



Risk Assessment & Method Statement Suite 2026
Vehicle Recovery, Roadside Assistance & On-Site Repair Operations

Workplace / Contract: All Sites (Generic)

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COSHH Register

[Petrol](#)

[Diesel](#)

[WD40](#)

[Easy Start](#)

[Injector & Carb Cleaning](#)

[Anti-Freeze](#)

[Qualguard Oratec Coolant 50/50](#)

[AGCO Parts EP Grease](#)

[Polygard Brake & Clutch Cleaner](#)

Emergency Procedures

Nearest Hospital (24/7 A&E)

Nearest A&E facility to be confirmed on arrival based on the specific location of the recovery/repair (roadside, depot, workshop, or client site). Technicians should identify the nearest hospital using vehicle satnav or the Control Room prior to attending and confirm this as part of the on-site dynamic risk assessment.

Emergency Actions

Stop work immediately.

Contact the site/client emergency team where applicable.

Call 999 if required.

First aid kit provided in all vehicles. Seek first aid where possible.

Guide emergency services to the incident location.

Report the incident to the Crouch Recovery Control Room.

Waste Management

All waste (damaged components, spill materials) to be removed from site by Crouch Recovery.

Hazardous waste stored securely and disposed of via a licensed waste carrier.

No waste to be left at the roadside, depot, or client site.

Lone Working - Communication and Control Room Check-In Procedure

All technician check-ins referenced within the RAMS are managed through the APEX application. Upon arrival at the job, the attending technician will use the APEX app to notify the Control Room that they are on scene. The same process is followed upon completion of the task, ensuring accurate and timely status updates.

In addition to the APEX system, each technician is issued with a work mobile phone. This provides a secondary communication channel, enabling the technician to maintain periodic contact with the Control Room as required, report any unforeseen issues, and receive further instructions where necessary.

This dual-channel approach ensures robust communication, enhances situational awareness, and supports the safe and efficient delivery of all works.

Contractor Details

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Access/Egress in Traffic Management

Task:	Access/Egress in Traffic Management	Ref No:	CROUAM - RA001
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Merging into live traffic lanes	Collision, fatality	Build up to a suitable speed in the merging lane before joining traffic; use indicators to alert other drivers; do not pull out suddenly or aggressively	3	5	15	Abandon the manoeuvre and go round if there is a risk of danger; call for assistance from the Control Room or Police	2	5	10
Unanticipated hazards within the traffic management signed area	Impact injuries, fatality	Driver remains alert to hazards before moving into a signed area; amber beacons used on approach and egress; reduce speed on access	3	4	12	Call for assistance if the recovery is not safe to proceed	2	4	8
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6
Adverse weather conditions	Reduced visibility, slips, exposure	Monitor weather forecasts; adjust working practices; appropriate weather-protective PPE	3	3	9	Suspend non-essential work in severe conditions in consultation with control room/site management	2	3	6

Access/Egress in Traffic Management

Task:	Access/Egress in Traffic Management	Ref No:	CROUAM - MS001
RA Ref No:	CROUAM - RA001	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Safe access into and egress from live traffic management, signed works areas and lane closures during recovery operations.
- Use of beacons to signal intent when accessing or leaving a traffic management area
- Safe merging into running traffic lanes on completion of works

PPE

- Hi-visibility jacket and trousers.
- Safety helmet
- Safety boots
- Gloves

Preparation

- Review the access/egress route and traffic management layout before approach.
- Ensure beacons and work lamps are correctly fitted and working.
- Confirm vehicle reversing bleeper is fitted and working

Access & Site Safety

- Only trained personnel to carry out this activity.
- All operatives to have completed relevant training courses approved by an independent assessor and induction training.
- All operatives to have read and signed the company's risk assessments and method statements.
- Daily and weekly vehicle checks to be completed

Access and Egress Procedure

- On approach to the traffic management, recovery vehicles remain in the inside lane of traffic.
- Begin slowing to a manageable speed before the access point.
- Use beacons throughout the manoeuvre.
- Build up a suitable speed in the merging lane before joining other traffic and use indicators to signal intent.
- Do not pull out suddenly or aggressively so as to cause difficulty for other road users.
- The driver must remain alert to unanticipated hazards in the signed area before moving in
- If there is a risk of danger, abandon the manoeuvre, go round, and call for assistance.
- Were safe, access should be made at a reducing speed.
- Beacons should not be switched off until the recovery vehicle has come to rest.
- On egress, pay full attention to surroundings and use amber beacons to leave the works area.
- Once the driver has joined the running lane and it is safe to do so, beacons may be switched off

Completion

- Confirm the vehicle has safely re-joined normal traffic flow.
- Switch off beacons once at a safe and legal running speed.
- Report completion to the Control Room

Training & Competence

- Access/egress traffic management procedures
- Defensive and considerate driving

- Dynamic risk assessment
- Lone-working procedures

Car and Van Recovery

Task:	Car and Van Recovery	Ref No:	CROUAM - RA002
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Recovering a casualty vehicle before emergency services arrival	Injury to casualty, operative or public	Unless there is immediate danger to life, never remove a vehicle or member of the public involved in a road traffic collision until the arrival of the emergency services	2	5	10	Consider calling assistance from an IPV, HATO or Police	1	5	5
Use of towing straps, winches, and spectacle frames	Crush injuries, entrapment, struck-by	Visual inspection of equipment before use; attach towing strap/straight bar to a suitable rear towing point; partially apply handbrake before winching; secure with wheel/rear straps before moving	3	4	12	If the recovery is not safe to proceed, call the Control Room or Police/Highways for assistance	2	4	8
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; tidy cable/hose routing; avoid trailing leads	4	3	12	Operate under site housekeeping and ground condition controls; report defective surfaces	2	3	6

Car and Van Recovery

Task:	Car and Van Recovery	Ref No:	CROUAM - MS002
RA Ref No:	CROUAM - RA002	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Safe recovery of cars and vans from the roadside, collision scenes, or breakdown locations
- Use of towing straps/straight bars, winching onto a slide bed, or spectacle frame lifting as appropriate to the casualty vehicle
- Escorting motorists and passengers to a safe location during the recovery

PPE

- Safety helmet
- Safety goggles
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Ensure correct type of recovery vehicle is deployed.
- Visually inspect recovery equipment before use
- Confirm correct information on casualty and location is relayed before attending.
- Observe the access/egress risk assessment and method statement

Access & Site Safety

- Approach the incident scene with caution, displaying amber beacons.
- Keep beacons running throughout the recovery process.
- Use approved traffic cones to protect the rear of the vehicle where required.
- Exit the recovery vehicle on the safest side

Recovery Procedure

- Each incident requires a recovery plan in accordance with current training.
- Briefly explain to the motorist and passengers the nature of your attendance and escort them to the safest side passenger compartment of the recovery vehicle
- Effect the necessary recovery by: (a) emergency towing strap/straight bar to a safe location, or (b) winching onto the slide bed using correct securing straps, or (c) using a spectacle frame with correct front/rear lift and securing methods.
- Ensure the casualty's handbrake is off before driving away.
- Affix a trailer board to the casualty vehicle if required and check the scene is clear of debris.
- Begin to move away, keeping beacons running until the normal speed limit is achieved.
- Remove the casualty vehicle to the approved drop-off point, checking the area is clear.
- Offload the casualty in the reverse order to loading

Completion

- Record all information on the recovery job sheet and obtain the motorist's signature.
- Ring the Control Room and clear the job down; check for further jobs or return to base

Training & Competence

- Vehicle recovery techniques
- Winching and securing methods
- Access/egress procedures

- Manual handling

HGV Recovery

Task:	HGV Recovery	Ref No:	CROUAM - RA003
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Recovering an HGV before emergency services arrival	Injury to casualty, operative or public	Unless there is immediate danger to life, never remove a vehicle or member of the public involved in a road traffic collision until the arrival of the emergency services	2	5	10	Consider calling assistance from an IPV, HATO or Police, and consider using a second operative	1	5	5
Use of heavy recovery unit, straight bar, front/rear suspend lifting	Crush injuries, entrapment, dropped load	Visual inspection of equipment; correct attachment of straight bar to suitable towing point; use wheel stands during lifts; secure with 7mm chains and correct forks/wheel grids	3	5	15	Operate strictly in accordance with manufacturer's instructions and current training; call for assistance if not safe to proceed	2	5	10
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6
Air lines fitted to assist casualty vehicle brakes	Uncontrolled vehicle movement	Only affix air lines where necessary and in accordance with training; confirm brakes are functioning before movement	3	4	12	Second operative to confirm braking function before recovery vehicle moves off	2	4	8

HGV Recovery

Task:	HGV Recovery	Ref No:	CROUAM - MS003
RA Ref No:	CROUAM - RA003	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Safe recovery of HGVs from the roadside or collision scenes using a heavy recovery unit.
- Straight bar towing, front suspend and rear suspend recovery methods.
- Use of approved traffic cones and trailer boards as required

PPE

- Safety helmet
- Safety goggles
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Ensure correct type of vehicle is deployed.
- Visually inspect equipment to be used
- Confirm correct information relayed on casualty and location.
- Observe the access/egress risk assessment and method statement

Access & Site Safety

- Approach the incident scene with caution, displaying amber beacons.
- Keep beacons running during the recovery process.
- Use approved traffic cones (750mm) to protect the rear of the vehicle if required.
- Exit the recovery vehicle on the safest side

Recovery Procedure

- Each incident requires a recovery plan in accordance with current training.
- Briefly explain to the motorist and passengers the nature of attendance and escort to the safest side passenger compartment
- Effect recovery using: (a) straight bar attachment to the heavy recovery unit and casualty towing point with air supplied if required, (b) front suspend with initial lift, wheel stands, second lift with forks/wheel grids and 7mm chains, or (c) rear suspend using the equivalent method, securing the steering wheel.
- Affix air lines to assist casualty vehicle brakes if necessary.
- Affix trailer board if required and check the scene is clear of debris.
- Begin to move away, keeping beacons running until the normal speed limit is achieved.
- Remove the casualty vehicle to the approved drop-off point, checking the area is clear.
- Offload the casualty vehicle in reverse order to loading

Completion

- Record all information on the recovery job sheet and obtain the motorist's signature.
- Ring the Control Room and clear the job down; check for further jobs or return to base

Training & Competence

- Heavy recovery unit operation
- Front/rear suspend lifting.
- Access/egress procedures

- Manual handling

Motorcycle Recovery

Task:	Motorcycle Recovery	Ref No:	CROUAM - RA004
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Recovering a motorcycle before Police arrival	Injury to casualty, operative or public	Unless there is immediate danger to life, never remove a motorcycle or member of the public involved in a road traffic collision until the arrival of the Police	2	5	10	Call for assistance from an IPV/Police or a second recovery unit and inform the Control Room	1	5	5
Use of bump lock system and winch to secure the motorcycle	Crush injuries, dropped load	Lower the recovery body; position bump lock system correctly; push the bike in and secure before attaching the winch cable; fully secure the bump lock system and motorcycle before sliding the body back	3	4	12	Second operative to check security of the load before the vehicle moves off	2	4	8
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6

Motorcycle Recovery

Task:	Motorcycle Recovery	Ref No:	CROUAM - MS004
RA Ref No:	CROUAM - RA004	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Safe recovery of motorcycles from the roadside or collision scenes
- Use of a slide bed and bump lock system to secure the motorcycle for transport

PPE

- Safety helmet
- Safety goggles
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Ensure correct type of vehicle is deployed.
- Visually inspect equipment to be used
- Confirm correct information relayed on casualty and location.
- Observe the access/egress risk assessment and method statement

Access & Site Safety

- Approach the incident scene with caution, displaying amber beacons.
- Keep beacons running during the recovery process.
- Use approved traffic cones (750mm) to protect the rear of the vehicle if required.
- Exit the recovery vehicle on the safest side

Recovery Procedure

- Each incident requires a recovery plan in accordance with current training.
- Briefly explain to the motorist and passengers the nature of attendance and escort to the safest side passenger compartment
- Lower the recovery body and place the bump lock system on the road, edge up against the slide bed.
- Push the motorcycle into the bump lock system and secure; attach the winch cable and winch onto the body.
- Fully secure the bump lock system and motorcycle to the recovery body, then slide the body back onto the recovery truck.
- Begin to move away, keeping beacons running until the normal speed limit is achieved.
- Remove the casualty vehicle to the approved drop-off point, checking the area is clear.
- Offload the casualty in the reverse order to loading

Completion

- Record all information on the recovery job sheet and obtain the motorist's signature.
- Ring the Control Room and clear the job down; check for further jobs or return to base

Training & Competence

- Motorcycle recovery techniques.
- Bump lock system use.
- Access/egress procedures
- Manual handling

