

مركز أبوظبي للصحة المهنية
ABU DHABI OCCUPATIONAL SAFETY AND HEALTH CENTER

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Abu Dhabi Occupational Safety and Health System Framework

(OSHAD-SF)

Code of Practice

CoP 33.1 – Traffic Incident Site Management

Version 3.0

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ABU DHABI PUBLIC
HEALTH CENTRE

مركز أبوظبي
للصحة العامة



Important Note:

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1. Introduction

- (a) This Code of Practice (CoP) applies to all employers within the Emirate of Abu Dhabi for provisions related to road incident site management including vehicle breakdown or recovery activities. This CoP is designed to incorporate requirements set by UAE and Abu Dhabi Regulatory Authorities. If requirements of this document conflict with requirements set by another regulatory authority, employers are required to follow the more stringent requirement.
- (b) This Code of Practice shall not apply to Police or Military operations. It shall however apply to all civilian entities.
- (c) This Code of Practice covers the following activities –
 - (i) The attendance to all types of road incidences including vehicles break-down, fallen tree, fallen billboards and other incidents on all types of roads including major highways (E-Routes) with or without a hard shoulder;
 - (ii) The recovery or removal of vehicles, and / or other objects, from all types of roads including major highways (E-Routes) with or without a hard shoulder; and
 - (iii) The task of temporary traffic management at the scene of a breakdown or other emergency including major highways (E-Routes) with or without a hard shoulder.
- (d) This Code of practice does not cover the recovery of vehicles from the live lane of a highway, which must only be completed under the direct authority, and control of Abu Dhabi Police.

2. Training and Competency

2.1 Training Requirements

- (a) Employers shall ensure that OSH training complies with the requirements of:
 - (i) OSHAD-SF – Element 5 – Training, Awareness and Competency.
- (b) Employers shall ensure that employees who are required to undertake activities covered by this CoP are trained and competent to do so.
- (c) The employer shall develop and maintain a documented training program which shall detail:
 - (i) the initial training requirements; and
 - (ii) the ongoing or refresher training requirements
- (d) Training shall include the specific requirements for undertaking dynamic risk assessment when attending the scene of a breakdown or incident.
- (e) Employers shall ensure that all persons responsible for the development and / or delivery of the training content shall be competent to do so.
- (f) Training shall encompass all of the required elements detailed in section 3 of this CoP.
- (g) The employer shall maintain a record of all training delivered that contains the following information:
 - (i) employee name and ID number;
 - (ii) emirates ID number;
 - (iii) subject(s) of the training;
 - (iv) dates and duration of the training;
 - (v) details of the training provider; and
 - (vi) records of any examination or assessment.

2.2 Initial Training

- (a) The employer shall develop and deliver an initial training syllabus to be given to staff attending to vehicles / other roadside incidents. This training must be based on a detailed training needs assessment and as a minimum must include:
 - (i) training to ensure the safe operation of all vehicle types, including that the vehicle is in safe and efficient working order and is clean and tidy;
 - (ii) procedure for the daily checking of vehicle safety systems and equipment, and the process for reporting of defects or missing equipment;
 - (iii) training on the vehicle equipment, including the operation of equipment (such as light bars, tow equipment, winches etc.);
 - (iv) training on communication equipment and communication protocols;

- (v) the requirements for Personal Protective Equipment (PPE) including the correct wearing, care and reporting of defective or missing equipment;
 - (vi) procedures for dealing with hazardous substances and spillages;
 - (vii) procedures for assisting members of the public including the young, elderly or vulnerable persons (for example special needs / people of determination);
 - (viii) procedures and requirements for working safely on or adjacent to the highway, including dynamic risk assessment, vehicle positioning, positioning of safety equipment (such as cones), warning equipment, lighting etc;
 - (ix) the removal of vehicles and positioning of persons to a place of safety;
 - (x) legislative requirements, including the requirements of this CoP;
 - (xi) high risk activities and their associated controls (including adverse weather conditions or periods of low visibility);
 - (xii) safe systems of work and standard operating procedures;
 - (xiii) driving in adverse conditions (for example adverse weather), or driving on adverse terrain (for example off-road);
 - (xiv) dealing with emergency situations, summoning assistance and incident reporting
- (b) All initial training shall be verified by testing and/or practical exercises observed by the trainer. Records of the results of such verification must be retained.

