR recommendation is 2 kg in the cab and 1 x 6 kg easily accessible from the working area. Minimum total of 8 kg. The 6 kg is to be carried in all cases.</p> <p>Over 7.5 t - ADR recommendation is 2 kg in the cab with a minimum total of 12 kg including at least 1 x 6 kg easily accessible from the working area.</p>
First aid kit (including eyewash) <sup>A)</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

Table B.3 An example of good practice relating to additional equipment appropriate for specific duties undertaken by road recovery vehicles (continued)

Vehicle additional equipment list	4 x 4 Breakdown vehicles	Fitted with spectacle type under-lift for vehicles up to 3 500 kg	Slide or flatbed recovery vehicles	Fitted with lorry loader crane	Fitted with under-lift equipment for recovery of vehicles exceeding 3 500 kg	Low loader	Incident support vehicle	Remarks
Jump leads/boost pack (or equivalent) <sup>A)</sup>	Yes	Yes	Yes	Yes	Yes	–	Yes	Jump packs are preferable to slave leads
Minimum of two work lights	–	Yes	Yes	Yes	Yes	Yes	Yes	As appropriate for vehicle type and operational requirements
PPE as appropriate <sup>B)</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Gloves, boots, reflective clothing, eye protection, safety helmet, chemical suit (can be disposable)
2 ATEX rated torches <sup>B)</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Awareness only - should be easily accessible to the driver
ADR/Hazchem chart	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Granules or absorbent pads, and a means of storing contaminated granules/pads
Spillage control kit <sup>B)</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	This can be any means of covering the bed and the vehicle at the request of any police force in England or Wales. Wrap is acceptable to preserve forensics on the vehicle (new tarpaulins should be available at all times)
Polythene sheeting to cover the bed	–	–	Yes	Yes	–	–	–	This can be any means of covering the bed AND the vehicle at the Force's request. Wrap is acceptable to preserve forensics on the vehicle (new tarpaulins should be available at all times)
Polythene sheeting and tape for forensics	–	–	Yes	Yes	Yes	Yes	Yes	
Brush	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Shovel	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Bolt croppers	–	Yes	Yes	Yes	Yes	–	Yes	
6 cones minimum 450 mm	Yes	Yes	Yes	Yes	–	–	Yes	
6 cones minimum 750 mm	–	–	–	–	Yes	Yes	–	

Table B.3 An example of good practice relating to additional equipment appropriate for specific duties undertaken by road recovery vehicles (continued)

Vehicle additional equipment list	4 x 4 Breakdown vehicles	Fitted with spectacle type under-lift for vehicles up to 3 500 kg	Slide or flatbed recovery vehicles	Fitted with lorry loader crane	Fitted with under-lift equipment for recovery of vehicles exceeding 3 500 kg	Low loader	Incident support vehicle	Remarks
An imaging device (camera/mobile)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Trailer board and cable <sup>(A)</sup>	Yes	Yes	–	Yes	Yes	–	–	
Minimum of 4 bed straps <sup>(B)</sup>	–	–	Yes	Yes	Yes	–	–	
Spec lift straps	–	Yes	–	–	Yes	–	–	On commercial underlifts these may be in the form of securing chains
Trolley/bottle jack (min. 1.5 t for light, 8 t for heavy)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Wheel brace or alternative	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Basic tool kit <sup>(B)</sup>	Yes	Yes	Yes	Yes	Yes	–	–	To include socket set
Crowbar minimum 1 m	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Sledge hammer minimum 4 lb	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Copper/hide/nylon mallet	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Bushman type saw	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Packing timber	–	Yes	Yes	Yes	Yes	Yes	–	
Set of centre-pull brothers/double leg chain	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Compatible with the winch, where one is fitted. For loading only
Access to dolly wheels/skates	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Access to motorcycle adaptor	–	Yes	Yes	Yes	–	–	Yes	
Airlines	–	–	–	–	Yes	Yes	Yes	
Snatch blocks (2 per winch)	Yes	Yes	Yes	Yes	Yes	Yes	–	Compatible with winch and rope if fitted. Minimum 2 t. Min. two per winch