Air Cushion Recovery

Task:	Air Cushion Recovery	Ref No:	CROUAM - RA005
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Righting an overturned vehicle using air cushions	Crush injuries, vehicle roll-back, fatality	A minimum of two heavy recovery units required for a controlled rollover; do not attempt to disconnect the tractor unit from the trailer; isolate an area with a good all-round view of the incident scene	3	5	15	An Incident Manager must be present; all relevant risk assessments and method statements completed before work begins	2	5	10
Inflation of high-pressure/starter and low-pressure air cushions	Cushion failure, struck-by, crush injuries	Avoid sharp edges contacting cushion surfaces; use starter mats to gain initial clearance; gently inflate all low-pressure cushions ensuring even pressure; tie ropes to the trailer chassis to prevent cushions popping out	3	5	15	If winches take the load there is a risk of cushions popping out — recovery vehicles used for lifting/steadying must never take the load	2	5	10
Uncontrolled rollover of righted vehicle	Crush injuries, fatality	Place old tyres or sleepers where the vehicle's tyres will land to absorb energy and prevent rollover the other way	2	5	10	Plan the rollover direction and clear the landing zone before inflation begins	1	5	5
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6

Air Cushion Recovery

Task:	Air Cushion Recovery	Ref No:	CROUAM - MS005
RA Ref No:	CROUAM - RA005	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Righting of overturned vehicles using low-pressure/high-volume and high-pressure/low-volume (starter) air cushions
- Use of straps and winch cables to secure the casualty body during righting

PPE

- Safety helmet
- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- An Incident Manager should be present when air cushions are required.
- All relevant risk assessments and method statements to be completed.
- Confirm which type of air cushions are required for the task

Access & Site Safety

- Isolate an area with a good all-round view of the incident scene.
- A minimum of two heavy recovery units required for a controlled rollover.
- Do not attempt to disconnect the tractor unit — unit and trailer should be righted together

Air Cushion Procedure

- Lay out the air cushions along the length of the casualty vehicle — do not place any under the tractor unit.
- Use starter mats under the rear of the trailer and inflate, blocking up as the trailer lifts.
- Once a sufficient gap is achieved, inspect underneath for sharp edges or damage and insert the first low-pressure mat.
- Continue along the vehicle using starter mats and blocks to achieve sufficient height for all low-pressure bags.
- With all low-pressure cushions positioned, gently inflate ensuring even pressure on all cushions.
- Tie ropes used for pulling cushions through to the trailer chassis to prevent the bags popping out.
- Place straps around the casualty body and secure one end to the vehicle chassis and the other to the winch cable.
- Inflate all cushions and allow the trailer to rise to its balance point.
- If using a recovery vehicle for lifting/steadying, ensure it never takes the load

Completion

- On completion, use the compressor to deflate the cushions and stow all equipment away.
- Record all information on the job sheet and clear the job with the Control Room

Training & Competence

- Air cushion recovery techniques
- Controlled rollover planning
- Manual handling
- Lone-working procedures

Mechanical Lifting and Hi-Ab Use

Task:	Mechanical Lifting and Hi-Ab Use	Ref No:	CROUAM - RA006
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Use of Hi-Ab crane and outrigger legs	Crush injuries, overturning of crane, fatality	Check surroundings for underground services or overhead power lines; deploy all outrigger legs on firm, level ground; always use a banksman to assist; use the correct size crane for the load	3	5	15	This risk assessment can also be used for lifting equipment such as generators, provided the same control measures and a lifting plan are in place	2	5	10
Lifting and securing loads with chains/straps	Dropped load, crush injuries	Always use the correct size chains/straps for the size and weight of the load; visually inspect equipment before use; use controlled movements on levers, working from the safest side of the vehicle	3	4	12	Ensure landing legs are returned to their travelling position and area cleared of debris before moving away	2	4	8
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10

Mechanical Lifting and Hi-Ab Use

Task:	Mechanical Lifting and Hi-Ab Use	Ref No:	CROUAM - MS006
RA Ref No:	CROUAM - RA006	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Mechanical lifting and loading operations using a Hi-Ab crane vehicle.
- Securing loaded vehicles or equipment to the recovery body using chains and straps

PPE

- Safety helmet (mandatory for Hi-Ab work)
- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Ensure the Hi-Ab crane vehicle is only deployed when necessary.
- Visually inspect the equipment to be used
- Confirm correct information relayed on casualty and location.
- Observe the access/egress risk assessment and method statement

Access & Site Safety

- Approach the incident scene with caution, displaying amber beacons.
- Keep beacons running during the recovery process.
- Use approved traffic cones to protect the rear of the vehicle if required.
- Exit the recovery vehicle on the safest side

Lifting Procedure

- Mandatory PPE, specifically hard hats, must be worn when undertaking Hi-Ab work.
- Check surroundings, ensuring no underground services or overhead power lines are present.
- Ensure all outrigger legs are deployed on firm and level ground.
- Always use a banksman to assist with the use of the Hi-Ab crane
- Always use the correct size crane relevant to the size of the vehicle/load
- Use controlled movements on levers, working from the safest side where possible.
- Secure any load on the body correctly: wheel securing straps for a casualty vehicle, or suitable chains/straps for other loads.
- Ensure landing legs are returned to their travelling position and any debris cleared before moving away

Completion

- Keep beacons running until the normal or statutory speed limit is achieved.
- At the drop-off point, ensure the area is clear before offloading in reverse order.
- Record all information on the recovery job sheet and obtain the motorist's signature.
- Ring the Control Room and clear the job down

Training & Competence

- Hi-Ab crane operation.
- Banksman duties
- Load securing methods.
- Manual handling

Routine Driving

Task:	Routine Driving	Ref No:	CROUAM - RA007
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Fatigue or loss of concentration while driving	Road traffic collision, fatality	Regular driving assessments; adherence to working time regulations; regular checks of driving licence as per company policy	2	5	10	Report fatigue to the Control Room and stop driving where necessary	1	5	5
Adverse weather conditions	Reduced visibility, slips, exposure	Monitor weather forecasts; adjust working practices; appropriate weather-protective PPE	3	3	9	Suspend non-essential work in severe conditions in consultation with control room/site management	2	3	6
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6

Method Statement

Routine Driving

Task:	Routine Driving	Ref No:	CROUAM - MS007
RA Ref No:	CROUAM - RA007	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Routine driving of recovery vehicles and support vans between depot, recovery bases, and incident locations

PPE

- Hi-vis jacket and trousers.

- Steel toe-capped safety boots

Preparation

- Ensure correct use of beacons and work lamps.
- Ensure vehicle reversing bleeper is fitted and working.
- Daily and weekly vehicle checks to be made.
- Regular driving assessments to be completed

Access & Site Safety

- All operatives to have completed relevant training courses approved by an independent assessor.
- All operatives to have completed induction training.
- All operatives to have read and signed the company's risk assessments and method statements

Driving Procedure

- Complete a walkaround check of the vehicle before setting off.
- Drive in accordance with the Highway Code and company driving policy at all times.
- Maintain appropriate following distances and adjust speed for road and weather conditions.
- Report any vehicle defects to the depot and fleet manager immediately

Completion

- Report arrival and any incidents to the Control Room
- Complete any required vehicle check documentation on return to base

Training & Competence

- Defensive driving
- Vehicle daily/weekly checks
- Company driving policy

Hard Shoulder Driving

Task:	Hard Shoulder Driving	Ref No:	CROUAM - RA008
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Driving on the hard shoulder of a Smart Motorway	Road traffic collision, fatality	Only drive on hard shoulders if it can be fully justified; seek permission first from the Regional Control Centre (RCC) or Police; operators to be fully aware of Smart Motorway procedure and to have read the survive guide	3	5	15	Regular driving assessments; consider calling assistance from an IPV, HATO or Police	2	5	10
Adverse weather conditions	Reduced visibility, slips, exposure	Monitor weather forecasts; adjust working practices; appropriate weather-protective PPE	3	3	9	Suspend non-essential work in severe conditions in consultation with control room/site management	2	3	6
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6

Method Statement

Hard Shoulder Driving

Task:	Hard Shoulder Driving	Ref No:	CROUAM - MS008
RA Ref No:	CROUAM - RA008	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Justified use of the hard shoulder on Smart Motorways and conventional motorways during recovery operations, only where authorised

PPE
● Hi-vis jacket and trousers. ● Steel toe-capped safety boots
Preparation
● Ensure correct use of beacons and work lamps. ● Ensure vehicle reversing bleeper is fitted and working. ● Daily and weekly vehicle checks to be made. ● Regular driving assessments
Access & Site Safety
● All operatives to have completed relevant training courses approved by an independent assessor. ● All operatives to have completed induction training. ● All operatives to have read and signed the company's risk assessments and method statements
Hard Shoulder Procedure
● Confirm the need to use the hard shoulder can be fully justified before proceeding. ● Seek permission from the RCC or Police before entering the hard shoulder where required. ● Use beacons throughout while on the hard shoulder. ● Remain alert to Smart Motorway signage and variable speed limits. ● Exit the hard shoulder at the earliest safe opportunity once work is complete
Completion
● Confirm safe return to a running lane or emergency refuge area. ● Report completion to the Control Room
Training & Competence
● Smart Motorway procedures ● Survive guide awareness. ● Defensive driving

Impact Protection Vehicle

Task:	Impact Protection Vehicle	Ref No:	CROUAM - RA009
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Deployment of lorry-mounted crash cushion and light arrow	Impact from following traffic, fatality	IPV and recovery vehicle travel down lane 1 until approximately one mile from the casualty vehicle, pulling onto the hard shoulder with beacons on; deploy the crash cushion and light arrow before proceeding	3	5	15	Do not carry out recoveries in a single-lane contra-flow without the aid of HATO/Police unless the area is deemed safe	2	5	10
Slowing traffic to protect the recovery vehicle at the casualty location	Rear-end collision, fatality	IPV slows traffic and stops with the casualty vehicle 50 metres upstream; light arrow changed to suit the lane being travelled in	3	5	15	Two or more operatives to be used; pre-site inspection and plan made where practicable	2	5	10
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6
Adverse weather conditions	Reduced visibility, slips, exposure	Monitor weather forecasts; adjust working practices; appropriate weather-protective PPE	3	3	9	Suspend non-essential work in severe conditions in consultation with control room/site management	2	3	6

Impact Protection Vehicle

Task:	Impact Protection Vehicle	Ref No:	CROUAM - MS009
RA Ref No:	CROUAM - RA009	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Deployment of an Impact Protection Vehicle (IPV) fitted with a lorry-mounted crash cushion to protect recovery operations in live lanes

PPE

- Safety helmet
- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Ensure correct use of beacons and work lamps.
- Ensure vehicle reversing bleeper is fitted and working.
- Pre-site inspection carried out and plan made.
- Full set-up briefing given to all staff involved

Access & Site Safety

- Two or more operatives to be used.
- Regular driving assessments
- All operatives to have completed induction and relevant training

IPV Deployment Procedure

- IPV and recovery vehicle travel down lane 1 with beacons on to approximately one mile from the casualty vehicle and pull onto the hard shoulder.
- Deploy the lorry-mounted crash cushion and erect the light arrow.
- Proceed to rejoin traffic flow approaching the works in lane 1, recovery vehicle leading, moving into the correct lane for the approach as the IPV changes its light arrow to suit.
- On approaching the casualty vehicle, the IPV slows traffic and stops 50 metres upstream of the casualty.
- Do not carry out recoveries in single-lane contra-flow without HATO/Police assistance unless the area is deemed safe.
- Once recovery is complete, the recovery vehicle and IPV move away together in a safe manner.
- When a suitable speed is reached, switch off the light arrow and raise the cushion.
- Turn off remaining amber beacons once clear

Completion

- Confirm both vehicles have safely re-joined normal traffic flow.
- Report completion to the Control Room

Training & Competence

- IPV operation and crash cushion deployment
- Smart Motorway and live lane procedures
- Lone-working/team-working procedures

Setting Out Recovery Bases

Task:	Setting Out Recovery Bases	Ref No:	CROUAM - RA010
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Positioning recovery bases adjacent to the carriageway	Impact injuries, fatality	Protect the base using temporary vertical concrete barriers and Vario guard, corded traffic cones, and suitable warning signs on approach and exit; signage designed so as not to confuse other drivers	3	5	15	Proactive co-operation sought with main contractors to ensure recovery base locations afford the highest level of suitability	2	5	10
Unloading caravans and hired-in plant equipment	Crush injuries, dropped load	Undertaken by trained personnel with high regard to PPE; minimum of two operatives (driver and banksman); caravans loaded level and secured with wood blocks and chains, tightened with chain ratchets	3	4	12	Regular checks made on chains, chain ratchets, and wood blocks during loading/unloading	2	4	8
Storage of gas cylinders, oils, and fluids on the recovery base	Fire, explosion, chemical exposure	Gas cylinders firmly secured, preferably in a cage, stood upright on a solid base; suitable container located for storage of oils and fluids; waste mitigated wherever possible with secure-lidded bins	2	4	8	Fire extinguishers placed outside caravans with correct signage used	1	4	4
Electrical connections to caravans and generators	Electric shock, fire	Installation of generators and electrical connections carried out by a competent person only	2	4	8	Any issues with the recovery base notified to the main contractor as soon as possible	1	4	4
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6

