



BSI Standards Publication

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



Publishing and copyright information

The BSI copyright notice displayed in this document indicates when the document was last issued.

© The British Standards Institution 2015.
Published by BSI Standards Limited 2015

ISBN 978 0 580 88265 4

ICS 03.100.30; 43.160;

Publication history

First published May 2002
Second edition April 2006
Third edition March 2008
Fourth edition May 2010
Fifth edition May 2012
Sixth edition April 2015

Amendments issued since publication

| Date | Text affected |
|-------------|----------------------|
|-------------|----------------------|

Currently in preview, click buy full version

Contents

Foreword *iii*

Introduction 1

| | | |
|----|--|----|
| 1 | Scope | 1 |
| 2 | Normative references | 1 |
| 3 | Terms and definitions | 2 |
| 4 | General | 4 |
| 5 | Vehicles | 6 |
| 6 | Road recovery vehicle equipment | 9 |
| 7 | Personal safety and protective equipment and clothing | 10 |
| 8 | Premises | 12 |
| 9 | Technicians | 12 |
| 10 | Training and health and safety for vehicle technicians | 13 |
| 11 | Standard operating procedures | 17 |
| 12 | Customer service | 17 |
| 13 | Claims of conformity | 18 |

Annexes

| | | |
|-----------------------|--|----|
| Annex A (informative) | Guidance on current best practice for vehicle conspicuity | 20 |
| Annex B (normative) | Vehicle equipment | 22 |
| Annex C (normative) | Training and health and safety for vehicle technicians – Additional guidance | 29 |
| Annex D (informative) | Recommendations for customer service | 38 |
| Annex E (normative) | Accredited certification, inspection bodies and accrediting organizations | 47 |
| Annex F (normative) | Auditor competence | 48 |
| Annex G (informative) | Complaints process | 50 |
| Bibliography | | 52 |

List of tables

| | | |
|-----------|---|----|
| Table 1 | – Induction programme | 16 |
| Table B.1 | – Equipment to be carried on breakdown vehicles | 22 |
| Table B.2 | – Equipment to be carried on recovery/removal | 24 |
| Table B.3 | – An example of good practice relating to additional equipment appropriate for specific duties undertaken by road recovery vehicles | 26 |
| Table C.1 | – Light vehicle road recovery operator | 33 |
| Table C.2 | – Motorcycle road recovery operator | 33 |
| Table C.3 | – Heavy vehicle road recovery operator | 33 |
| Table C.4 | – Minimum compatible qualifications for roadside assistance, motorcycle assistance and light recovery technicians | 34 |
| Table C.5 | – Minimum compatible qualifications for roadside assistance, heavy recovery technicians | 35 |
| Table C.6 | – Minimum compatible qualifications for specialist job roles | 36 |
| Table C.7 | – Additional modules | 36 |
| Table C.8 | – Guide to training providers on minimum training periods associated with National Training Scheme Modules | 36 |

Summary of pages

This document comprises a front cover, an inside front cover, pages i to iv, pages 1 to 54, an inside back cover and a back cover.

Currently in preview, click buy full version

Foreword

Publishing information

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

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

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

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

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

BSI Technical Committee MHE/3, *Cranes and derricks*, and Subcommittee MHE/3/14, *Vehicle recovery cranes and equipment*, were also consulted during the revision of PAS 43.

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

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

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

¹⁾ PO Box 538, Kings Langley WD4 4AJ.

Supersession

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

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

Relationship with other publications

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

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

Information about this document

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

Use of this document

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

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

Presentational conventions

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

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

Contractual and legal obligations

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

Compliance with a PAS cannot confer immunity from legal obligations.

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

Introduction

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

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

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

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

1 Scope

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

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

2 Normative references

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

BS EN 166, *Personal eye protection – Specifications*

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

BS EN 388, *Protective gloves against mechanical risks*

BS EN 397, *Specification for industrial safety helmets*