Table B.3 An example of good practice relating to additional equipment appropriate for specific duties undertaken by road recovery vehicles (continued)

Vehicle additional equipment list	4 x 4 Breakdown vehicles	Fitted with spectacle type under-lift for vehicles up to 3 500 kg	Slide or flatbed recovery vehicles	Fitted with lorry loader crane	Fitted with under-lift equipment for recovery of vehicles exceeding 3 500 kg	Low loader	Incident support vehicle	Remarks
2 t shackles x 2 <sup>B)</sup>	Yes	Yes	Yes	Yes	–	–	Yes	Compatible with winch (or equipment)
6 t shackles x 2 <sup>B)</sup>	–	–	–	Yes	Yes	Yes	Yes	Compatible with winch (or equipment)
8 t shackles x 2 <sup>B)</sup>	–	–	–	–	Yes	Yes	Yes	Compatible with winch (or equipment)
12 t shackles x 2 <sup>B)</sup>	–	–	–	–	–	Yes	Yes	
7 mm G80 chains x 2 <sup>B)</sup>	–	Yes	Yes	Yes	Yes	–	Yes	2 m long with grab hooks at each end. On heavy vehicles these (or similar) may be used to lash down
10 mm G80 chains x 2 <sup>B)</sup>	–	–	–	Yes	Yes	–	–	
16 mm G60 chains x 2 <sup>B)</sup>	–	–	–	–	Yes	Yes	–	
12 t strops x 2 <sup>B)</sup>	–	–	–	Yes	Yes	–	–	Where a top boom is fitted. Required for forensic recovery on a lorry loader to maximum capacity of crane
Lifting bar/damage free lifting frame	–	–	–	Yes	–	–	–	To allow a “no wheels to turn” lift or vehicle cannot be “touched”

A) PAS 43 mandatory requirement as per Tables B.1 and B.2.

B) PAS 43 mandatory requirement for this category of equipment contained in Tables B.1 and B.2 – Table B.3 contains additional requirements for police awarded contracts.

## Annex C (informative) Training and assessment for vehicle technicians and specialist job roles – Additional guidance

### C.1 Examples

*NOTE* This annex provides additional guidance and is not an alternative to the contents of Clause 11.

Tables C.1 to C.3 Provide examples of training and assessment based on the National Occupational Standards [3] for roadside assistance and recovery.

Table C.1 Examples of training modules for light, motorcycle and heavy road recovery technicians

Module	Light road recovery technician	Motorcycle road recovery technician	Heavy road recovery technician
VR1 (Basic health and safety)	✓	✓	✓
VR2 (Customer service)	✓	✓	✓
VR3 Assess the roadside situation	✓	✓	✓
VR4 Ancillary equipment (flat tow)	✓	–	–
VR5 Spectacle frames (suspend tow)	✓	–	–
VR6 Transporters (total lift)	✓	–	–
VR7 Advanced winching	✓	–	–
VR8 Handling motorcycles	–	✓	–
VR9 Recovery of motorcycles using ancillary equipment	–	✓	–
VR10 Recovery of motorcycles using spec frame vehicles	–	✓	–
VR11 Recovery of motorcycles using transporters	–	✓	–
VR12 Ancillary equipment (flat tow)	–	–	✓
VR13 Heavy underlift	–	–	✓
VR14 Heavy suspend tow	–	–	✓
VR15 Heavy transporters (total lift)	–	–	✓
VR16 Advanced heavy winching	–	–	✓
VR17 Lorry loaders	✓	–	✓
VR18 Air cushion	–	–	✓
VR20 VR appliances (heavy recovery)	–	–	✓
VR23 Bus and coach	–	–	✓

*NOTE* A full list and description of each module can be found on the IVR website ([www.theivrgroup.org](http://www.theivrgroup.org)).

Table C.2 Examples of training modules for specialist job roles

Module	Certification/ Inspection body inspector	Roadside recovery vehicle inspector	Recovery impact protection vehicle driver <sup>A)</sup>
VR01 Health and safety	✓	✓	✓
VR02 Customer service	✓	✓	✓
VR03 Assess the roadside situation	✓	✓	✓
VR24 Vehicle inspections	–	✓	–
VR22 Vehicle inspections – Certification and inspection bodies	✓ <sup>B)</sup>	–	–
VR25 Recovery impact protection vehicle (Road construction sites)	–	–	✓

<sup>A)</sup> Organizations that provide services to road construction contractors and that are required to provide impact protection vehicles can use this specialist module to provide the required qualification.