Method Statement

Setting Out Recovery Bases

Task:	Setting Out Recovery Bases	Ref No:	CROUAM - MS010
RA Ref No:	CROUAM - RA010	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Setting out and establishment of recovery bases including static caravans, portable toilets, generators, fuel tanks, and water bowzers
- Typically, one heavy and one light recovery vehicle per base, with support vehicles as required

PPE

- Safety helmet

- Safety goggles
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Seek pro-active co-operation with main contractors on suitable base locations.
- Undertake a pre-site visit and collate photographs where necessary.
- Prepare a setting out plan for the recovery base

Access & Site Safety

- Movements of low loaders or other vehicles must observe the access/egress risk assessment and method statement.
- Personnel safety is paramount — caravans sited in the most secure place relative to the base, affording maximum protection from moving vehicles.
- Caravans in transit fitted with two reflective red triangle boards at the rear and two at the front if over 12 feet wide.
- The driver of the low loader must use beacons at appropriate times, including a magmount beacon fitted to the rear when in operation

Setting Out Procedure

- Protect recovery bases adjacent to the carriageway using temporary concrete barriers/Vario guard, corded cones, or suitable warning signage.
- Unload caravans and plant equipment using a minimum of two trained operatives (driver and banksman)
- Load caravans' level and secure with wood blocks and chain ratchets, checking regularly during the process.
- Site gas cylinders upright and secured, preferably in a cage, on a solid base.
- Locate a suitable container for storage of oils and fluids.
- Arrange access to caravans via suitable steps and consider suitable exterior lighting.
- Place fire extinguishers outside caravans with correct signage displayed

Completion

- Confirm all equipment, chains and blocks are secure before leaving the base unattended.
- Report the base as set out and operational to the Control Room / main contractor

Training & Competence

- Recovery base set-up procedures
- Banksman duties
- Manual handling
- Access/egress procedures

Lone Working

Task:	Lone Working	Ref No:	CROUAM - RA011
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Lone working with no immediate colleague support	Delayed emergency response, assault	All operatives assessed for suitability for lone working; emergency contact numbers issued; mobile phone carried at all times	3	4	12	Recovery vehicles fitted with in-cab camera systems; control room check-ins maintained throughout	2	4	8
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Adverse weather conditions	Reduced visibility, slips, exposure	Monitor weather forecasts; adjust working practices; appropriate weather-protective PPE	3	3	9	Suspend non-essential work in severe conditions in consultation with control room/site management	2	3	6
Confined spaces	Asphyxiation, entrapment	Avoid entry to confined spaces unless trained and authorised; ventilate where possible	2	4	8	Confined space entry only under a separate permit-to-work and dedicated RAMS	1	4	4

Method Statement

Lone Working

Task:	Lone Working	Ref No:	CROUAM - MS011
RA Ref No:	CROUAM - RA011	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Working practices and controls applicable whenever an operative is working without a colleague present, including breakdown attendance and depot/yard work

PPE

- Safety helmet

- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Assess suitability of the individual operative for lone working before deployment.
- Issue emergency contact numbers.
- Confirm mobile phone and in-cab camera systems are operational

Access & Site Safety

- Ensure correct use of beacons and work lamps.
- All operatives to carry mobile phones at all times.
- Ensure vehicle reversing bleeper is fitted and working.
- Daily and weekly vehicle checks to be made

Lone Working Procedure

- Check in with the Control Room via APEX or equivalent system on arrival at each job.
- Carry out a dynamic risk assessment before starting any task alone.
- Maintain periodic contact with the Control Room throughout the task.
- Check out with the Control Room on completion of the task

Completion

- Confirm safe completion of the task to the Control Room
- Report any incidents, near misses or concerns without delay

Training & Competence

- Lone-working risk assessment
- Use of APEX/check-in systems
- Personal safety awareness

Manual Handling

Task:	Manual Handling	Ref No:	CROUAM - RA012
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Lifting and carrying heavy or awkward loads/equipment	Musculoskeletal strain, personal injury	Correct manual handling technique; company manual handling policy read and understood; consider use of mechanical lifting aids	3	3	9	Consider using multiple personnel or mechanical lifting aids for heavier or awkward loads	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; tidy cable/hose routing; avoid trailing leads	4	3	12	Operate under site housekeeping and ground condition controls; report defective surfaces	2	3	6
Confined spaces	Asphyxiation, entrapment	Avoid entry to confined spaces unless trained and authorised; ventilate where possible	2	4	8	Confined space entry only under a separate permit-to-work and dedicated RAMS	1	4	4
Adverse weather conditions	Reduced visibility, slips, exposure	Monitor weather forecasts; adjust working practices; appropriate weather-protective PPE	3	3	9	Suspend non-essential work in severe conditions in consultation with control room/site management	2	3	6

Method Statement

Manual Handling

Task:	Manual Handling	Ref No:	CROUAM - MS012
RA Ref No:	CROUAM - RA012	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Manual handling of tools, equipment, components and materials during recovery, repair, and workshop activities

PPE

- Safety helmet
- Safety goggles
- Hearing protection
- Hi-vis jacket and trousers.
- Gloves
- Safety boots

Preparation

- Ensure the company manual handling policy has been read and understood.

- Assess the load for weight, size, and shape before lifting.
- Consider the use of mechanical lifts and other lifting aids

Access & Site Safety

- Ensure correct use of beacons and work lamps where applicable.
- Daily and weekly vehicle checks to be made.
- All operatives to have completed relevant training courses approved by an independent assessor

Manual Handling Procedure

- Assess the task, load, individual capability, and environment before lifting.
- Use correct lifting posture: bend the knees, keep the back straight, and keep the load close to the body.
- Where possible, use mechanical aids or additional personnel for heavy or awkward loads.
- Avoid twisting while carrying a load; turn using the feet

Completion

- Report any strain, discomfort, or incident immediately.
- Store equipment safely after use

Training & Competence

- Manual handling technique
- Use of lifting aids
- Company manual handling policy

Electric/Petrol Hybrid Vehicles

Task:	Electric/Petrol Hybrid Vehicles	Ref No:	CROUAM - RA013
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
High-voltage electric shock from hybrid/EV components	Electrocution, burns, fatality	Only trained personnel to work on hybrid/EV vehicles; operators trained in EV/hybrid awareness; isolate high-voltage systems where required	2	5	10	Consider assistance from the Fire Service where thermal runaway or fire risk is suspected	1	5	5
Battery fire or explosion (thermal runaway)	Burns, smoke inhalation, fatality	Recognise signs of battery damage; keep the vehicle in a ventilated, isolated area; do not approach a vehicle showing signs of thermal runaway	2	5	10	Consider assistance from the Fire Service and specialist EV recovery support	1	5	5
Ingestion and absorption of battery chemicals	Chemical burns, poisoning	Use appropriate PPE including gloves and eye protection; avoid contact with damaged battery casings	2	4	8	See company COSHH policy for hazardous substance handling	1	4	4
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Confined spaces	Asphyxiation, entrapment	Avoid entry to confined spaces unless trained and authorised; ventilate where possible	2	4	8	Confined space entry only under a separate permit-to-work and dedicated RAMS	1	4	4

Method Statement

Electric/Petrol Hybrid Vehicles

Task:	Electric/Petrol Hybrid Vehicles	Ref No:	CROUAM - MS013
RA Ref No:	CROUAM - RA013	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Recovery, repair, and handling of electric and petrol/diesel hybrid passenger vehicles, including battery safety awareness

PPE

- Safety goggles
- Hearing protection
- Hi-vis jacket and trousers.
- Gloves
- Safety boots

Preparation

- Confirm operator EV/hybrid awareness training is current.
- Visually inspect the vehicle for signs of battery damage before approach
- Ensure correct use of beacons and work lamps

Access & Site Safety

- Only trained personnel to carry out this activity.
- All operatives to have completed relevant training courses approved by an independent assessor.
- Daily and weekly vehicle checks to be made

EV/Hybrid Handling Procedure

- Assess the vehicle from a safe distance for signs of damage, smoke, or unusual odours before approach.
- Isolate high-voltage systems where required and safe to do so, using insulated tools.
- Avoid contact with damaged battery casings or exposed wiring.
- Where thermal runaway or fire risk is suspected, withdraw to a safe distance and contact the Control Room and Fire Service

Completion

- Report the condition of the vehicle to the Control Room on completion.
- Record any EV/hybrid-specific hazards identified on the job sheet

Training & Competence

- EV/hybrid awareness
- High-voltage isolation procedures
- COSHH awareness

Leaking LPG Systems in Passenger Vehicles

Task:	Leaking LPG Systems in Passenger Vehicles	Ref No:	CROUAM - RA014
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
LPG leak leading to fire or explosion	Burns, explosion, fatality	Only trained personnel to carry out this activity; no naked flames or ignition sources near the vehicle; ventilate the area where possible	2	5	10	Consider assistance from the Fire Service where the leak cannot be safely controlled	1	5	5
Inhalation of LPG fumes	Dizziness, respiratory irritation	Work in a well-ventilated area; use of face mask where required; limit exposure time	2	4	8	Withdraw from the area if symptoms of exposure are experienced and seek first aid	1	4	4
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Confined spaces	Asphyxiation, entrapment	Avoid entry to confined spaces unless trained and authorised; ventilate where possible	2	4	8	Confined space entry only under a separate permit-to-work and dedicated RAMS	1	4	4

Method Statement

Leaking LPG Systems in Passenger Vehicles

Task:	Leaking LPG Systems in Passenger Vehicles	Ref No:	CROUAM - MS014
RA Ref No:	CROUAM - RA014	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Safe assessment and initial handling of passenger vehicles with a suspected or confirmed leaking LPG system, see also Manual Handling RAM

PPE

- Safety helmet

- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Ensure correct use of beacons and work lamps.
- Confirm no ignition sources are present near the vehicle before approach.
- Ventilate the area where possible before close inspection

Access & Site Safety

- Only trained personnel to carry out this activity.
- All operatives to have completed relevant training and induction.
- Daily and weekly vehicle checks to be made

LPG Leak Procedure

- Approach the vehicle from upwind where possible and assess for the extent of the leak.
- Eliminate ignition sources and prohibit smoking in the vicinity.
- Where the leak cannot be safely controlled, withdraw and contact the Fire Service via the Control Room
- Where safe to do so, isolate the LPG system in accordance with training before recovery

Completion

- Report the condition of the vehicle and any LPG hazard identified to the Control Room
- Record details on the recovery job sheet

Training & Competence

- LPG system awareness
- COSHH/HAZCHEM awareness
- Manual handling

Xenon and High Intensity Discharge Lights

Task:	Xenon and High Intensity Discharge Lights	Ref No:	CROUAM - RA015
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Electric shock from HID/Xenon lighting systems	Electrocution, burns	Only trained personnel to carry out this activity; isolate electrical supply before work; avoid contact with capacitors, which can retain high voltage	2	4	8	See Manual Handling RAM for associated lifting hazards	1	4	4
Ingestion and absorption of chemicals within HID bulbs	Chemical exposure, cuts	Handle bulbs with care; use gloves; dispose of damaged bulbs in line with COSHH procedures	2	3	6	Follow company COSHH/HAZCHEM procedures for disposal	1	3	3
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Confined spaces	Asphyxiation, entrapment	Avoid entry to confined spaces unless trained and authorised; ventilate where possible	2	4	8	Confined space entry only under a separate permit-to-work and dedicated RAMS	1	4	4

Method Statement

Xenon and High Intensity Discharge Lights

Task:	Xenon and High Intensity Discharge Lights	Ref No:	CROUAM - MS015
RA Ref No:	CROUAM - RA015	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Safe inspection and handling of vehicles fitted with Xenon, HID or similar high intensity discharge lighting systems

PPE

- Safety goggles

- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Confirm the electrical system is isolated before commencing work.
- Visually inspect the lighting unit for damage before handling

Access & Site Safety

- Ensure correct use of beacons and work lamps.
- Only trained personnel to carry out this activity.
- Daily and weekly vehicle checks to be made

HID/Xenon Handling Procedure

- Isolate the vehicle electrical system before handling HID/Xenon components.
- Avoid contact with capacitors and associated wiring, which can retain a high voltage charge.
- Handle bulbs and units with care to avoid breakage.
- Dispose of damaged units in accordance with COSHH procedures

Completion

- Confirm the electrical system is safely reconnected or made safe for transport.
- Report completion to the Control Room