2.3 Refresher Training

- (a) The employer shall develop a framework for refresher or update training as required by section 2.1(c)(ii).
- (b) The framework shall detail the timescales for refresher training for each required training element, and the requirements shall be documented. The framework shall also specify the precursors for initiating refresher training, including:
 - (i) time-based retraining;
 - (ii) remedial training as a result of poor performance;
 - (iii) update training where systems have been changed or amended, or when equipment has changed; and
 - (iv) as a result of incident or accidents or changes in risk.
- (c) All refresher training should be verified by testing and/or practical exercises observed by the trainer. Records of the results of such verification must be retained.

3. Requirements

3.1 Roles and Responsibilities

3.1.1 Employers

3.1.1.1 General

- (a) Employers shall undertake their roles and responsibilities in accordance with the general requirements of *OSHAD-SF – Element 1 – Roles, Responsibilities and Self-Regulation, Section 3.2.5*.
- (b) Employers shall ensure that a risk assessment is performed in accordance with *OSHAD – SF Element 2 - Risk Management* and the requirements in section 3.4 of this CoP.
- (c) Employers shall ensure that vehicles utilized for activities governed by this CoP are suitable for the use and comply with the minimum vehicle requirements detailed in section 3.2 of this CoP including:
 - (i) a documented system for pre-use checks of vehicles and for the recording and rectification of faults;
 - (ii) a documented system for ensuring that necessary vehicle safety or operational equipment is provided and maintained, including for reporting of missing or defective equipment; and
 - (iii) records in relation to the systems, which shall be held available for 6 months.
- (d) Employers shall ensure that systems are developed in order to monitor the adherence of employees to the required Standard Operating Procedures (SoP's) or operational standards, including remedial actions to be taken in the event of poor performance (for example remedial training).
- (e) Employers shall ensure that suitable communications equipment (radio, telephone etc.) is provided to enable employees to summon emergency assistance.
- (f) Employers shall ensure that suitable first aid equipment and adequate fire extinguishers are provided in case of any injury or fire and also ensure that there is a documented system in place for the periodic inspection of the first aid equipment and fire extinguishers.
- (g) Employers shall ensure that all required Personal Protective Equipment (PPE) is provided and correctly worn. The employer shall ensure a system is in place for employees to report damaged or defective PPE. The employer shall ensure that all PPE is selected, managed and maintained in accordance with *OSHAD – SF CoP 2.0 - Personal Protective Equipment*.
- (h) Employers shall ensure that staff who drive as an inherent part of their duties are included within the driver fatigue risk management program as per the requirements of *OSHAD – SF CoP 25.0 - Driver Fatigue Prevention*.
- (i) Employers shall ensure that a system is developed to ensure records are kept of all incidents, these records shall include the outputs of the dynamic risk assessment (update of the general risk assessments), SoP requirements and other information related to OSH.

3.1.2 Employees

- (a) Employees shall undertake their roles and responsibilities in accordance with the general requirements of *OSHAD-SF Element 1 - Roles, Responsibilities and Self-Regulation* section 3.2.7
- (b) Employees shall:
 - (i) follow information and instructions provided by the employer for equipment use;
 - (ii) observe safe work practices and operating procedures prescribed by the employer;
 - (iii) ensure that their actions do not endanger the safety of other road users or members of the general public;
 - (iv) use provided PPE, equipment or safety devices provided for work by the employer in accordance with any training and instructions received;
 - (v) report any activity or defect, which they believe, is reasonably foreseeable to have a danger to their safety or the safety of another person; and
 - (vi) not drive any vehicle which is unsafe or use any equipment which is in a failed condition.