<sup>B)</sup> This course or equivalent is also considered as best practice for any company internal auditors who complete vehicle inspections.

Table C.3 Additional training modules for light, motorcycle and heavy recovery technicians

Recovery vehicle/equipment	VR01	VR02	VR03	VR26	VR27
EFAW emergency first aid <sup>A)</sup>	✓	✓	✓	✓	–
Electric and hybrid awareness <sup>B)</sup>	✓	✓	✓	–	✓

<sup>A)</sup> This course is about roadside/recovery technicians having a basic understanding of emergency first aid in their workplace and being able to deal with situations where someone has been injured and requires emergency first aid assistance, until the emergency services arrive.

<sup>B)</sup> This course is aimed at the rescue and recovery industry who are involved in the movement of High Voltage vehicles and need an understanding of specific requirements for the safe handling of high voltage vehicles during transportation/recovery or minor repairs at the roadside.

## C.2 Example of training and assessment scheme - National training and assessment scheme for technicians

The training and assessment delivered by the scheme is based on the National Occupational Standards [3] published by IMI (Sector Skills Council for the retail motor trade industry) and has been developed by the National Highway Sector Schemes for Vehicle Recovery to provide a national framework for training technicians.<sup>7)</sup> The scheme provides a national benchmark for training and assessment of technicians, trainers and assessors in the vehicle recovery industry and is independently assessed to ensure that the level and quality of delivered training and associated assessment is maintained to the national syllabus and

<sup>7)</sup> See UKAS website [www.ukas.com](http://www.ukas.com) (Publications and Technical Articles page) National Highways Sector Schemes 17/17b.

standard throughout the UK. The scheme provides a technician with a skills card that has national recognition.

The National Training and Assessment Scheme is modular in construction. The national training and assessment scheme administrator, in conjunction with the roadside assistance and recovery industry sector, has considered what the appropriate training and assessment requirements should be for light vehicle, motorcycle and heavy vehicle recovery technicians and provides guidance regarding the minimum compatible qualification requirements for technicians to operate relevant recovery equipment in line with the National Occupational Standards [3].

The induction and customer care training consist of three modules which may be used as the cornerstone for the assessment of operatives:

- VR01 Basic Health and Safety;
- VR02 Customer Service;
- VR03 Assess the Roadside Situation.

On successful completion of the induction modules VR01, VR02 and VR03 the operative/technician are eligible to be registered as a vehicle roadside technician and be issued with the relevant Red Registration Card. Induction training is augmented by relevant modules for light vehicle, motorcycle and heavy vehicle recovery, which enable a vehicle roadside technician to become a vehicle roadside recovery technician and be issued with a Blue Registration Card.

## Annex D (informative) Recommendations for customer service

### D.1 Introduction

This Annex contains recommendations for customer service based on those identified by the Equality Act 2010 [31].

### D.2 General guidance

It is strongly recommended that the following minimum standards are incorporated into the standard operating procedures of the organization (see Clause 5).