Training & Competence

- HID/Xenon system awareness.
- Electrical isolation
- COSHH/HAZCHEM awareness

Low-Loader

Task:	Low-Loader	Ref No:	CROUAM - RA016
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Recovering/loading before emergency services arrival	Injury to casualty, operative or public	Unless there is immediate danger to life, never remove a vehicle or member of the public involved in a road traffic collision until the arrival of the emergency services	2	5	10	Consider calling assistance from an IPV, HATO or Police	1	5	5
Use of Landoll or Notteboom low-loader trailer systems	Crush injuries, dropped load	For a Landoll trailer, tilt the bed level with the top deck, slide axles to the front, winch the load on and secure with chains/straps before sliding axles back and lowering; for a Notteboom trailer, release securing straps, check the area is clear, lower ramps, winch on and secure	3	4	12	If the recovery/loading process is not safe to proceed, call for assistance	2	4	8
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6

Low-Loader

Task:	Low-Loader	Ref No:	CROUAM - MS016
RA Ref No:	CROUAM - RA016	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Recovery and loading of vehicles or plant onto a low-loader trailer using Landoll or Notteboom-type systems.
- Transportation loading is included where the load is lifted on and secured, see also Mechanical Lifting and Hi-Ab Use RAM

PPE

- Safety helmet
- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Ensure correct type of vehicle is deployed.
- Visually inspect equipment to be used
- Confirm correct information relayed on casualty and location.
- Observe the access/egress risk assessment and method statement

Access & Site Safety

- Approach the incident scene with caution, displaying amber beacons.
- Keep beacons running during the recovery/loading process.
- Use approved traffic cones to protect the rear of the vehicle if required.
- Exit the recovery vehicle on the safest side

Low-Loader Procedure

- Each incident requires a recovery/loading plan in accordance with current training.
- Briefly explain to the motorist and passengers the nature of attendance and escort to the safest side passenger compartment
- Landoll trailer: tilt the bed level with the top deck, slide the axles to the front, connect the winch cable to a suitable point and winch onto the trailer, secure with chains/straps, then slide axles to the back and lower the body.
- Notteboom trailer: release securing straps on the fold-down ramps, check the area is clear and lower ramps, connect the winch cable and winch onto the trailer, secure with chains/straps, then lift and secure ramps.
- Where the load is for transportation, lift on as per the Mechanical Lifting and Hi-Ab Use RAM and secure correctly.
- Check the scene is clear of debris before moving away.
- Begin to move away, keeping beacons running until the normal speed limit is achieved

Completion

- Remove the casualty vehicle/load to the approved drop-off point and offload in reverse order.
- Record all information on the job sheet and obtain the customer's signature.
- Ring the Control Room and clear the job down

Training & Competence

- Low-loader trailer operation (Landoll/Notteboom)

- Load securing methods.
- Access/egress procedures
- Manual handling

Service Van

Task:	Service Van	Ref No:	CROUAM - RA017
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Positioning and roadside repair using the service van	Impact injuries, fatality	Position the vehicle to avoid obstruction or, if parked roadside, as per current training advice; approach the incident scene with caution, displaying amber beacons; use approved traffic cones	3	4	12	Consider calling assistance from an IPV, HATO or Police	2	4	8
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6
Extended roadside diagnosis and repair	Prolonged exposure to live traffic	Within 60 minutes a diagnosis should be made and the Control Room informed; if a repair cannot be made at the roadside, arrange recovery while protecting the casualty vehicle	3	3	9	Either effect a recovery or wait for a recovery vehicle to arrive while protecting the casualty vehicle	2	3	6

Method Statement

Service Van

Task:	Service Van	Ref No:	CROUAM - MS017
RA Ref No:	CROUAM - RA017	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Roadside breakdown diagnosis and minor repair using a service van, including site induction on arrival at a client site where required

PPE

- Safety helmet
- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Ensure correct type of vehicle is deployed.
- Visually inspect equipment to be used
- Confirm correct information relayed on casualty and location.
- Observe the access/egress risk assessment and method statement

Access & Site Safety

- On arrival, liaise with relevant staff and carry out site induction where required.
- Position the vehicle to avoid obstruction or park roadside as per current training advice.
- Exit the recovery vehicle on the safest side.
- Brief the driver and passengers on the nature of attendance

Roadside Repair Procedure

- Each incident requires a plan in accordance with current training.
- Within 60 minutes, a diagnosis should be made and the Control Room informed.
- If a repair can be made safely, carry on with the repair.
- If a repair cannot be made at the roadside, arrange recovery.
- Either effect a recovery or wait for a recovery vehicle to arrive while protecting the casualty vehicle
- Build up to a suitable speed before rejoining the carriageway in a safe manner

Completion

- Record all information on the recovery job sheet and obtain the motorist's signature.
- Ensure the area is clear before collecting cones.
- Ring the Control Room and clear the job down

Training & Competence

- Roadside diagnosis and repair
- Access/egress procedures
- Manual handling

Repairing/Recovering Vehicles with Air Suspension

Task:	Repairing/Recovering Vehicles with Air Suspension	Ref No:	CROUAM - RA018
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Vehicle suddenly and unexpectedly falling on air suspension	Crush injuries, fatality	Never crawl beneath a vehicle with air suspension unless it is properly supported; never tamper with the ride height for the purpose of recovery or repair; ensure vehicles being worked on are supported using stands or suitable wooden blocks	3	5	15	Ensure suspension systems are deflated whilst working on or by the airbags	2	5	10
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6

Method Statement

Repairing/Recovering Vehicles with Air Suspension

Task:	Repairing/Recovering Vehicles with Air Suspension	Ref No:	CROUAM - MS018
RA Ref No:	CROUAM - RA018	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Repairing or recovering vehicles fitted with air suspension systems

PPE

- Safety helmet

- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves (wooden blocks to be used as required)
- Steel toe cap boots

Preparation

- All operators to have received and signed the latest safety bulletin regarding air suspension.
- Ensure any vehicles being worked on are supported using stands or suitable wooden blocks.
- Ensure suspension systems are deflated whilst working on or by the airbags

Access & Site Safety

- All operatives to have completed relevant training courses approved by an independent assessor.
- All operatives to have completed induction training.
- Daily and weekly vehicle checks to be made

Air Suspension Work Procedure

- Plan the task adequately and allow sufficient time — do not feel rushed by Police, other officials, or the Control Room
- Assess the risks associated with each task adequately.
- Ensure the task is explained and fully understood, with roles and responsibilities clear to all technicians and colleagues.
- Confirm all technicians have specific knowledge of the casualty vehicle and necessary equipment to undertake the job safely.
- Never crawl beneath the vehicle unless it is properly supported.
- Never tamper with the ride height for the purpose of recovery or repair

Completion

- Confirm the vehicle is safely supported or suspension re-inflated before leaving it unattended.
- Report completion to the Control Room

Training & Competence

- Air suspension systems awareness
- Vehicle support and stand use.
- Manual handling

Working at Height

Task:	Working at Height	Ref No:	CROUAM - RA019
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Falls from height (ladder, flat roof, fragile surface, opening or hole)	Fractures, fatality	If there is an alternative way of carrying out the task without working at height, this must be considered; take precautions when working on or near fragile surfaces; do as much work as possible from the ground	3	5	15	Ensure any work activity that involves working at height affords adequate protection; consider emergency evacuation and rescue procedures	2	5	10
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Adverse weather conditions	Reduced visibility, slips, exposure	Monitor weather forecasts; adjust working practices; appropriate weather-protective PPE	3	3	9	Suspend non-essential work in severe conditions in consultation with control room/site management	2	3	6
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10

Method Statement

Working at Height

Task:	Working at Height	Ref No:	CROUAM - MS019
RA Ref No:	CROUAM - RA019	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Any task was, without precautions, a person could fall a distance liable to cause personal injury, including work on ladders, flat roofs, fragile surfaces or near openings/holes in the ground.
- Each task must be assessed individually and, where possible, completed without the need to work at height

PPE

- Safety helmet
- Safety goggles

- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots
- Fall-arrest equipment as assessed

Preparation

- Consider whether the task can be completed by other means without working at height.
- Ensure equipment is suitable, stable, and strong enough for the job, and maintained/checked regularly.
- Ensure workers can get safely to and from where they work at height

Access & Site Safety

- Ensure correct use of beacons and work lamps.
- All operatives to have completed induction training.
- Daily and weekly vehicle checks to be made

Working at Height Procedure

- Where work at height cannot be avoided, prevent falls using an existing safe place of work or the right type of equipment.
- Minimise the distance and consequences of a fall using the right equipment where risk cannot be eliminated.
- Do not overload or overreach when working at height.
- Provide protection from falling objects.
- Take precautions when working on or near fragile surfaces.
- Consider emergency evacuation and rescue procedures before starting work

Completion

- Confirm all equipment used at height is removed and stowed safely.
- Report completion to the Control Room

Training & Competence

- Working at height awareness
- Ladder and equipment inspection.
- Rescue and evacuation planning

Public Access to Workshops

Task:	Public Access to Workshops	Ref No:	CROUAM - RA020
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Unsupervised visitor access to workshop or yard	Impact injuries, fall from height	Only authorised persons to have access to workshops; visitors to company sites accompanied at all times and not left unsupervised whilst within workshop or yard	2	4	8	Adequate clear signage displayed prohibiting unauthorised entry	1	4	4
Moving plant, machinery, and vehicles within the workshop	Crush injuries, impact injuries	Good housekeeping to ensure tools and equipment stowed away to prevent trip hazards; pedestrian walkways used appropriately; high-visibility clothing worn	2	4	8	The running of engines inside workshops kept to a minimum	1	4	4
Fumes from running engines or hazardous substances	Respiratory irritation	COSHH assessments in place for hazardous substances; running of engines inside workshops kept to a minimum	2	3	6	Ensure adequate ventilation and fire exits clearly displayed and kept clear	1	3	3
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; tidy cable/hose routing; avoid trailing leads	4	3	12	Operate under site housekeeping and ground condition controls; report defective surfaces	2	3	6

Method Statement

Public Access to Workshops

Task:	Public Access to Workshops	Ref No:	CROUAM - MS020
RA Ref No:	CROUAM - RA020	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Control of public and visitor access to company workshops and yards

PPE

- Safety helmet
- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Confirm only authorised persons have access to workshops.

- Ensure fire exits are clearly displayed and kept clear.
- Ensure COSHH assessments are in place for hazardous substances used

Access & Site Safety

- Visitors to be accompanied at all times and not left unsupervised within the workshop or yard.
- Good housekeeping to ensure tools and equipment are stowed away to prevent trip hazards.
- Pedestrian walkways to be used appropriately.
- High-visibility clothing to be worn by all in the workshop/yard

Visitor Access Procedure

- Sign in all visitors on arrival and issue appropriate PPE where required.
- Accompany visitors at all times within the workshop or yard.
- Direct visitors to use pedestrian walkways only.
- Keep running of engines inside workshops to a minimum.
- Ensure fire exits remain clear and clearly signed throughout the visit

Completion

- Sign out all visitors on departure.
- Report any incidents or near misses involving visitors

Training & Competence

- Visitor supervision procedures
- Workshop housekeeping standards
- COSHH awareness

SOCO Bays

Task:	SOCO Bays	Ref No:	CROUAM - RA021
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Unauthorised access to SOCO (Scenes of Crime Officer) bay area	Evidence contamination, impact injuries	SOCO area locked at all times, only authorised personnel to have access to the key; only authorised persons to have access to the SOCO area; signage prohibiting unauthorised entry	2	4	8	Visitors accompanied at all times and not left unsupervised to avoid any attempted access to the SOCO bay	1	4	4
Contact with forensic evidence or contaminated vehicle surfaces	Chemical or biological exposure	Appropriate gloves and safety equipment to be worn at all times in the SOCO area; cleaning personnel trained not to enter the area	2	3	6	COSHH assessments in place for hazardous substances	1	3	3
Fumes from running engines within the SOCO bay	Respiratory irritation	The running of engines inside the SOCO bay to be kept to a minimum and avoided wherever possible	2	3	6	Ensure adequate ventilation and fire exits clearly displayed and kept clear	1	3	3
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; tidy cable/hose routing; avoid trailing leads	4	3	12	Operate under site housekeeping and ground condition controls; report defective surfaces	2	3	6

Method Statement

SOCO Bays

Task:	SOCO Bays	Ref No:	CROUAM - MS021
RA Ref No:	CROUAM - RA021	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Access and working practices within designated SOCO (Scenes of Crime Officer) bays used for the secure storage/examination of vehicles

PPE

- Safety helmet
- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Safety boots

Preparation

- Confirm only authorised personnel hold access to the SOCO area key.
- Ensure fire exits are clearly displayed and kept clear.
- Ensure COSHH assessments are in place for hazardous substances

Access & Site Safety

- SOCO area locked at all times, only authorised personnel to have access to the key.
- Visitors accompanied at all times and not left unsupervised within the SOCO bay.
- Appropriate gloves and safety equipment worn at all times in the SOCO area.
- Signage prohibiting unauthorised entry displayed clearly