3.2 Vehicle Requirements

- (a) Employers shall undertake a risk assessment to determine the correct type of vehicle required. During the assessment the employer shall take into account:
 - (i) the payload and weight distribution of the vehicle for its intended use;
 - (ii) the ability to safely carry and store required equipment;
 - (iii) ease of access and egress from the vehicle preferably from the front passenger side;
 - (iv) ability to maintain comfortable temperatures inside in extreme weather conditions;
 - (v) conspicuity markings and visibility of the vehicle including the ability to fit warning lights and light bars;
 - (vi) the fitment of seatbelts and where necessary child restraints or other equipment (for example Isofix fittings); and
 - (vii) fitment of ancillary equipment such as winches or tow hooks.
- (b) Employers shall develop, implement and maintain a documented process for daily inspections of vehicles for roadworthiness. Checks shall include the functioning of all safety equipment such as light bars as well as equipment required to perform the tasks, such as traffic cones. Records of daily inspection shall be kept for a minimum period of 6 months.
- (c) Employers shall ensure that defective vehicles are not used until repaired.
- (d) Employers shall ensure that vehicles and associated equipment (such as winches, towing equipment etc.) are maintained in accordance with the manufacturer's instructions and frequencies. Records of this maintenance shall be kept.

- (e) Road recovery vehicles shall be fitted with a minimum of two high level amber warning lights which shall be capable of operating independently from the vehicles normal lighting system. Lighting beacons shall be capable of providing a rotating beam of light visible through 360 degrees. The positioning of these lights shall be such that they are not capable of being obscured by other equipment carried or used on the vehicle.
- (f) Work vehicles shall be of a conspicuous base colour; that contrasts with the yellow of workers reflective clothing. Whilst the pattern and type of vehicle markings will vary depending on the type of vehicle and the nature of works to be carried out, any retroreflective materials fitted to improve the conspicuity of the vehicle shall be micro prismatic Class RA2 retroreflective material, as defined in EN 12899-1 or to the minimum standard ASTM D4956-01 Type IV. The general principle shall be that retroreflective vehicle markings shall show yellow to the side and red to the rear of the vehicle.
- (g) The minimum level of markings for a vehicle that will stop on the carriageway shall be a full width roof mounted warning beacon or lighting bar visible from all around the vehicle, rear retroreflective markings and a side retroreflective marking strip running the full length of the vehicle.
- (h) Rear retroreflective markings shall consist of either red retroreflective material covering the whole rear of the vehicle as far as is reasonably practicable or a series of chevron markings comprising red retroreflective tape of minimum width 75mm spaced 50mm apart with the apex of each chevron marking pointing upwards. When applied to a vehicle of base colour yellow, there is no requirement to fill the spaces between the chevron markings. For vehicles of other colours, the space shall be filled with yellow fluorescent non-retroreflective tape. This tape shall be replaced when faded to maintain the required conspicuity.
- (i) Retroreflective markings on the sides of small vehicles (<3.5t) shall consist of a minimum of a single unbroken yellow retroreflective stripe of minimum width 50mm applied, so far as is practicable, along the entire length of the vehicle. For larger vehicles, the principles of outline markings as detailed in UN ECE104 should be applied to the sides.
- (j) All markings and lights shall be kept clean at all times and must be replaced when their conspicuity is reduced or faded.
- (k) The safe working load (SWL) or Working Load Limit (WLL), as applicable shall be clearly displayed in a prominent position on any lifting equipment.

3.3 Communication

- (a) Employers shall provide and maintain suitable communication equipment that enables them to communicate from the road vehicle and from the roadside.
- (b) Employees shall be trained in the use of the equipment and the correct communications protocols for:
 - (i) emergency communication;
 - (ii) protocols for when communications systems are defective or not working; and
 - (iii) correct language and communication terms to be used.
- (c) Employers must not require, cause or permit the use of a handheld mobile phone whilst driving.

3.4 Dynamic Risk Assessment

- (a) Dynamic risk assessment can be defined as “The continuous assessment of risk in a rapidly changing operational environment in order to implement the control measures necessary to ensure an acceptable level of risk”.
- (b) Employers shall ensure that employees are trained in the process for undertaking dynamic risk assessment.
- (c) When undertaking the dynamic risk assessment, the assessor must take into account:
 - (i) risks to the employee themselves;
 - (ii) risks to members of the public, other road users and in particular people of determination;
 - (iii) the road layout, road profile (plane, uphill or downhill or winding), road speed and traffic density, lighting etc.;
 - (iv) the prevailing weather conditions; and
 - (v) the approach to the work areas and the best position to park.
- (d) The dynamic risk assessment process must identify conditions of high risk where further communication, advice or authorization is required.