- a) Full business details should be provided to the local authority including ownership, premises, staffing and trade activities.
- b) A commitment to deal with customers fairly, courteously and in keeping with good business practice should be demonstrated.
- c) Staff should be made aware of the recommendations.
- d) Only work that the business is competent to undertake should be taken on.
- e) A formal complaints procedure should be put in place and a complaints officer nominated, the name of whom should be displayed on the premises. This nominated person should be aware of fair trading issues. It should be ensured that all staff understand and follow this procedure.
- f) Management should ensure compliance with the relevant codes of practice published by any trade association of which the business is a member.
- g) A written, detailed, fixed price quote for work should be offered wherever it is practicable to do so. Where it is not possible to give a firm quote, a written estimate should be offered. All quotes or estimates should be given inclusive of VAT (value added tax).
- h) Where work is arranged by telephone, clear details should be offered of the servicing/repair options and costs.
- i) The express permission of the customer to proceed should be sought if the cost is likely to exceed the estimate.
- j) Customers should be notified before work is undertaken if the business does not accept particular forms of payment (i.e. cash, cheque, debit card, credit card) or makes a charge for any particular form of payment.
- k) Items to be covered as part of any service should be agreed in consultation with the customer. Clear written details of the items to be covered should be provided.
- l) Where replacement parts are recommended, the customer should be provided with a clear explanation of the need for the replacement.
- m) Parts replaced during service or repair should be made available for inspection or returned to the customer unless a warranty claim is involved or the parts need to be returned to the supplier.
- n) Permission should be obtained from the vehicle owner to fit used parts where available in preference to fitting new parts.
- o) Where diagnostic work is required, the processes and charges should be explained to the customer. Following diagnosis, remedial work and charges should be agreed before commencement unless otherwise instructed by the customer.



- p) In the invoice, work carried out, materials used (including a description of the category of replacement parts if not new) and labour charges together with the total cost inclusive of VAT should all be fully detailed.
- q) The customer should be offered a feedback mechanism.
- r) Road recovery operators should check whether the driver or passengers of the casualty vehicle have any specific needs that might affect the recovery of them and/or their vehicle to ensure they are recovered safely and efficiently.
- s) A record of repairs, servicing and customer complaints should be kept for at least 12 months.
- t) The presence of an effective, regularly reviewed, training strategy for employees should be demonstrated. The training strategy should be capable of audit by an independent body if the need arises, and be maintained in accordance with professional standards within the breakdown, recovery and removal industry.

### D.3 Disabled customer guidance

Disabled customers might increase the risk at the roadside, and road recovery operators should be prepared to deal with these specific circumstances.

Guidance for road recovery operators in how to deal with disabled customers at the roadside is detailed in *SURVIVE Best Practice Guidelines* [N1].

### D.4 Vulnerable customer guidance

Some customers who break down at the roadside are more vulnerable than others and road recovery operators should be prepared to deal with these specific circumstances. Personal characteristics such as age and gender do not necessarily make a person vulnerable; every case should be judged on the circumstances at hand.

*NOTE For example, a person can be vulnerable as their location on the road or hard shoulder is particularly isolated/dangerous or they are at particular risk of exposure or ill health due to extreme weather conditions.*

Guidance for road recovery operators in how to deal with vulnerable customers at the roadside is detailed in *SURVIVE Best Practice Guidelines* [N1].

### D.5 Carrying or moving children, pets, domestic animals or livestock in road recovery vehicles guidance

Children, pets and domestic animals or livestock can increase the risk at the roadside and road recovery operators should be prepared to deal with these specific circumstances.

Guidance for road recovery operators in how to deal with children, pets, domestic animals or livestock is detailed in *SURVIVE Best Practice Guidelines* [N1].

*NOTE 1 Attention is drawn to The Motor Vehicles (Wearing of Seat Belts) Regulations 1993 [17] and the Road Traffic Act 1991 [34] as amended.*

*NOTE 2 There are three exceptions to the Child Car Seat Regulations [35] which allow children over three years of age and under 135 cm tall or under 12 years of age, to travel in the rear of a vehicle using an adult seat belt if the correct child restraint is not available:*

- *In a licensed taxi or private hire vehicle;*
- *For a short distance due to an unexpected necessity, i.e. a vehicle breakdown or recovery situation;*
- *When two occupied child seats in the rear prevent the fitment of a third child seat.*

*NOTE 3 If a passenger air bag system is fitted to the technician's vehicle, then only forward facing designed child restraint systems can be used. Rear-facing child restraint systems should not be used in a seat protected by a frontal air bag unless the air bag can be deactivated.*

Annex E  
(normative)**Accredited certification, inspection bodies and accrediting organizations**

**E.1** Where a road recovery operator takes the decision to seek assessment and certification by an accredited independent third party certification or inspection body (see 13.3.4) they shall do so using one or other of the following options.

- a) Have their documented management system assessed for conformity to BS EN ISO 9001 with PAS 43, incorporated as part of that system.