SOCO Bay Access Procedure

- Confirm authorisation before unlocking or entering the SOCO bay.
- Wear appropriate gloves and safety equipment at all times within the bay.
- Keep running of engines inside the SOCO bay to a minimum and avoid wherever possible.
- Ensure cleaning personnel are trained not to enter the area unsupervised

Completion

- Re-lock the SOCO area on completion of access
- Report any breach of access control immediately

Training & Competence

- SOCO bay access control
- COSHH awareness
- Evidence handling awareness

Winching

Task:	Winching	Ref No:	CROUAM - RA022
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Use of vehicle-mounted winch and cables/strops	Crush injuries, cable failure, struck-by	Talk through the task — is a winch required or can the objective be achieved more safely; check winch and cables/strops for faults before use, and do not use and report to the depot/fleet manager if any are found; rig up the winch as per manufacturer's instructions using strops and full PPE	3	5	15	Ensure operators are qualified and competent in the use of winches through formal training or under supervision of a competent user	2	5	10
Personnel within the winching safe zone	Struck-by, crush injuries, fatality	Set out a safe zone at the beginning and erect necessary warning signs or barriers; ensure all but the operator is outside the safe zone during winching; only the operator to use the winch	3	5	15	Identify where the winched object may end up and plan the operator's escape route in advance	2	5	10
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6

Winching

Task:	Winching	Ref No:	CROUAM - MS022
RA Ref No:	CROUAM - RA022	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Safe use of vehicle-mounted winches, cables, and strops during recovery operations

PPE

- Safety helmet
- Safety goggles
- Hearing protection
- Face mask
- Hi-vis jacket and trousers.
- Gloves
- Steel toe-capped safety boots

Preparation

- Make a visual inspection of the equipment to be used.
- Ensure operators are qualified and competent in the use of winches.
- Confirm correct information relayed on casualty and location.
- Observe the access/egress risk assessment and method statement

Access & Site Safety

- Approach the incident scene with caution, displaying amber beacons.
- Keep beacons running during the winching process.
- Ensure there is an adequate level of first aid competency and a first aid kit on site.
- Set out the safe zone and erect necessary warning signs or barriers

Winching Procedure

- Talk through the task to confirm a winch is required or whether the objective can be achieved more safely another way.
- Ensure all operators know their role, the danger, and what to do in an emergency; identify where the winched object may end up and plan the escape route.
- Rig up the winch as per manufacturer's instructions and training, using strops and wearing all relevant PPE; consider the use of stabilising lines.
- Ensure all but the operator is outside the safe zone during winching; use controlled movements on levers, working from the safest side where possible.
- Check the winch and cables/strops for faults before and during use; if any faults are found, do not use, report to the depot, and fleet manager, and label the equipment as not to be used.
- Ensure any debris on the road is cleared before moving away, keeping beacons running until the normal or statutory speed limit is achieved.
- Ensure the winch is rewound onto the drum correctly and stowed away properly in accordance with training

Completion

- Record all information on the recovery job sheet and obtain the motorist's signature.
- Ring the Control Room and clear the job down; check for further jobs or return to base

Training & Competence

- Winch operation and rigging.
- Safe zone/escape route planning

- Manual handling
- First aid awareness

Smart Motorways

Task:	Smart Motorways	Ref No:	CROUAM - RA023
Issue Date:	01/07/2026	Review Date:	01/07/2027
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles and trailers	Crush injuries, fractures, fatality	Position recovery vehicle in a safe location; beacons active; dynamic risk assessment on arrival; establish exclusion zone; immobilise casualty vehicle (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with Highways/Traffic Officers or site management to confirm safe working area; collaborate with traffic management provider; operate under the prevailing traffic management RAMS	2	5	10
Vehicle movements / live traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers where safe to deploy; amber beacons on approach and egress; lone-worker procedure; controlled work area	3	5	15	Work in collaboration with Highways Agency Traffic Officers (HATO), Police, or an Impact Protection Vehicle (IPV); follow site-specific traffic management controls	2	5	10
Working within an active Smart Motorway carriageway or Emergency Refuge Area	Impact injuries, fatality	Must have assistance from an IPV, HATO or Police before commencing work in a live lane; regular driving assessments	3	5	15	Consider using a second operative for additional protection and awareness	2	5	10
Manual handling of equipment and components	Musculoskeletal strain, sprains	Correct lifting posture and technique; avoid awkward positioning; use mechanical aids where available	3	3	9	Consider use of multiple personnel or mechanical lifting aids; ensure suitable space and access	2	3	6
Adverse weather conditions	Reduced visibility, slips, exposure	Monitor weather forecasts; adjust working practices; appropriate weather-protective PPE	3	3	9	Suspend non-essential work in severe conditions in consultation with control room/site management	2	3	6
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins via APEX or equivalent system; mobile phone carried at all times	3	3	9	Emergency arrangements followed in collaboration with site/control room procedures; in-cab camera systems fitted to recovery vehicles	2	3	6

Smart Motorways

Task:	Smart Motorways	Ref No:	CROUAM - MS023
RA Ref No:	CROUAM - RA023	Area/Site:	All
Issue Date:	01/07/2026	Review Date:	01/07/2027
Assessed By:	Gavin Podgers		

Scope of Work

- Recovery and breakdown response operations conducted on Smart Motorway sections, including live lane and Emergency Refuge Area attendance

PPE

- Safety helmet
- Safety goggles
- Hearing protection
- Hi-vis jacket and trousers.
- Gloves
- Safety boots

Preparation

- Ensure correct use of beacons and work lamps.
- Ensure vehicle reversing bleeper is fitted and working.
- Regular driving assessments
- Must have assistance from an IPV, HATO or Police confirmed before proceeding

Access & Site Safety

- All operatives to have completed relevant training courses approved by an independent assessor.
- All operatives to have completed induction training.
- All operatives to have read and signed the company's risk assessments and method statements.
- Daily and weekly vehicle checks to be made

Smart Motorway Procedure

- Confirm assistance from an IPV, HATO or Police is in place before entering a live lane on a Smart Motorway
- Use beacons throughout while stationary within the carriageway or Emergency Refuge Area
- Consider using a second operative to maintain awareness of approaching traffic.
- Remain alert to variable speed limits and lane signage throughout the operation

Completion

- Confirm safe egress from the live lane or refuge area.
- Report completion to the Control Room

Training & Competence

- Smart Motorway procedures
- IPV/HATO coordination
- Defensive driving

Non-Start – Diagnostic Assessment and Battery Replacement (Unit/Van)

Task:	Non-Start – Diagnostic Assessment and Battery Replacement (Unit/Van)	Ref No:	CROUAM - RA024
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicle	Crush injuries, fractures, fatality	Park in safe area, hazard lights, exclusion zone	3	5	15	Permit-to-work, wheel chocks, supervisor sign-off	2	5	10
Vehicle movements / traffic management	Impact injuries, fatality	Hi-vis PPE, cones/barriers	4	5	20	Site traffic plan, segregated pedestrian routes	2	5	10
Manual handling (battery replacement)	Back strain, sprains	Team lifts, mechanical aids	3	3	9	Task rotation, lifting aids	2	3	6
Electrical hazards (battery terminals, cables)	Electric shock, burns	Insulated tools, PPE (gloves, goggles)	3	4	12	Training, battery isolation procedure	2	4	8
Acid spillage from battery	Chemical burns, eye injury	Spill kits, goggles, gloves	3	4	12	COSHH training, neutralising agents	2	4	8
Slips, trips, falls (yard/workshop conditions)	Sprains, fractures	Good housekeeping, spill kits, anti-slip footwear	4	3	12	Site walk inspections, winter grit plan	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6

Method Statement

Non-Start – Diagnostic Assessment and Battery Replacement (Unit/Van)

Task:	Non-Start – Diagnostic Assessment and Battery Replacement (Unit/Van)	Ref No:	CROUAM - MS024
RA Ref No:	CROUAM - RA024	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026
Assessed By:	Gavin Podgers		

Scope

- Carry out initial safety checks and confirm the non-start condition. Perform diagnostic testing to identify electrical or battery-related faults. Test the battery for voltage, load, and charging performance. If required, remove the faulty battery and install a new approved unit following manufacturer procedures. Complete post-replacement checks, confirm successful engine start, and ensure the vehicle is safe and operational

- Nitrile Gloves
- Hi-Viz clothing
- Overalls
- Safety boots
- Hard hat (if required)
- Safety glasses
- Hearing Protection (if power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works, confined space if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff.

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- Confirm non-start condition and isolate electrical system.
- Inspect battery and connections for damage, corrosion, or leakage.
- Use insulated tools to disconnect battery (negative terminal first).
- Remove faulty battery using mechanical aids or team lift.
- Handle and store old battery in designated container for disposal.
- Install replacement battery following manufacturer's guidelines.
- Reconnect terminals (positive first, then negative), ensuring secure fit.
- Test vehicle start-up and electrical systems.
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.
- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits.

Engine Management Light – Diagnostic Assessment and Repair (Unit)

Task:	Engine Management Light – Diagnostic Assessment and Repair (Unit)	Ref No:	CROUAM - RA025
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicle	Crush injuries, fractures, fatality	Park in safe area, hazard lights, exclusion zone	3	5	15	Permit-to-work, wheel chocks, supervisor sign-off	2	5	10
Vehicle movements / traffic management	Impact injuries, fatality	Hi-vis PPE, cones/barriers	4	5	20	Site traffic plan, segregated pedestrian routes	2	5	10
Diagnostic equipment uses (laptop, cables, OBD scanner)	Electrical shock, trip hazard	PAT-tested equipment, cable management	2	3	6	Regular inspection of equipment	1	3	3
Manual handling (components, tools)	Back strain, sprains	Team lifts, mechanical aids	3	3	9	Task rotation, lifting aids	2	3	6
Electrical hazards (battery disconnection, ECU connections)	Electric shock, burns	Insulated tools, PPE (gloves, goggles)	3	4	12	Training, isolation procedure	2	4	8
Slips, trips, falls (yard/workshop conditions)	Sprains, fractures	Good housekeeping, spill kits, anti-slip footwear	4	3	12	Site walk inspections, winter grit plan	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6
Exposure to chemicals (lubricants/cleaners)	Dermatitis, respiratory irritation	COSHH assessments, gloves, goggles	2	3	6	Substitution with less hazardous products	1	3	3

Method Statement

Engine Management Light – Diagnostic Assessment and Repair (Unit)

Task:	Engine Management Light – Diagnostic Assessment and Repair (Unit)	Ref No:	CROUAM - MS025
RA Ref No:	CROUAM - RA025	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026
Assessed By:	Gavin Podgers		

PPE

- Nitrile Gloves
- Hi-Viz clothing
- Overalls

- Safety boots
- Hard hat (if required)
- Safety glasses
- Hearing Protection (if power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff.

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- Connect diagnostic equipment (OBD scanner/laptop) to vehicle ECU.
- Record fault codes and carry out visual checks of wiring, sensors, and connectors.
- Identify root cause of EML activation (e.g., sensor fault, wiring issue, ECU error).
- If battery disconnection is required, isolate safely using insulated tools.
- Replace or repair faulty component following manufacturer's guidelines.
- Use mechanical aids or team lifts for heavy components.
- Clear error codes and retest system to confirm repair.
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.
- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits.

Air System Leak – Initial Diagnosis (Unit)

Task:	Air System Leak – Initial Diagnosis (Unit)	Ref No:	CROUAM - RA026
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicle	Crush injuries, fractures, fatality	Park in safe area, hazard lights, exclusion zone	3	5	15	Permit-to-work, wheel chocks, supervisor sign-off	2	5	10
Raising cab (if required)	Crush injuries, entrapment	Cab lock engaged, exclusion zone	3	5	15	Supervisor sign-off, cab props, training	2	5	10
Vehicle movements / traffic management	Impact injuries, fatality	Hi-vis PPE, cones/barriers	4	5	20	Site traffic plan, segregated pedestrian routes	2	5	10
Exposure to compressed air release	Hearing damage, eye injury	PPE (ear defenders, safety glasses)	3	3	9	Controlled depressurisation, signage	2	3	6
Diagnostic equipment uses (laptop, hoses, leak detector)	Electrical shock, trip hazard	PAT-tested equipment, cable management	2	3	6	Regular inspection of equipment	1	3	3
Manual handling (airbags, brake chambers, tools)	Back strain, sprains	Team lifts, mechanical aids	3	3	9	Task rotation, lifting aids	2	3	6
Slips, trips, falls (yard/workshop conditions)	Sprains, fractures	Good housekeeping, spill kits, anti-slip footwear	4	3	12	Site walk inspections, winter grit plan	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6
Exposure to chemicals (leak detection spray, lubricants)	Dermatitis, respiratory irritation	COSHH assessments, gloves, goggles	2	3	6	Substitution with less hazardous products	1	3	3

Method Statement

Air System Leak – Initial Diagnosis (Unit)

Task:	Air System Leak – Initial Diagnosis (Unit)	Ref No:	CROUAM - MS026
RA Ref No:	CROUAM - RA026	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026
Assessed By:	Gavin Podgers		

PPE

- Nitrile Gloves
- Hi-Viz clothing
- Overalls
- Safety boots
- Hard hat (if required)
- Safety glasses
- Hearing Protection (if air system is pressurised or power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff.

