



## **AVRO MEMBERSHIP STANDARDS**

In order to promote a consistent and respected standard throughout the roadside recovery industry AVRO supports and commends PAS 43. However it is acknowledged that some members may decide that PAS 43 is not feasible for their individual operation. Any member who has PAS 43 in place will by standard comply with AVRO membership standards.

It is paramount to the achievement of AVRO and the roadside recovery industry that standards are at the forefront and is why AVRO has its own standards of membership, as well as a Code of Conduct, which all members are to comply with.

In addition to the above, AVRO will support any member wishing to achieve PAS 43 and those wishing to do so may contact the AVRO office for assistance and support.

### **MEMBERSHIP STANDARDS POLICY:**

#### **PREMISES:**

- 1) All premises must be commercial premises, suitable for the operation of a roadside recovery operation. The members trading name and contact number will be clearly displayed on the outside of the premises in a prominent position. Where local regulations do not permit the use of signage, written confirmation of this will be required.
- 2) If applicable to the operators business, the operator's premises will include a Reception Area, Waiting Area or similar which will be in a clean and presentable condition, along with access to a clean toilet area, the availability of a telephone, and facilities to offer hot and cold drinks.
- 3) If applicable to the operators business, the operator will have secure storage facilities (either internal or external) for a minimum of two vehicles or such facilities suitable to the operation of the business. All storage areas are to be of hard standing construction and in compliance with environmental regulations.

#### **VEHICLES:**

- 1) The members trading name and contact number will be clearly displayed on the outside of the vehicle in a prominent position. Roadside and recovery vehicles utilised in specialist or sensitive circumstances, requiring inconspicuously, will be exempt from the above.
- 2) All roadside and recovery vehicles MUST have in place Proof Load Certificates and MUST comply with current LOLER and PUWER regulations with relevant certification.
- 3) In Republic of Ireland all roadside and recovery vehicles will comply with the Safety & Health at Work (General Applications) Regulations 2007 with relevant certification.
- 4) All roadside and recovery vehicle cabs and passengers areas must be clean, presentable and free from tools, equipment and other articles which contaminate such areas or cause injury in the event of a collision.
- 5) All roadside and recovery vehicles will have the correct level of Road Excise Duty in place and will have a valid MOT Certificate and DVSA Plating Certificate as required by Law



- 1) All roadside and recovery vehicles will comply with all relevant regulation and laws applying to their operation, including tachograph, overloading and Operator Licence.
- 2) All roadside and recovery vehicles and equipment will undergo regular maintenance and be maintained in a safe, roadworthy condition and free from defects.
- 3) All recovery vehicles will be weighed at a public weigh bridge with the relevant weight bridge certificate retained on file. A weight bridge certificate must be available for the following weights:
  - a. Front Axle
  - b. Total Axles / Total Weight
  - c. Rear Axles / Rear Bogie
- 4) All recovery vehicles must be weighed in an operational condition i.e. full fuel tank, carrying all required equipment. The above is the only method of obtaining the true payload of a recovery vehicle. In determining the payload of a recovery vehicle an allowance of 80KG per person carried in all calculations.
- 5) All recovery vehicles will clearly display in a clearly prominent position the safe working load (SWL) or working load limit (WLL) of the recovery equipment (i.e. Slidebed, spec-lift, lorry mounted crane etc). Any safe working load (SWL) or working load limit (WLL) will taking in to account the permitted payload of the recovery vehicle to ensure that although equipment may not be overloaded, but the axles of the recovery vehicle may be.
- 6) All roadside and recovery vehicles must comply with Road Vehicle Lighting Regulations with the correct reflective markings to emphasise the outline and length of the vehicle. In addition to this, to increase safety, conspicuously reflective tape should be used on access doors, locker doors and storage areas upon roadside recovery vehicles to aid in visibility when in use and accessed.

