



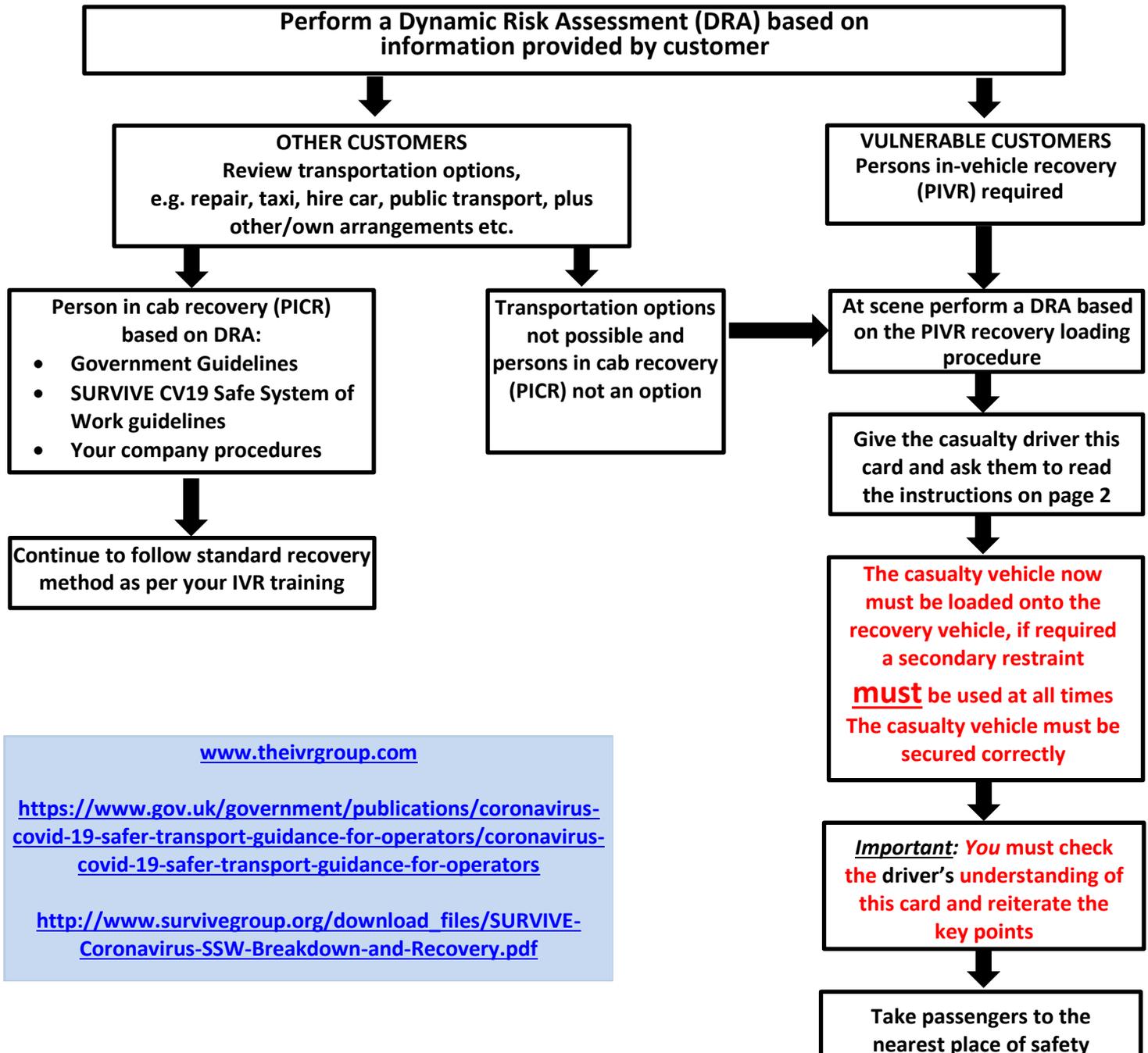
COVID-19 Rescue Protocol (vsn 4)

Recovering customers during COVID-19 restrictions

Scope: Guidance for transporting of driver, passengers and vehicles during COVID 19 restrictions

Reason: Government and industry guidance – 2m rule for social distancing (transportation guidance)

Time scale: 14 August 2020 until further notice



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<https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators/coronavirus-covid-19-safer-transport-guidance-for-operators>

http://www.survivegroup.org/download_files/SURVIVE-Coronavirus-SSW-Breakdown-and-Recovery.pdf

NOTE:

- If it is a commercial vehicle, the VRO must obtain and retain the keys before commencing the recovery.
- Ensure that the steering lock is dis-engaged and that steering is free for the initial recovery.
- Remember the casualty driver may be nervous, drive accordingly and allow plenty of braking distance.
- Consider any passengers, do your dynamic risk assessment and consider all potential hazards and risks.



Guidelines for casualty driver being recovered and remaining in their vehicle

Please read carefully. If you do not understand any points and have further questions, please ask the technician before the recovery commences.

Please advise the attending recovery technician if you suffer with any other medical condition i.e. epilepsy, or any condition that may affect you.

This guidance refers to the driver and all passengers of all types of broken-down vehicle

1. **The technician will ask that your keys are removed from the ignition and that they are made safe (commercial vehicles only)**
2. Please wear your seatbelt
3. Ensure that the steering lock is dis-engaged and that steering is free for the initial recovery
4. Gear lever in neutral (N) for automatics in the neutral position for manuals
5. Release handbrake when instructed to do so by technician
6. Turn off hazard lights and leave them off
7. If being winched onto the recovery vehicle assist the technician with steering
8. The recovery vehicle may be using its flashing beacons so, if necessary pull down your sun visor so that you will not be dazzled
9. The technician will ask that your keys are removed from the ignition or that they are made safe (non-commercial vehicles)
10. Keep your doors unlocked at all times
11. **Once loaded do not touch any of the vehicles hand or foot controls at all**

Whilst being recovered, remain seated with your seat belt on, cross your arms and do not touch any of the controls at all, your ignition, stereo and heater need to be off at all times.

If you feel worried or concerned at any time contact the recovery driver by one of the means below. 

If the recovery driver has a hands-free set in his cab then it is advisable that you stay in contact via the phone whilst the recovery takes place.

To attract attention: Sound your HORN or flash your LIGHTS