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- If required, raise cab using manufacturer's instructions and engage cab lock/props.
- Conduct visual inspection of air lines, airbags, brake chambers, Suzie lines, tanks, and valves.
- Pressurise system and listen for leaks using approved leak detection spray.
- Identify leak location - unknown source may include:
 - Airbag
 - Brake chamber
 - Air line
 - Suzie connection
 - Air tank valve
 - Foot valve / protection valve
 - Compressor line
 - Dryer unit
 - Modulator
- Depressurise air system safely before removing any component.
- Replace or repair faulty component following manufacturer's guidelines.
- Use mechanical aids or team lifts for heavy components.
- Re-pressurise system and confirm leak is resolved.
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.
- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits.

Brake Chamber Air Leak – Diagnosis and Component Replacement (Unit)

Task:	Brake Chamber Air Leak – Diagnosis and Component Replacement (Unit)	Ref No:	CROUAM - RA027
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicle	Crush injuries, fractures, fatality	Park in safe area, hazard lights, exclusion zone	3	5	15	Permit-to-work, wheel chocks, supervisor sign-off	2	5	10
Vehicle movements / traffic management	Impact injuries, fatality	Hi-vis PPE, cones/barriers	4	5	20	Site traffic plan, segregated pedestrian routes	2	5	10
Exposure to compressed air release	Hearing damage, eye injury	PPE (ear defenders, safety glasses)	3	3	9	Controlled depressurisation, signage	2	3	6
Brake chamber spring force (if spring break chamber)	Severe crush injury, amputation	Do not dismantle chamber, follow manufacturer guidance	3	5	15	Supervisor sign-off, training, use only approved replacement parts	2	5	10
Manual handling (brake chamber removal)	Back strain, sprains	Team lifts, mechanical aids	3	3	9	Task rotation, lifting aids	2	3	6
Diagnostic equipment uses (leak spray, hoses)	Trip hazard, chemical exposure	Cable management, COSHH controls	2	3	6	Regular inspection of equipment	1	3	3
Slips, trips, falls (yard/workshop conditions)	Sprains, fractures	Good housekeeping, spill kits, anti-slip footwear	4	3	12	Site walk inspections, winter grit plan	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6
Exposure to chemicals (lubricants, leak detection spray)	Dermatitis, respiratory irritation	COSHH assessments, gloves, goggles	2	3	6	Substitution with less hazardous products	1	3	3

Method Statement

Brake Chamber Air Leak – Diagnosis and Component Replacement (Unit)

Task:	Brake Chamber Air Leak – Diagnosis and Component Replacement (Unit)	Ref No:	CROUAM - MS027
RA Ref No:	CROUAM - RA027	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026
Assessed By:	Gavin Podgers		

PPE

- Nitrile Gloves
- Hi-Viz clothing
- Overalls
- Safety boots
- Hard hat (if required)
- Safety glasses
- Hearing Protection (if power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff.

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- Conduct visual inspection of brake chamber, air lines, pushrod, and mounting brackets.
- Pressurise system and listen for leaks using approved leak detection spray.
- Identify leak location (common points include:
 - Chamber diaphragm failure.
 - Pushrod seal leak
 - Airline fitting leak.
 - Chamber body corrosion.
 - Clamp band failure)
- Safely depressurise air system before removing any component.
- Never dismantle a spring break chamber — replace as a complete unit.
- Disconnect air lines using insulated tools.
- Remove faulty brake chamber using mechanical aids or team lift.
- Install replacement chamber following manufacturer torque settings and alignment procedures.
- Reconnect air lines and ensure secure fit.
- Re-pressurise system and confirm leak is resolved.
- Check brake operation and adjust if required.
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.
- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits.

Air Suspension Airbag Leak – Diagnosis and Component Replacement (Unit)

Task:	Air Suspension Airbag Leak – Diagnosis and Component Replacement (Unit)	Ref No:	CROUAM - RA028
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicle	Crush injuries, fractures, fatality	Park in safe area, hazard lights, exclusion zone	3	5	15	Permit-to-work, wheel chocks, supervisor sign-off	2	5	10
Raising cab (if required)	Crush injuries, entrapment	Cab lock engaged, exclusion zone	3	5	15	Supervisor sign-off, cab props, training	2	5	10
Vehicle movements / traffic management	Impact injuries, fatality	Hi-vis PPE, cones/barriers	4	5	20	Site traffic plan, segregated pedestrian routes	2	5	10
Exposure to compressed air release	Hearing damage, eye injury	PPE (ear defenders, safety glasses)	3	3	9	Controlled depressurisation, signage	2	3	6
Air bag collapse or sudden drop	Crush injuries, entrapment	Support vehicle with stands, do not work under unsupported suspension	3	5	15	Supervisor sign-off, training	2	5	10
Manual handling (air bag, tools)	Back strain, sprains	Team lifts, mechanical aids	3	3	9	Task rotation, lifting aids	2	3	6
Diagnostic equipment uses (leak spray, hoses)	Trip hazard, chemical exposure	Cable management, COSHH controls	2	3	6	Regular inspection of equipment	1	3	3
Slips, trips, falls (yard/workshop conditions)	Sprains, fractures	Good housekeeping, spill kits, anti-slip footwear	4	3	12	Site walk inspections, winter grit plan	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6
Exposure to chemicals (lubricants, leak detection spray)	Dermatitis, respiratory irritation	COSHH assessments, gloves, goggles	2	3	6	Substitution with less hazardous products	1	3	3

Method Statement

Air Suspension Airbag Leak – Diagnosis and Component Replacement (Unit)

Task:	Air Suspension Airbag Leak – Diagnosis and Component Replacement (Unit)	Ref No:	CROUAM - MS028
RA Ref No:	CROUAM - RA028	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026

Assessed By:	Gavin Podgers		
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PPE

- Nitrile Gloves
- Hi-Viz clothing
- Overalls
- Safety boots
- Hard hat (if required)
- Safety glasses
- Hearing Protection (if power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff.

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- Conduct visual inspection of air bag, air lines, height control valve, and mounting brackets.
- Pressurise system and listen for leaks using approved leak detection spray.
- Identify leak location (common points include:
 - Air bag rubber perishing
 - Airline fitting leak.
 - Air bag top/bottom plate corrosion
 - Height control valve leak
 - Airline chafing or split)
- Safely depressurise air system before removing any component.
- Support vehicle suspension with approved stands before removing air bag.
- Disconnect air lines using insulated tools.
- Remove faulty air bag using mechanical aids or team lift.
- Install replacement air bag following manufacturer torque settings and alignment procedures.
- Reconnect air lines and ensure secure fit.
- Re-pressurise system and confirm leak is resolved.
- Check suspension height and adjust via height control valve if required.
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.
- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits

Damaged Suzie Connections – Inspection and Component Replacement (Unit)

Task:	Damaged Suzie Connections – Inspection and Component Replacement (Unit)	Ref No:	CROUAM - RA029
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicle	Crush injuries, fractures, fatality	Park in safe area, hazard lights, exclusion zone	3	5	15	Permit-to-work, wheel chocks, supervisor sign-off	2	5	10
Vehicle movements / traffic management	Impact injuries, fatality	Hi-vis PPE, cones/barriers	4	5	20	Site traffic plan, segregated pedestrian routes	2	5	10
Exposure to compressed air release	Hearing damage, eye injury	PPE (ear defenders, safety glasses)	3	3	9	Controlled depressurisation, signage	2	3	6
Electrical hazards (EBS Suzie)	Electric shock, burns	Insulated tools, correct isolation	2	4	8	Training, regular inspection	1	4	4
Manual handling (Suzie's, tools)	Back strain, sprains	Team lifts, mechanical aids	3	3	9	Task rotation, lifting aids	2	3	6
Trip hazards (coiled lines, cables)	Sprains, falls	Good housekeeping, cable management	3	3	9	Improved routing, signage	2	3	6
Slips, trips, falls (yard/workshop conditions)	Sprains, fractures	Good housekeeping, spill kits, anti-slip footwear	4	3	12	Site walk inspections, winter grit plan	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6
Exposure to chemicals (lubricants, cleaners)	Dermatitis, respiratory irritation	COSHH assessments, gloves, goggles	2	3	6	Substitution with less hazardous products	1	3	3

Method Statement

Damaged Suzie Connections – Inspection and Component Replacement (Unit)

Task:	Damaged Suzie Connections – Inspection and Component Replacement (Unit)	Ref No:	CROUAM - MS029
RA Ref No:	CROUAM - RA029	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026
Assessed By:	Gavin Podgers		

PPE

- Nitrile Gloves

- Hi-Viz clothing
- Overalls
- Safety boots
- Hard hat (if required)
- Safety glasses
- Hearing Protection (if power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- Conduct visual inspection of all Suzie's:
- Red (emergency air)
- Yellow (service air)
- Electrical Suzie (EBS/ABS)
- Identify damage such as:
- Split hoses
- Crushed or kinked lines
- Damaged connectors
- Electrical pin corrosion
- Air leaks at couplings
- Depressurise air system safely before disconnecting air Suzie's.
- Disconnect damaged Suzie lines using insulated tools.
- Inspect tractor and trailer coupling points for wear or damage.
- Fit replacement Suzie lines ensuring:
- Correct routing
- No twisting or stretching.
- Adequate clearance from catwalk and chassis
- Secure connection at both ends.
- For electrical Suzie's:
- Inspect plug pins.
- Clean contacts if required.
- Ensure locking tab engages correctly.
- Re-pressurise air system and check for leaks.
- Confirm correct brake system operation and electrical communication.
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.

- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits

Wind Deflector Damage – Inspection, Repair, and Making Safe to Travel (Unit)

Task:	Wind Deflector Damage – Inspection, Repair, and Making Safe to Travel (Unit)	Ref No:	CROUAM - RA030
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicle	Crush injuries, fractures, fatality	Park in safe area, hazard lights, exclusion zone	3	5	15	Permit-to-work, wheel chocks, supervisor sign-off	2	5	10
Working at height (side steps, cab access)	Falls, fractures	Use manufacturer steps/handholds	3	4	12	Use platform/step ladder if required	2	4	8
Sharp edges from broken deflector	Cuts, lacerations	Gloves, careful handling	3	3	9	Remove loose fragments immediately	2	3	6
Falling debris during removal	Impact injuries	Exclusion zone, PPE	3	4	12	Spotter, controlled removal	2	4	8
Manual handling (panels, brackets)	Back strain, sprains	Team lifts, mechanical aids	3	3	9	Task rotation, lifting aids	2	3	6
Use of tools (ratchets, drills, fixings)	Hand injuries, pinch points	Trained personnel, correct tools	2	3	6	Regular inspection of tools	1	3	3
Vehicle movements / traffic management	Impact injuries, fatality	Hi-vis PPE, cones/barriers	4	5	20	Site traffic plan, segregated pedestrian routes	2	5	10
Slips, trips, falls (yard/workshop conditions)	Sprains, fractures	Good housekeeping, spill kits, anti-slip footwear	4	3	12	Site walk inspections, winter grit plan	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6

Method Statement

Wind Deflector Damage – Inspection, Repair, and Making Safe to Travel (Unit)

Task:	Wind Deflector Damage – Inspection, Repair, and Making Safe to Travel (Unit)	Ref No:	CROUAM - MS030
RA Ref No:	CROUAM - RA030	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026
Assessed By:	Gavin Podgers		

PPE

- Nitrile Gloves

- Hi-Viz clothing
- Overalls
- Safety boots
- Hard hat (if required)
- Safety glasses
- Hearing Protection (if power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- Inspect wind deflector damage:
 - Cracked or broken panels
 - Loose fixings
 - Detached brackets
 - Sharp edges
 - Risk of detachment during travel
- Remove any loose or hanging sections immediately to prevent falling debris.
- If working at height is required, use approved steps/platforms.
- Remove damaged wind deflector components using correct tools.
- Inspect mounting points for damage or corrosion.
- Fit replacement wind deflector parts following manufacturer's guidelines.
- Ensure all fixings are torqued correctly and panels are secure.
- If replacement parts are not available:
 - Make safe by removing all loose components.
 - Tape or secure sharp edges.
 - Confirm no risk of detachment during travel.
- Report to site supervisor for authorisation to move vehicle.
- Conduct final inspection to ensure:
 - No loose panels
 - No sharp edges exposed.
 - No risk to road users or pedestrians
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.
- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits

Lighting System Failure – Bulb/Lamp Inspection and Replacement (Unit)