#### **EQUIPMENT:**

- 1) All items of equipment (including winch ropes, spec-lifts, under lifts, over lifts, lorry mounted cranes, slide bed bodies) must have a Proof Load Certificate or Certificate of Conformity clearing displaying the relevant proof load and safe working load where applicable. In addition to this, all items must comply with LOLER and PUWER regulations. All items will display upon them the relevant safe working load (SWL) or will lift load (WLL) in a prominent position evident to the operator.
- 2) All roadside and recovery vehicle operational equipment controls will be clearly marked for the correct mode of operation. In respect of lorry loader cranes, in addition to the above, the safe working load (SWL) and capability radius must be displayed.
- 3) All supplementary and additional items of equipment (including shackles, lifting chains, strops, lifting strops, winching stops etc) must have a Proof Load Certificate or Certificate of Conformity clearing displaying the relevant proof load and safe working load where applicable. In addition to this, all items must comply with LOLER and PUWER regulations. All items will display upon them the relevant safe working load (SWL) or will lift load (WLL) in a prominent position evident to the operator.



- 4) All equipment will undergo regular maintenance and be maintained in a safe, operational condition and free from defects.

#### **EMPLOYMENT:**

- 1) All employees will have competent knowledge and receive documented training in the use and operation of all roadside and recovery vehicles and equipment to which they operate.
- 2) All employees will undergo training, delivered by a competent trainer and will be to National Occupational Standards which will be relevant to the tasks and duties of their employment.
- 3) All employees will receive a basic induction to their employment, their duties and responsibilities.
- 4) All employees will be supplied with an identification card, displaying their image and full name as well as the details and contact details of the operator they represent.
- 5) All employees will be issued with a corporate uniform, displaying the name or logo of the operator they represent. All employees will be monitored to ensure all uniform remains clean, tidy and presentable and the employee is compliance with its use.
- 6) All employees will comply with all Health and Safety regulations, including the use and provision of personal protective equipment.
- 7) All employees will be issued with the relevant personal protective equipment and reflective clothing relevant to the tasks and duties of their employment.
- 8) All employees will have the correct driving licence relevant to their duties, responsibilities and the roadside and recovery vehicles to which they operate. All employees will have their drivers licence details confirmed at regular intervals to ensure current and compliant with both the Law and insurance requirements.

#### **OPERATIONS:**

- 1) All members will operate in accordance with all statutory and common law in addition to all Health and Safety and operational regulations.
- 2) All members will provide documented training to all employees, in particular in relation to safe operations at the roadside. All training should be based on Survive Group Best Practice Guidance.
- 3) All members will have in place a management system to manage, distribute and monitor all incidents attended by the members operation.
- 4) For the purposes of transparency and accountability all members will operate a registered landline telephone number which will be advertised and available to the public. The landline contact number will be clearly displayed on the outside of premises and upon roadside and recovery vehicles, unless utilised in sensitive circumstances, requiring inconspicuously, will be exempt from displaying such landline contact number.
- 5) All members will have a registered landline telephone number which is advertised and available to the public. In addition to this the landline telephone number will be clearly displayed on roadside and recovery vehicles, if operations allow,



- 6) All members will operate and conduct their business operations in the best interest of the wider roadside recovery industry. All charges for services provided will be fair and reasonable and in line with industry standard and justified.

**INSURANCE:**

**PREMISES:** The policy must provide ALL RISK cover for any motor vehicle(s) which are the property of or in the custody or control of the operator for the use in connection with its business operation (own vehicles).

The policy must cover for customer's vehicles on a full ALL RISK basis.

The limit for Customers' Vehicles on the premises should be appropriate for the business, i.e. reflect the maximum value at risk at any one premises

The limit for contents of customers' vehicles and loads should be appropriate for the business needs.

Commercial loads must be at least on a legal liability basis with an indemnity limit of £250,000 where the operator deals in commercial vehicle recovery

**ROAD RISK:** The policy must provide comprehensive cover for any motor vehicle(s) which are the property of or in the custody or control of the operator for the use in connection with its business operation. The policy must provide unlimited cover liability in respect of personal injury and no less than £5,000,000 for third party property damage.

**LIMITATION:** Some policies limit single vehicles to a minimum value on both premises and road risk. The limit should be appropriate for the business needs.

**LOSS OF USE:** The policy must apply to both premises and road risk on a legal liability basis.

**LIABILITY:** The policy must include provision of insurance to levels as a minimum of the following, which will apply to both premises and road risk:

Public Liability/Service Indemnity  
£5,000,000

Employers Liability: £10,000,000

In addition the policy will provide provision for General Indemnity Limit and Service Indemnity Limit of £5'000'000.00