*NOTE This enables the accredited certification body to select a suitable sample of the organization's recovery fleet to be physically inspected to the requirements of PAS 43 during any one visit along with reviewing the organization's own systems for ensuring compliance of the recovery vehicles.*

- b) Have their application of PAS 43 assessed by an independent third party inspection body accredited to provide assessment and certification to PAS 43 and with its own inspection procedures conforming to BS EN ISO/IEC 17020.

**E.1.1** For option E.1 a) the road recovery operator shall select only certification bodies that:

- a) review the whole of the organization's fleet over the agreed contracted period unless the body has an established documented procedure to allow for the sampling of vehicles from any one operator;
- b) verify the approved vehicle or fleet of vehicles, at least annually;
- c) provide a detailed report, as defined in BS EN ISO/IEC 17021-1, highlighting the conformity of what has been seen and, if necessary, suitable timescales for rectification of systems or vehicles to be completed by;
- d) clearly identify the validity and date of any last annual visit on the certificate.

*NOTE 1 Contract periods for BS EN ISO 9001 are not expected to exceed three years, as defined in BS EN ISO/IEC 17021.*

*NOTE 2 Subject to the sampling procedure, additions to a fleet might be seen at the next available visit to the organization and the road recovery operator will make the body aware of any such new vehicles at the earliest opportunity.*

*NOTE 3 A vehicle can be identified by a record of the make, type and chassis number as a minimum.*

**E.1.2** For option E.1 b) the road recovery operator shall select only inspection bodies that:

- a) within each 12 month period, conduct an inspection of 100% of vehicles covered by the inspection certificate to confirm that each vehicle conforms to the requirements of the latest edition of PAS 43;
- b) issue a report after each annual visit that clearly details any non-conformities raised against the management system or vehicles seen;
- c) not issue inspection certificates to an organization until they have provided evidence that all or any non-conformities have been completely addressed. To this end an inspection certificate can only be valid for one year, with an allowance that visits may precede the expiry month end date by up to one month;
- d) only permit extension of the expiry date (up to one month) when supported by a clearly documented reason;

- e) clearly identify the annual validity period and the approved vehicle or fleet of vehicles inspected as an addendum or annex to any accredited inspection certificate issued.

*NOTE* If operators undertake rescue and recovery work they should have all vehicles in their fleet used for rescue and recovery work certified to PAS 43.

**E.2** In addition to the requirements in **E.1.1** and **E.1.2**, road recovery operators shall only select certification and inspection bodies that:

- a) are subject to an annual head office assessment and a minimum of two witness visits within the PAS 43 three year cycle.

*NOTE 1* Organizations that are not accredited to BS EN ISO 9001 will be subject to additional witness visits.

- b) publish and maintain a list of organizations holding a current certificate;

*NOTE 2* This listing should include expiry dates and be made available to any third party with a legitimate interest, including SURVIVE.

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## Annex F (normative)

# Auditor competence

### F.1 General

The general requirements given in F.2 for (accredited) third party auditor competence shall generally be applied equally to first and second party auditors.

*NOTE 1 The information aims to provide useful guidance for first and second party auditors for the assessment of an organization's system.*

When appointing an internal assessor, organizations should, as a minimum, ensure that the appointee meets the relevant experience and knowledge as given in F.2.2.

*NOTE 2 An organization may appoint a number of persons to undertake internal audits of relevant parts of their system; such persons should be suitably experienced and provided with training to assess the required systems, including relevant knowledge of BS EN ISO 9001.*

### F.2 Requirements

**F.2.1** To ensure consistency and to demonstrate independent capability, organization's shall choose certification bodies that are accredited against the requirements of ISO 17021 and inspection bodies be accredited against the requirements of ISO/IEC 17020-1 by the national accreditation body or equivalent.