Task:	Lighting System Failure – Bulb/Lamp Inspection and Replacement (Unit)	Ref No:	CROUAM - RA031
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicle	Crush injuries, fractures, fatality	Park in safe area, hazard lights, exclusion zone	3	5	15	Permit-to-work, wheel chocks, supervisor sign-off	2	5	10
Vehicle movements / traffic management	Impact injuries, fatality	Hi-vis PPE, cones/barriers	4	5	20	Site traffic plan, segregated pedestrian routes	2	5	10
Electrical hazards (bulb holders, wiring)	Electric shock, burns	Ignition off, insulated tools	2	3	6	Training, isolation procedure	1	3	3
Sharp edges (lamp housings, broken lenses)	Cuts, lacerations	Gloves, careful handling	3	3	9	Remove loose fragments immediately	2	3	6
Working at height (cab steps for marker lights)	Falls, fractures	Use manufacturer steps/handholds	3	4	12	Use platform/step ladder if required	2	4	8
Manual handling (headlamp units, tools)	Back strain, sprains	Team lifts, mechanical aids	3	3	9	Task rotation, lifting aids	2	3	6
Slips, trips, falls (yard/workshop conditions)	Sprains, fractures	Good housekeeping, spill kits, anti-slip footwear	4	3	12	Site walk inspections, winter grit plan	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6
Exposure to chemicals (cleaners, lubricants)	Dermatitis, respiratory irritation	COSHH assessments, gloves, goggles	2	3	6	Substitution with less hazardous products	1	3	3

Method Statement

Lighting System Failure – Bulb/Lamp Inspection and Replacement (Unit)

Task:	Lighting System Failure – Bulb/Lamp Inspection and Replacement (Unit)	Ref No:	CROUAM - MS031
RA Ref No:	CROUAM - RA031	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026
Assessed By:	Gavin Podgers		

PPE

- Nitrile Gloves
- Hi-Viz clothing
- Overalls
- Safety boots
- Hard hat (if required)
- Safety glasses
- Hearing Protection (if power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- Identify failed light(s):
- Headlamp
- Tail lamp
- Marker lights
- Indicators
- Brake lights
- Number plate lamp.
- Inspect lamp housing for damage, water ingress, or broken lenses.
- Disconnect electrical connector if required.
- Remove lamp/bulb using correct tools and manufacturer instructions.
- Inspect wiring and connectors for corrosion or damage.
- Fit replacement bulb/lamp ensuring:
- Correct wattage and type
- Secure seating in holder
- No contamination on bulb glass
- Correct alignment of headlamp beam
- Reconnect electrical connector and test operation.
- If lamp housing is damaged and cannot be replaced on-site:
- Make safe by removing loose fragments.
- Tape or secure sharp edges.
- Ensure lamp still functions or report as unroadworthy.
- Confirm all lights operate correctly before releasing vehicle.
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.

- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits

Wheel Nut Indicator Missing – Inspection and Replacement (Unit)

Task:	Wheel Nut Indicator Missing – Inspection and Replacement (Unit)	Ref No:	CROUAM - RA032
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicle	Crush injuries, fractures, fatality	Park in safe area, hazard lights, exclusion zone	3	5	15	Wheel chocks, supervisor sign-off	2	5	10
Vehicle movements / traffic management	Impact injuries, fatality	Hi-vis PPE, cones/barriers	4	5	20	Site traffic plan, segregated pedestrian routes	2	5	10
Manual handling (wheel trims, tools)	Back strain, sprains	Team lifts, correct posture	3	3	9	Lifting aids, task rotation	2	3	6
Sharp edges (wheel trims, damaged markers)	Cuts, lacerations	Gloves, careful handling	3	3	9	Remove loose fragments immediately	2	3	6
Use of tools (wheel brace, torque wrench)	Hand injuries, pinch points	Trained personnel, correct tools	2	3	6	Regular inspection of tools	1	3	3
Slips, trips, falls (yard/workshop conditions)	Sprains, fractures	Good housekeeping, spill kits, anti-slip footwear	4	3	12	Site walk inspections, winter grit plan	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6

Method Statement

Wheel Nut Indicator Missing – Inspection and Replacement (Unit)

Task:	Wheel Nut Indicator Missing – Inspection and Replacement (Unit)	Ref No:	CROUAM - MS032
RA Ref No:	CROUAM - RA032	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026
Assessed By:	Gavin Podgers		

PPE

- Nitrile Gloves
- Hi-Viz clothing
- Overalls
- Safety boots
- Hard hat (if required)

- Safety glasses
- Hearing Protection (if power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- Inspect wheels for:
- Missing wheel nut markers
- Loose wheel nuts
- Damaged or cracked markers.
- Evidence of wheel movement
- If wheel nuts appear loose:
- Use calibrated torque wrench to tighten to manufacturer specification.
- Report immediately if wheel cannot be secured.
- Fit replacement wheel nut markers ensuring:
- Correct size for nut
- All markers aligned to indicate movement
- No interference with wheel trim or hub
- If wheel trim removal is required:
- Use correct tools.
- Avoid bending or damaging trim.
- Once markers are fitted, visually confirm:
- All nuts have markers.
- All markers aligned consistently
- No missing or damaged components
- If markers cannot be fitted due to damaged nuts or studs:
- Make safe.
- Report to site supervisor.
- Vehicle may be deemed unroadworthy.
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.
- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits

Mirror Assembly Damage – Inspection and Component Replacement (Unit)

Task:	Mirror Assembly Damage – Inspection and Component Replacement (Unit)	Ref No:	CROUAM - RA033
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicle	Crush injuries, fractures, fatality	Park in safe area, hazard lights, exclusion zone	3	5	15	Wheel chocks, supervisor sign-off	2	5	10
Vehicle movements / traffic management	Impact injuries, fatality	Hi-vis PPE, cones/barriers	4	5	20	Site traffic plan, segregated pedestrian routes	2	5	10
Sharp edges (broken mirror casing/glass)	Cuts, lacerations	Gloves, careful handling	3	3	9	Remove loose fragments immediately	2	3	6
Manual handling (mirror units, tools)	Back strain, sprains	Team lifts, mechanical aids	3	3	9	Task rotation, lifting aids	2	3	6
Electrical hazards (heated/electric mirrors)	Electric shock, burns	Ignition off, insulated tools	2	3	6	Isolation procedure, training	1	3	3
Use of tools (ratchets, screwdrivers, drills)	Hand injuries, pinch points	Trained personnel, correct tools	2	3	6	Regular inspection of tools	1	3	3
Slips, trips, falls (yard/workshop conditions)	Sprains, fractures	Good housekeeping, spill kits, anti-slip footwear	4	3	12	Site walk inspections, winter grit plan	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6

Method Statement

Mirror Assembly Damage – Inspection and Component Replacement (Unit)

Task:	Mirror Assembly Damage – Inspection and Component Replacement (Unit)	Ref No:	CROUAM - MS033
RA Ref No:	CROUAM - RA033	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026
Assessed By:	Gavin Podgers		

PPE

- Nitrile Gloves
- Hi-Viz clothing

- Overalls
- Safety boots
- Hard hat (if required)
- Safety glasses
- Hearing Protection (if power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- Inspect mirror assembly for:
 - Cracked or broken glass
 - Damaged casing or bracket
 - Loose fittings
 - Electrical faults (if powered)
- Remove loose or hanging fragments to prevent injury or further damage.
- Disconnect electrical connector if applicable.
- Remove damaged mirror using correct tools and manufacturer instructions.
- Inspect mounting points for damage or corrosion.
- Fit replacement mirror ensuring:
 - Correct alignment and secure fit
 - Electrical connector reattached (if applicable)
 - Mirror glass adjusted for visibility
- If replacement parts are unavailable:
 - Make safe by removing loose components.
 - Tape or secure sharp edges.
- Confirm visibility from remaining mirrors meets legal requirements.
- Report to site supervisor for authorisation to move vehicle.
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.
- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits

Seat System Fault – Inspection and Component Replacement (Unit)

Task:	Seat System Fault – Inspection and Component Replacement (Unit)	Ref No:	CROUAM - RA034
Issue Date:	19/12/2025	Review Date:	19/12/2026
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working inside cab	Crush injuries, trapped fingers	Park safely, ignition off, exclusion zone	3	4	12	Supervisor sign-off, wheel chocks	2	4	8
Air suspension seat release	Sudden movement, impact injuries	Depressurise seat before work	3	4	12	Training, controlled release	2	4	8
Sharp edges (broken plastics, rails)	Cuts, lacerations	Gloves, careful handling	3	3	9	Remove loose fragments immediately	2	3	6
Manual handling (seat removal)	Back strain, sprains	Team lifts, mechanical aids	3	3	9	Task rotation, lifting aids	2	3	6
Electrical hazards (heated seats, sensors)	Electric shock, burns	Ignition off, insulated tools	2	3	6	Isolation procedure, training	1	3	3
Airline disconnection (air seats)	Air release, eye injury	PPE, controlled depressurisation	3	3	9	Additional signage	2	3	6
Use of tools (ratchets, sockets, torx)	Hand injuries, pinch points	Trained personnel, correct tools	2	3	6	Regular inspection of tools	1	3	3
Slips, trips, falls (cab steps, yard)	Sprains, fractures	Good housekeeping, anti-slip footwear	4	3	12	Site walk inspections	2	3	6
Lone working	Delayed medical response	Lone worker policy, check-in system	3	3	9	GPS tracker, buddy system	2	3	6

Method Statement

Seat System Fault – Inspection and Component Replacement (Unit)

Task:	Seat System Fault – Inspection and Component Replacement (Unit)	Ref No:	CROUAM - MS034
RA Ref No:	CROUAM - RA034	Area/Site:	All
Issue Date:	19/12/2025	Review Date:	19/12/2026
Assessed By:	Gavin Podgers		

PPE

- Nitrile Gloves
- Hi-Viz clothing

- Overalls
- Safety boots
- Hard hat (if required)
- Safety glasses
- Hearing Protection (if power tools used)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Report to site gatehouse/office to sign in and obtain permits.
- Park service vehicle in designated safe area, hazard lights/beacons on.
- Establish exclusion zone with cones/barriers.
- Liaise with site traffic management to control vehicle movements.
- If vehicle movement is required, hand back responsibility to site staff

Diagnostic & Repair Activities

- Immobilise vehicle: handbrake applied, wheel chocks, ignition off.
- Inspect seat for faults including:
- Air suspension not rising or sinking.
- Damaged seat base or frame
- Faulty height adjustment
- Broken armrests or backrest mechanisms
- Electrical faults (heating, sensors)
- Excessive movement on rails
- Remove loose or dangerous components immediately.
- If air seat:
- Depressurise system safely.
- Inspect air lines, valves, and seat bladder.
- If electrical:
- Disconnect battery if required.
- Inspect wiring, connectors, and switches.
- Remove seat if replacement is required:
- Use team lift or mechanical aid.
- Disconnect air lines and electrical connectors.
- Unbolt seat from cab floor using correct tools.
- Install replacement seat or components ensuring:
- Correct torque settings
- Secure mounting
- Air lines reconnected and leak tested.
- Electrical connectors reattached
- Seat adjusted for safe operation
- If seat cannot be repaired on-site:
- Make safe.
- Secure loose components
- Confirm seat is safe for limited movement or declare unroadworthy.
- Report to site supervisor.
- Do not carry out repairs unless covered by existing RAMS or new RAMS submitted.
- Report findings to site supervisor.