3.5 Responsibilities towards the Public (including People of Determination)

- (a) The employer is responsible to ensure that the safety of the public, customers and others (including People of Determination) is a priority when attending at the roadside.
- (b) The employer's personnel shall, following the dynamic risk assessment, advise the customer of the safest place to stand to await recovery or repairs. As a normal process the customer shall be advised to:
 - (i) exit the vehicle from the safer side (the side opposite to the live carriageway);
 - (ii) not stand between the broken down vehicle and the live carriageway, or the live carriageway and any barrier (the sandwich position); and
 - (iii) to stand on the verge behind any protective barrier.
- (c) Where due to circumstances it is safer for the person(s) to remain in the vehicle, they must be advised to wear a seatbelt.
- (d) Additional risks exist for People of Determination, for example the deaf being unable to hear vehicles or challenges with communication. These risks should be addressed within the dynamic risk assessment and the entity operative shall determine the safest control.

3.6 Working on or at the roadside (Vehicle Incidents)

- (a) Employees shall undertake their roles and responsibilities in accordance with the Standard operating Procedures (SoP) developed by the employer.
- (b) On arrival at the location the employees shall correctly position their vehicle. The vehicle shall be positioned in the most appropriate "Fend" position (see appendix 1).
- (c) Recovery vehicles must not be parked in the Live running lane of a Major Highway unless under the specific direction of a Police Patrol or SAEED Patrol.
- (d) Operatives shall, where possible exit their vehicle from the safe side (the side opposite the live carriageway).
- (e) Where possible the operatives must walk with vision maintained to oncoming traffic.
- (f) Where due to circumstances of the incident it is not possible to park in the "Fend" position and the response vehicle is required to be parked in front of the casualty vehicle, the use of traffic warning devices such as lights, cones and signs must be implemented.
- (g) Determine the need through the risk assessment process for coning of the worksite to create a safe zone.

3.7 Working on or at the roadside (Other Incidents)

- (a) Employees shall undertake their roles and responsibilities in accordance with the Standard Operational Procedures (SoP) developed by the Entity.
- (b) On arrival at the location, the employees shall correctly position their vehicle. The area of the road (one or more lanes) with traffic obstructions such as fallen tree, signboard, and debris shall be isolated and live traffic diverted away from it.
- (c) Recovery vehicles (e.g. lifting vehicles) on the site must be parked under the specific direction of a Police Patrol or SAEED Patrol.

3.8 Incident Site Information

- (a) The results and outputs from the dynamic risk assessments shall be recorded. Employers shall ensure that these records shall be reviewed and included in the update of general risk assessments and associated documents, for example safe working procedures, vehicle specifications, training etc.

3.9 Personal Protective Equipment

- (a) All staff must wear hi-visibility reflective clothing when undertaking roadside activities, including when undertaking training activities.
- (b) All reflective clothing shall be maintained in a clean and reflective condition and washed according to the manufacturer's instruction.
- (c) Any damaged PPE shall be replaced without delay; and any employee shall not be permitted to undertake duties with damaged PPE.
- (d) All PPE must be suitable for the workplace, taking into account temperature and weather conditions.
- (e) Hi Visibility clothing shall as a minimum comply with the requirements of ISO EN 20471 Class 3 or equivalent.

3.10 Lone Worker(s) and Remote Location Worker(s):

- (a) Employers with lone worker(s) and/or remote location worker(s) shall provide, or ensure provision of training and such first-aid equipment, as is appropriate and sufficient in the circumstances to enable the employee(s) to render first-aid to himself/herself/themselves while at work. Employees shall also have appropriate means of communication and contact information for local emergency services.