*NOTE 1 In the UK, the appointed national accreditation body is the United Kingdom Accreditation Service (UKAS). Equivalent accreditation bodies include any relevant national accreditation body within the European Union or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes this PAS or an alternative recognized accreditation body.*

*NOTE 2 In the UK certain public authorities might require that certification bodies are accredited by the national accreditation body or equivalent.*

**F.2.2** The certification/inspection body shall provide evidence to an accrediting body that its assessors possess the necessary experience, technical knowledge and understanding of vehicle recovery and removal, as covered in the scope of this PAS. As part of this evidence the certification/inspection body shall provide evidence of appropriate training, (such as attendance of courses accredited by a third party), by a sufficient number of its assessment/inspection staff to ensure a minimum of one such trained individual participates in each assessment/inspection visit.

*NOTE 1 See Annex C and SURVIVE website for guidance on suitable training.*

These minimum assessment/inspection competencies shall include, but are not limited to, the following:

- a) training which provides as a minimum:
  - an understanding of relevant legal requirements and best practice relating to vehicle recovery operations as required by PAS 43;
  - an understanding of vehicle and equipment inspection requirements;
  - an understanding of documentation to establish legality and roadworthiness of vehicles and equipment, including inspections, servicing, testing, examination and maintenance.

*NOTE 2 See Annex C and SURVIVE website for an example of a suitable training course.*

- b) demonstrable knowledge of the vehicle recovery industry, vehicle recovery equipment and its operation including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of roadside repair, recovery and/or removal and other aspects of vehicle breakdown;

*NOTE 3 Typically, this would include knowledge of inspection of recovery vehicles and processes associated with the industry. Conveyance of this knowledge to auditing/inspecting teams can be determined by the certification/inspection body and audited by the accreditation body.*

- c) demonstrable assessment/inspection experience;

*NOTE 4 This should ideally be obtained from assessments/inspections of vehicle recovery and removal activities in at least two different organizations, including a minimum of two different organizations in any one assessor/inspector on a team assessment/inspection.*

- d) demonstrable technical competence in vehicle recovery and removal including electric vehicles;

*NOTE 5 As a minimum, technical competence of an auditor/inspector may be demonstrated by satisfying the requirements contained in this annex. It is preferable that this be recorded by the certification/inspection body by completion of a checklist prepared by the certification/inspection body based on these requirements.*

- e) demonstrable knowledge and understanding of the current edition of PAS 43;
- f) demonstrable ongoing health and safety training which includes an awareness of the risks involved in the supply and operation of vehicle recovery and removal services including electric vehicles;
- g) demonstrable knowledge and application of current health and safety requirements related to working on live highways;
- h) demonstrable knowledge and understanding of relevant legislation and standards;

*NOTE 6 This includes, but is not limited to the legislation listed in the Bibliography to this PAS.*

- i) demonstrable awareness of relevant proposed legislation.

**F.2.3** The certification/inspection body is responsible for ensuring that the assessment/inspection teams possess demonstrable expertise in the assessment/inspection areas given in **F.2.2**.

A certification/inspection body shall keep full records and full details of their assessment team(s) that is (are) engaged in the certification/registration of vehicle recovery and removal operators.

## Annex G (normative) **Complaints process**

A complaint against a PAS 43 certificated operator can arise from concerns of different types, e.g. poorly maintained or wrong specification of vehicles, defective equipment, unsuitable premises, use of incorrect PPE, lack of suitably trained staff, etc.

A complaint should, in the first instance, be reported directly to the certification or inspection body that has issued the PAS 43 certificate. If however the certification or inspection body is not known, the complainant should contact the SURVIVE Secretary, who is able to provide the relevant details. Contact details for the Secretary are available via the SURVIVE website.<sup>8)</sup>

*NOTE 1 Complaints in the first instance should be regarded as positive feedback to all organizations in respect of alleged contractual mismanagement/oversights or alleged omissions to contracts, as determined by this PAS.*

Details of the complaint should as a minimum include the following details:

- 1) name and address of road recovery operator;
- 2) specific details of complaint including, as relevant:
  - date and time;
  - location;
  - vehicle registration number;
  - recovery technician's name (if known);
  - names and details of other parties involved;
  - photographic evidence (not including emergency services activities).
- 3) Details of the person/organization making complaint including as relevant:
  - name;
  - organization;
  - contact details (address, email contact, telephone etc.);
  - date.

