



BSI Standards Publication

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



## **PUBLICLY AVAILABLE SPECIFICATION**

### **Publishing and copyright information**

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

© The British Standards Institution 2018.  
Published by BSI Standards Limited 2018.

978 0 580 52431 8

ICS 03.100.30; 43.160

*No copying without BSI permission except as permitted by copyright law.*

### **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  
Seventh edition September 2018

## Contents

Foreword	iii
Introduction	1
1 Scope	1
2 Normative references	1
3 Terms and definitions	2
4 General	4
5 Standard operating procedures	6
6 Vehicles	7
7 Road recovery vehicle equipment	10
8 Personal safety and protective equipment and clothing	11
9 Premises	13
10 Technicians	13
11 Training competence and behaviour of road recovery technicians	14
12 Customer service	18
13 Claims of conformity	19

### Annexes

Annex A (informative) Guidance on current best practice for vehicle conspicuity	21
Annex B (normative) Vehicle equipment	23
Annex C (informative) Training and assessment for vehicle technicians and specialist job roles – Additional guidance	31
Annex D (informative) Recommendations for customer service	34
Annex E (normative) Accredited certification, inspection bodies and accrediting organizations	37
Annex F (normative) Auditor competence	39
Annex G (normative) Complaints process	41

Bibliography	43
--------------	----

### List of tables

Table 1 – Induction programme	16
Table B.1 – Equipment to be carried on breakdown vehicles	23
Table B.2 – Equipment to be carried on recovery/removal	25
Table B.3 – An example of good practice relating to additional equipment appropriate for specific duties undertaken by road recovery vehicles	27
Table C.1 – Examples of training modules for light, motorcycle and heavy road recovery technicians	31
Table C.2 – Examples of training modules for specialist job roles	32
Table C.3 – Additional training modules for light, motorcycle and heavy recovery technicians	32

### Summary of pages

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.

---

<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*