4. References

- OSHAD-SF – Element 1 – Roles, Responsibilities and Self-Regulation
- OSHAD-SF – Element 2 - Risk Management.
- OSHAD-SF – Element 5 – Training, Awareness and Competency
- OSHAD-SF – CoP 2.0 – Personal Protective Equipment
- OSHAD-SF – CoP 17.0 – Safety Signage and Signals
- OSHAD-SF – CoP 25.0 – Driver Fatigue Prevention
- OSHAD-SF – CoP 34.0 – Safe use of Lifting Equipment and Lifting Accessories
- Federal Law No 8 of 1980 (Labour Law)
- Abu Dhabi Safety and Traffic Solutions Committee – Emirate of Abu Dhabi Work zone Traffic Management Manual
- British Standards Institute – PAS 43:2015
- Survive – Best Practice Guidelines V3.15
- BS7901:2002 – Specification for Recovery Vehicles
- HSE UK – Health & Safety in Motor Vehicle Repair and Associated Industries
- Traffic Safety Measures & Signs for Roadworks “Chapter 8 “part 2.

5. Document Amendment Record

Version	Revision Date	Description of Amendment	Page/s Affected
3.0	10 th February 2019	New Document	N/A

Appendix 1: Fend Positions

Step 1

Park the attending vehicle at least 50 meters behind the casualty vehicle

Step 2

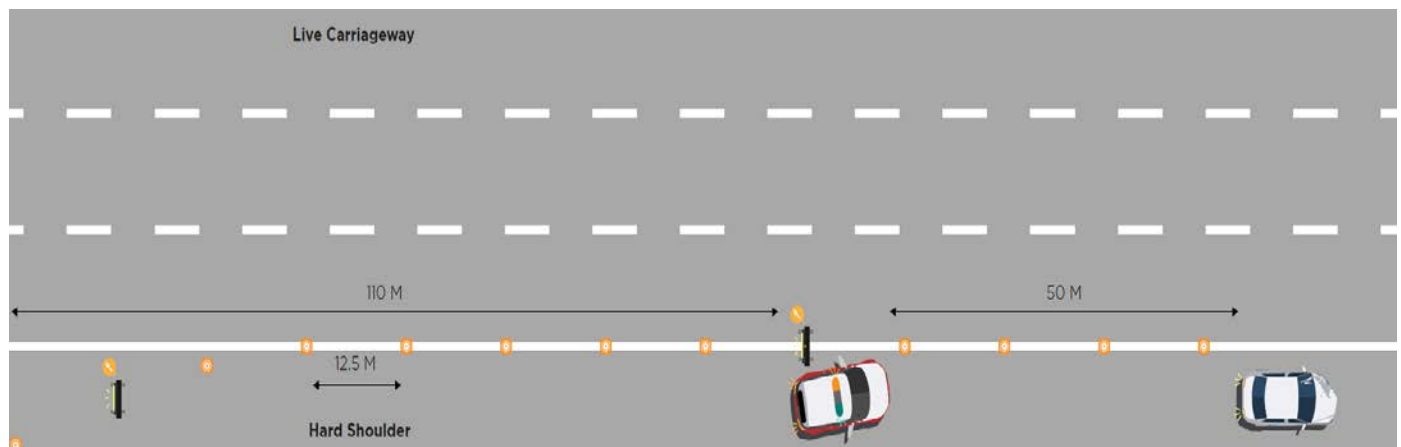
Park so that the vehicle is parked in the most appropriate fend position for the location circumstances, so that the lights and rear reflective areas of the recovery vehicle are facing the approaching traffic.