On receipt of a complaint, the certification or inspection body should acknowledge receipt within two weeks, conduct a thorough investigation and send a reply within a reasonable timescale (taking account of the severity of complaint).

*NOTE 2 Due to the rules of confidentiality, the certification or inspection body may:*

- a) *be unable to provide specific details of the investigation, or the outcome;*
- b) *provide details of the person or company making the complaint to the operator in question.*

If the complainant feels at any point that the matter is not being addressed correctly and the operator concerned continues to breach the requirements and guidance contained in PAS 43, they should advise the accrediting body of their concerns and provide the accrediting body with the full details of the complaint and the response of the certification or inspection body. The accrediting body should then complete an investigation and respond to the complainant in an appropriate way.

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<sup>8)</sup> [www.survivegroup.org](http://www.survivegroup.org).

*NOTE 3 Complaints regarding certification and inspection bodies accredited by UKAS may be addressed to them at, 2 Pine Trees, Chertsey lane, Staines-upon-Thames TW18 3HR Tel 01784 429000. [www.customerfeedback@ukas.com](mailto:www.customerfeedback@ukas.com). Complaints may also be made to the certification or inspection body of the complainant.*

*NOTE 4 Any other legal breaches that are observed may be made directly to the relevant authorities, i.e. Police, DVSA, HSE, HMRC and other Government Departments.*

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## Bibliography

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

*NOTE* In addition to the following, future legislation and/or British Standards may also be applicable to this PAS.

### Standards publications

BS 7121-1, *Code of practice for safe use of cranes – Part 1: General*

BS 7121-12, *Safe use of cranes – Part 12: Recovery vehicles and equipment – Code of practice*

BS 7901, *Specification for recovery vehicles and vehicle recovery equipment*

BS 8555, *Environmental management systems – Phased implementation – Guide*

BS EN ISO 9000, *Quality management systems. Fundamentals and vocabulary*

BS EN 60903:2003, *Live working – Gloves of insulating material*

BS EN ISO 14001, *Environmental management systems – Requirements with guidance for use*

BS EN 14492-1:2009, *Cranes – Power driven winches and hoists – Part 1: Power driven winches*

BS EN ISO/IEC 17065, *Conformity assessment – Requirements for bodies certifying products, processes and services*

### Non-standards publications

- [1] GREAT BRITAIN. *Management of Health and Safety at Work Regulations 1999*. London: The Stationery Office.
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- [14] GREAT BRITAIN. *Road Vehicles (Construction and Use) Regulations 1999*. London: The Stationery Office.
- [15] DEPARTMENT FOR TRANSPORT. *European Community Whole Vehicle Type Approval*. Vehicle Certification Agency. Available from: <http://www.dft.gov.uk/vca/vehicletype/ecwvta-framework-directive.asp> [viewed July 2018].
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*NOTE* Local regulations may apply in the Republic of Ireland, Northern Ireland, Scotland and areas outside England and Wales.

### Further reading

BS EN 340:1993, *Protective clothing - General requirements*

BS EN 531:1995, *Protective clothing for workers exposed to heat*

BS EN 533:1997, *Protective clothing - Protection against heat and flame - Limited flame spread materials and material assemblies*

GREAT BRITAIN. *Working at Height Regulations 2005*. London: The Stationery Office.

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DRIVER AND VEHICLE STANDARDS AGENCY. *Driver Certificate of Professional Competence (DCPC)*.<sup>9)</sup>

HEALTH AND SAFETY EXECUTIVE. *Health and Safety in Motor Vehicle Repair and Associated Industries (HSG261)*.

HEALTH AND SAFETY EXECUTIVE. *Repair or Recovery of Buses and Coaches with Air Suspension (PM85)*.

HEALTH AND SAFETY EXECUTIVE. *Safe Use of Work Equipment Approved Code of Practice and Guidance (L22)*.

<sup>9)</sup> See <https://www.gov.uk/topic/transport/driver-cpc>

HEALTH AND SAFETY EXECUTIVE. *Safe Use of Lifting Equipment Approved Code of Practice and Guidance (L113)*.

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GREAT BRITAIN. *Safety at Street Works and Road Works, A Code of Practice. 2013*. London: The Stationery Office.

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