

## CORONAVIRUS (CV-19) SAFE SYSTEM OF WORK

**NOTE: The SURVIVE Best Practice Guidelines still apply, as do your own organisation's procedures and safe systems of work. This guidance relates to the specific issues and risks presented by the CV-19 pandemic and provides some best practice guidelines for the management of this.**

### ON ALL BREAKDOWN/RECOVERY JOBS

#### ALWAYS

- Keep 2m (approx. 3 steps) between you and the customer unless they are in the vehicle with the doors and windows closed
- Wear disposable nitrile gloves from the moment you arrive until you are ready to leave the job. Dispose of them in line with your company's waste disposal procedures each time you:
  - make a telephone call
  - use PC 's or Data Terminals
  - touch your vehicle steering wheel, gearlever, door handles etc.
  - finish the job, before getting back into your vehicle
- Wipe any keys and touch points (eg steering wheel, handbrake) with anti-bac wipes
- Keep the time inside the casualty vehicle to a minimum
- Keep the member informed, by phone if possible, of the process you will be following and what they need to do.
- Clean your hands when you have finished the job and frequently throughout the day

#### NEVER

- Have direct contact with the customer (such as shaking hands or other greetings)
- Allow the customer to use your phone
- **Carry passengers in breakdown/recovery vehicle cabs unless your organisation has assessed the risk and put in place procedures which you must follow – and if your dynamic risk assessment at the scene identifies that leaving a customer at the scene exposes them to significant risk**
- Enter a casualty vehicle if a customer confirms they are positive or are showing symptoms of CV-19
- Complete a job if either a customer or passengers appear to be in medical distress - call an ambulance immediately
- Complete a recovery with the occupants inside the casualty vehicle if the customer does not want to be recovered in this way due to concerns that you are not able to address – in these circumstances ask the customer to call a friend or family member to come and collect them and if this is not an option request advice/assistance from your control centre or emergency services if in a high risk area
- If you have to remain to protect the scene until assistance arrives, **YOU SHOULD NOT REMAIN IN YOUR VEHICLE AT ANY TIME** and you must ensure that you and the vehicle occupants are in a safe area maintaining a 2 metre gap between you

## **GUIDANCE FOR RECOVERING THE CASUALTY VEHICLE WITH OCCUPANTS REMAINING INSIDE**

### **FLAT TOW**

Follow normal operational procedures and the guidance above

### **TRAILER or FULL LIFT**

Follow the guidance above and :

- Get the vehicle occupants into the casualty vehicle BEFORE loading, with seat belts on and windows closed/open slightly if required to enable conversation
- Avoid use of the driver's seat if possible
- Advise vehicle occupants to remain in the casualty vehicle whilst loaded on the recovery vehicle and during loading and unloading processes
- During loading/unloading:
  - Stay on the phone with the customer throughout the process if possible
  - If the driver's seat has to be occupied instruct the customer to keep hands off the steering wheel and feet away from the footbrake
  - Get the customer to show that the vehicle is out of gear and the handbrake is off
- If using a trailer restrict your speed to 30mph and towing distance either to the first place of safety or in line with your operational procedures/dynamic risk assessment
- Drive with extreme caution
- If the customer requires to stop and get out of the vehicle you must fully unload before they get out
- When unloaded instruct the customer to apply the handbrake and remove the key before they get out of the vehicle

**IF YOU ARE UNABLE TO MOVE THE VEHICLE OCCUPANTS BY ANY OF THE ABOVE MEANS AND YOUR DYNAMIC RISK ASSESSMENT AT THE SCENE IDENTIFIES A SIGNIFICANT RISK BY LEAVING THEM AT THE BREAKDOWN SCENE AND ONLY IF YOUR OPERATIONAL PROCEDURES PERMIT IT implement the following controls:**

- Take the customer **ONLY** to the first place of safety
- Call the emergency services and request assistance if there is more than one vehicle occupant
- Provide gloves for the customer to wear and instruct them to sit in the seat nearest to the passenger door and fasten their seat belt
- Instruct the customer that they must sit facing the passenger door and not talk during the journey
- Take the shortest journey possible to the first place of safety and wipe down the cab with anti-bac wipes after the customer has left the cab