Step 3

Position the vehicle so that the offside of the recovery vehicle is closer to the flow of traffic than the offside of the casualty vehicle. This increases the safety margin space when working on the offside of the casualty vehicle

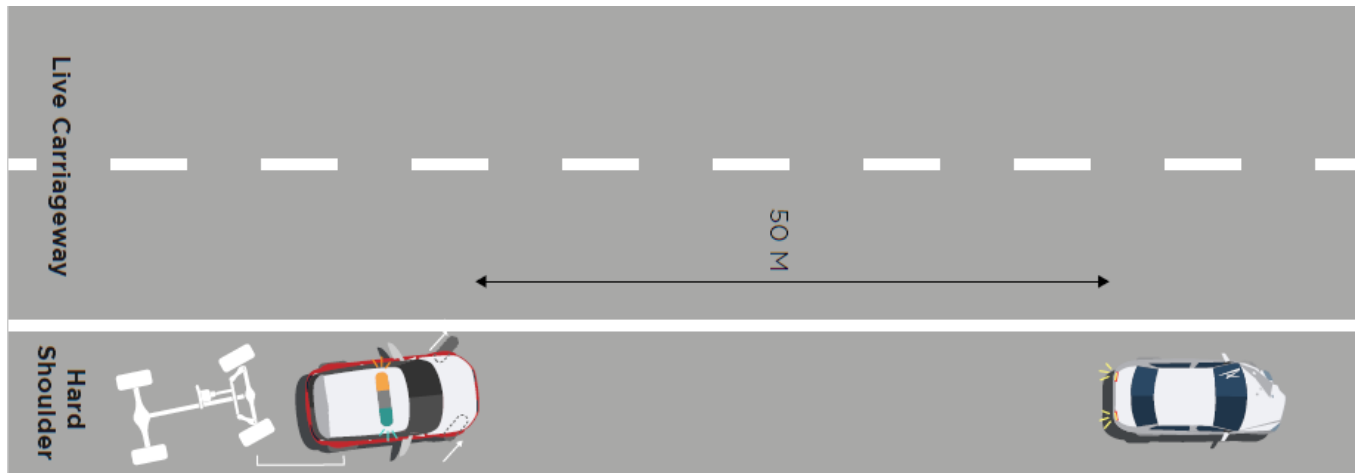
Step 4

Determine the need for coning of the site to establish the safety zone.



Fend Positions:

1. Fend "Off" Position:



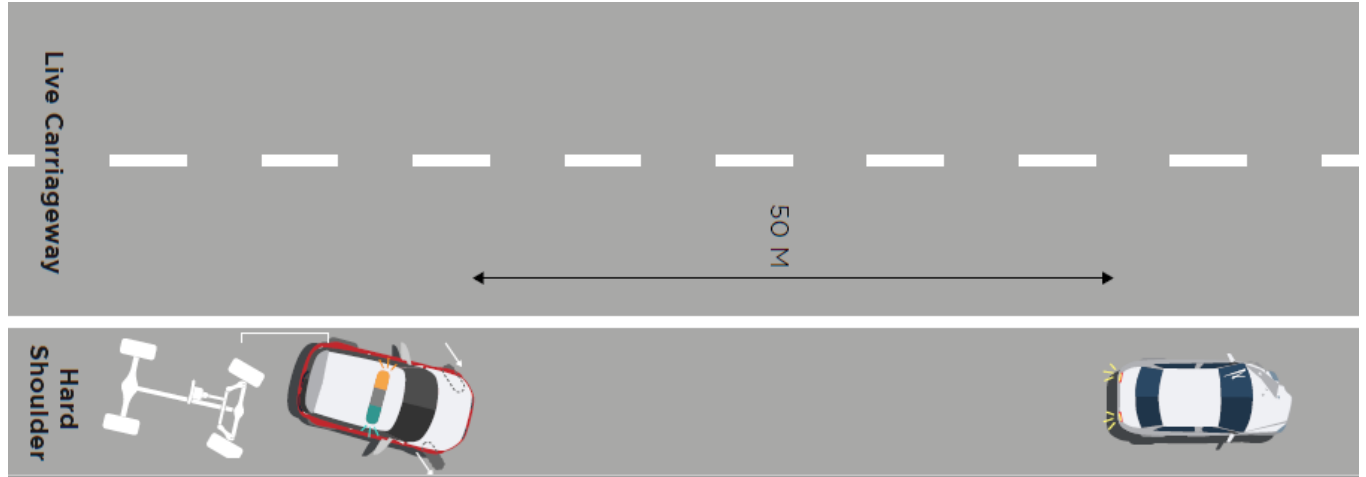
Advantages + –

- Vehicle fills the lane and provides a line of defence to the broken down vehicle;
- Provides a forewarning that the vehicle is stationary;
- Visually the vehicle gets larger as approaching vehicles draw nearer;
- When parked on a hard shoulder the vehicle appears as though it could be emerging into traffic from the hard shoulder and is more likely to make approaching traffic take greater care;
- Provides the occupants with a better view of the approaching traffic when exiting the vehicle;
- Provides a better view of traffic over the vehicles bonnet and enables the concerned to be more aware of approaching danger.

Disadvantages –

- Rear lights and markers are not so prominent
- When parked on the hard shoulder it may encourage other vehicles to slow or change lanes having assumed that the vehicle is emerging from the hard shoulder;
- Driver is exposed to direct impact should there be a collision;
- When on a hard shoulder any collision may force the vehicle into the live lanes of traffic.

2. Fend “In” Position:



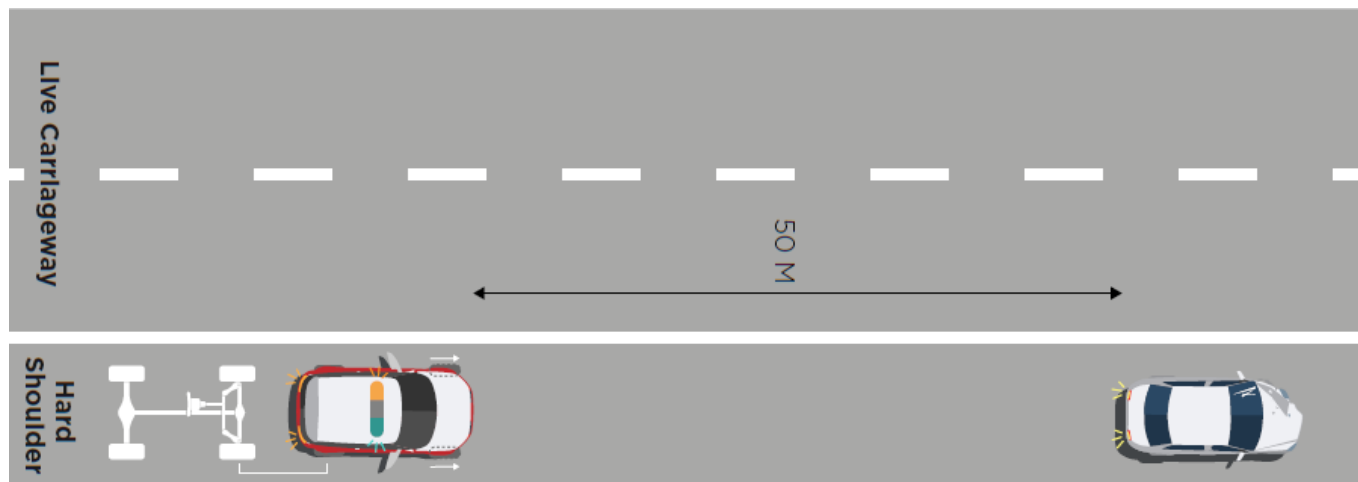
Advantages + –

- Vehicle fills the lane and provides a line of defence to the broken down vehicle;
- Provides a forewarning that the vehicle is stationary;
- Provides the occupants with a better view of the approaching traffic when exiting the vehicle;
- When the vehicle is parked on the hard shoulder, if struck it will minimise the likelihood of the vehicle being pushed into the live carriageway.

Disadvantages –

- Rear lights and markers are not so prominent
- Visually the vehicle gets smaller when vehicles approach;
- When parked on the hard shoulder near to a barrier or wall, if the vehicle is hit it may collide with the barrier and then travel down the hard shoulder alongside the vehicle barrier.

3. Fend "Inline" Position:



Advantages + –

- Vehicle markings are more visible;
- Driver of the vehicle is not exposed to direct impact when exiting the vehicle.

Disadvantages –

- May appear to approaching vehicles that the vehicle is moving;
- Does not fill the lane, therefore only offers limited line of defence;
- If the vehicle is hit it will travel forward and breach the safety zone.

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