Completion

- Clear work area of debris, tools, and spillages.
- Remove barriers/cones.
- Sign off permits with site supervisor.
- Record job details and report to control room.
- Report to site gatehouse/office to sign out and complete permits

ABS System Fault – Diagnostic Assessment and Repair (Trailer)

Task:	ABS System Fault – Diagnostic Assessment and Repair (Trailer)	Ref No:	CROUAM - RA035
Issue Date:	12/01/2025	Review Date:	12/01/2026
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles	Crush injuries, fractures, fatality	Park in designated safe area; beacons active; dynamic risk assessment; establish exclusion zone; immobilise trailer (handbrake, chocks); maintain situational awareness	3	5	15	Liaise with site management to confirm safe working area; collaborate with the client site traffic management; operate under site RAMS for yard controls	2	5	10
Vehicle movements / traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers; controlled work area; lone-worker procedure	3	5	15	Collaborate with the client site traffic team; follow the client site yard routes and movement controls; operate under site traffic management RAMS	2	5	10
Electrical hazards (ABS diagnostics, connectors, ECU access)	Electric shock, burns, arcing	Use insulated tools; pre-use inspection of diagnostic equipment; isolate electrical circuits where required; trained technician only	3	4	12	Electrical work undertaken in collaboration with the client site electrical safety procedures	2	4	8
Manual handling (ABS modulator, ECU components)	Musculoskeletal strain	Correct lifting posture; avoid awkward positioning	3	3	9	Ensure suitable space and access in collaboration with site team	2	3	6
Use of hand tools / diagnostic equipment	Cuts, entrapment, eye injury	Safety glasses; gloves; correct tools; pre-use inspection	3	3	9	Work area managed in collaboration with site staff under site access rules	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; tidy cable routing; avoid trailing diagnostic leads	4	3	12	Operate under the client site housekeeping and yard condition controls	2	3	6
Fire risk (electrical components, sparks)	Burns, smoke inhalation	No smoking; avoid sparks; ensure correct diagnostic procedure; isolate circuits before component removal	2	4	8	Follow the client site fire safety arrangements and collaborate with site team regarding ignition-risk areas	1	4	4
Lone working	Delayed emergency response	Lone-worker procedure; control room check-ins; mobile phone available	3	3	9	Emergency arrangements followed in collaboration with the client site procedures	2	3	6

ABS System Fault – Diagnostic Assessment and Repair (Trailer)

Task:	ABS System Fault – Diagnostic Assessment and Repair (Trailer)	Ref No:	CROUAM - MS035
RA Ref No:	CROUAM - RA035	Area/Site:	All
Issue Date:	12/01/2025	Review Date:	12/01/2026
Assessed By:	Gavin Podgers		

Scope of Work

- This method statement covers the safe diagnosis and repair of an ABS system fault on a trailer at the client site, including:
- ABS fault code retrieval.
- Electrical and sensor circuit testing
- Inspection of wheel speed sensors, wiring, and connectors
- Modulator valve checks
- ECU assessment and replacement if required.
- Final system verification and reporting
- Major electrical repairs beyond standard ABS component replacement are excluded unless separately authorised and supported by additional RAMS.

PPE

- Hi-visibility clothing.
- Safety boots
- Nitrile / cut-resistant gloves
- Overalls
- Safety glasses
- Hard hat (if required by site)
- Hearing protection (if using powered tools)

Preparation

- Perform dynamic risk assessment on arrival.
- Report to site gatehouse and sign in.
- Confirm permits or site requirements.
- Inspect PPE and tools before use.
- Liaise with site team regarding traffic flow and safe working area.
- Park service vehicle safely with beacons active

Access & Site Safety

- Sign on to Site.
- Park only in designated safe areas
- Establish exclusion zone using cones/barriers.
- Follow site traffic routes and instructions.
- Operate in accordance with site RAMS and rules.
- Maintain communication with site team throughout works.
- If vehicle movement is required, hand back responsibility to site staff

Diagnostic & Repair Activities

- Isolate electrical circuits where required.
- Remove damaged or defective ABS components.
- Install replacement sensors, wiring, or modulators as required.
- Ensure all connectors are secure and protected from contamination.

- Clear fault codes and re-run diagnostic checks
- Conduct road-worthiness verification (static checks only unless authorised)
- Confirm ABS warning lamp extinguishes and system operates correctly

Completion

- Remove tools, cones, and barriers.
- Clear work area of debris
- Report completion to site contact.
- Sign out at gatehouse/complete any permits.
- Update Crouch Recovery control room

Training & Competence

- All technicians are trained and competent in:
- Trailer ABS systems
- Electrical diagnostics
- Safe use of diagnostic tools
- Manual handling
- Tool use
- Dynamic risk assessment
- Lone-working procedures

Air System Leak – Initial Diagnosis (Trailer)

Task:	Air System Leak – Initial Diagnosis (Trailer)	Ref No:	CROUAM - RA036
Issue Date:	12/01/2025	Review Date:	12/01/2026
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles & trailers	Crush injuries, fractures, fatality	Park in designated safe area; beacons active; dynamic risk assessment; establish exclusion zone; immobilise trailer (handbrake, chocks)	3	5	15	Liaise with site management to confirm safe working area; collaborate with the client site traffic management; operate under site RAMS for yard movements	2	5	10
Vehicle movements / traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers; maintain situational awareness; controlled work area	3	5	15	Work in collaboration with the client site traffic team; follow the client site yard routes and movement controls	2	5	10
Air system pressurisation / unexpected release	Hearing damage, minor impact injuries	Isolate air supply where possible; depressurise system before inspection; use correct tools; trained technician only	3	4	12	Operate in accordance with site RAMS for mechanical work; maintain communication with site team	2	4	8
Use of hand tools / leak detection spray	Cuts, eye irritation	Safety glasses; gloves; correct tools; pre-use inspection	3	3	9	Work area managed in collaboration with site staff under site access rules	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; maintain tidy hose routing	4	3	12	Operate under the client site housekeeping and yard condition controls	2	3	6
Manual handling (air lines, covers)	Musculoskeletal strain	Correct lifting technique; avoid awkward postures	3	3	9	Ensure suitable space and access in collaboration with site team	2	3	6
Noise from escaping air	Hearing discomfort	Hearing protection available; maintain safe distance during initial inspection	2	2	4	Operate under the client site noise controls	1	2	2
Lone working	Delayed emergency response	Lone worker procedure: control room check-ins; mobile phone available	3	3	9	Emergency arrangements followed in collaboration with the client site procedures	2	3	6

Air System Leak – Initial Diagnosis (Trailer)

Task:	Air System Leak – Initial Diagnosis (Trailer)	Ref No:	CROUAM - MS036
RA Ref No:	CROUAM - RA036	Area/Site:	All
Issue Date:	12/01/2025	Review Date:	12/01/2026
Assessed By:	Gavin Podgers		

Scope of Work

- This method statement covers the safe initial diagnosis of an air system leak on a trailer at the client site, including:
- Identification of audible or visible air leaks
- Inspection of air lines, couplings, valves, tanks, and fittings
- Use of leak detection spray
- Basic rectification where possible (tightening fittings, replacing seals/lines if safe and authorised)
- Determining whether the trailer is roadworthy or requires recovery.
- Major pneumatic repairs or component replacements beyond minor rectification are excluded unless separately authorised and supported by additional RAMS.

PPE

- Hi-visibility clothing.
- Safety boots
- Nitrile / cut-resistant gloves
- Overalls
- Safety glasses
- Hearing protection (if required)
- Hard hat (if required by site)

Preparation

- Perform dynamic risk assessment on arrival.
- Report to site gatehouse and sign in.
- Confirm any permits or site requirements.
- Inspect PPE and tools before use.
- Liaise with site team regarding traffic flow and safe working area.
- Park service vehicle safely with beacons active

Access & Site Safety

- Sign on to Site.
- Park only in designated safe areas
- Establish exclusion zone using cones/barriers.
- Follow site traffic routes and instructions.
- Operate under site RAMS and site rules.
- Maintain communication with site team throughout works.
- If vehicle movement is required, hand back responsibility to site staff

Diagnostic & Repair Activities

- Confirm trailer is immobilised (handbrake applied, wheels chocked)
- Conduct a visual inspection of air lines, tanks, valves, and couplings.
- Listen for audible leaks and identify general leak location.
- Apply leak detection spray to suspected areas.
- Inspect for damaged hoses, loose fittings, cracked couplings, or failed seals.
- If safe and authorised, carry out minor rectification (tightening fittings, replacing small components)

- Re-pressurise system and re-check for leaks.
- If leak cannot be safely rectified on site, or trailer cannot be made roadworthy, escalate to Crouch Recovery control room for deployment of a recovery asset

Completion

- Remove tools, cones, and barriers.
- Clear work area of debris
- Report completion to site contact.
- Sign out at gatehouse/complete any permits.
- Update Crouch Recovery control room

Training & Competence

- All technicians are trained and competent in:
- Trailer air systems
- Leak detection
- Safe use of tools and equipment
- Lone working procedures
- Dynamic risk assessment
- Site safety and traffic awareness

Brake Chamber Air Leak – Diagnosis and Component Replacement (Trailer)

Task:	Brake Chamber Air Leak – Diagnosis and Component Replacement (Trailer)	Ref No:	CROUAM - RA037
Issue Date:	12/01/2025	Review Date:	12/01/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles & trailers	Crush injuries, fractures, fatality	Park in designated safe area; beacons active; dynamic risk assessment; establish exclusion zone; immobilise trailer (handbrake, chocks)	3	5	15	Liaise with site management to confirm safe working area; collaborate with the client site traffic management; operate under site RAMS for yard movements	2	5	10
Vehicle movements / traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers; situational awareness; controlled work area	3	5	15	Work in collaboration with the client site traffic team; follow the client site yard routes and movement controls	2	5	10
Pressurised air system release	Eye injury, hearing damage, minor impact injuries	Depressurise system before work; isolate air supply; use correct tools; trained technician only	3	4	12	Operate in accordance with the client site mechanical safety expectations; maintain communication with site team	2	4	8
Brake chamber spring force (if spring break chamber)	Severe crush injury, amputation	Replace chamber only when fully depressurised; never dismantle chamber; follow manufacturer procedures	3	5	15	Work collaboratively with site team to ensure safe space and controlled environment	2	5	10
Use of hand tools / airline fittings	Cuts, entrapment, eye irritation	Safety glasses; gloves; correct tools; pre-use inspection	3	3	9	Work area managed in collaboration with site staff under site access rules	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; maintain tidy hose routing	4	3	12	Operate under the client site housekeeping and yard condition controls	2	3	6
Manual handling (brake chamber removal/installation)	Musculoskeletal strain	Correct lifting technique; avoid awkward postures; technician works independently	3	3	9	Ensure suitable space and access in collaboration with site team	2	3	6
Lone working	Delayed emergency response	Lone worker procedure: control room check-ins; mobile phone available	3	3	9	Emergency arrangements followed in collaboration with the client site procedures	2	3	6

Brake Chamber Air Leak – Diagnosis and Component Replacement (Trailer)

Task:	Brake Chamber Air Leak – Diagnosis and Component Replacement (Trailer)	Ref No:	CROUAM - MS037
RA Ref No:	CROUAM - RA037	Area/Site:	All
Issue Date:	12/01/2025	Review Date:	12/01/2026
Assessed By:	Gavin Podgers		

Scope of Work

- This method statement covers the safe diagnosis and replacement of a leaking brake chamber on a trailer at the client site, including:
- Identification of air leaks around the brake chamber
- Inspection of air lines, fittings, and mounting hardware
- Safe depressurisation of the air system
- Removal and replacement of the brake chamber
- Re-pressurisation and leak testing
- Final operational checks and reporting
- Major pneumatic system repairs beyond chamber replacement are excluded unless separately authorised and supported by additional RAMS.

PPE

- Hi-visibility clothing.
- Safety boots
- Nitrile / cut-resistant gloves
- Overalls
- Safety glasses
- Hearing protection (if required)
- Hard hat (if required by site)

Preparation

- Perform dynamic risk assessment on arrival.
- Report to site gatehouse and sign in.
- Confirm any permits or site requirements.
- Inspect PPE and tools before use.
- Liaise with site team regarding traffic flow and safe working area.
- Park service vehicle safely with beacons active

Access & Site Safety

- Sign on to site.
- Park only in designated safe areas
- Establish exclusion zone using cones/barriers.
- Follow site traffic routes and instructions.
- Operate under site RAMS and site rules.
- Maintain communication with site team throughout works.
- If vehicle movement is required, hand back responsibility to site staff

Brake Chamber Air Leak – Diagnosis Procedure

- Confirm trailer is immobilised (handbrake applied, wheels chocked)
- Conduct visual inspection of brake chamber, air lines, and fittings.
- Listen for audible leaks and identify general leak location.
- Apply leak detection spray to suspected areas.

- Inspect for cracked housings, damaged diaphragms, loose fittings, or failed seals.
- If chamber is damaged or leaking internally, proceed to replacement

Brake Chamber Replacement Procedure

- Fully depressurise the air system
- Isolate air supply where possible
- Disconnect air lines safely.
- Remove mounting nuts and withdraw chamber.
- Install replacement chamber, ensuring correct orientation.
- Reconnect air lines and secure fittings.
- Re-pressurise system and check for leaks.
- Confirm correct brake operation.
- If the trailer cannot be made roadworthy, escalate to Crouch Recovery control room for deployment of a recovery asset

Completion

- Remove tools, cones, and barriers.
- Clear work area of debris
- Report completion to site contact.
- Sign out at gatehouse/complete any permits.
- Update Crouch Recovery control room

Training & Competence

- All technicians are trained and competent in:
- Trailer braking systems
- Brake chamber replacement.
- Air system depressurisation
- Safe use of tools and equipment
- Lone working procedures
- Dynamic risk assessment
- Site safety and traffic awareness

Air Suspension Airbag Leak – Diagnosis and Component Replacement (Trailer)

Task:	Air Suspension Airbag Leak – Diagnosis and Component Replacement (Trailer)	Ref No:	CROUAM - RA038
Issue Date:	12/01/2025	Review Date:	12/01/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles	Crush injuries, fractures, fatality	Park in designated safe area; beacons active; dynamic risk assessment; establish exclusion zone; immobilise trailer (handbrake, chocks); ensure suspension is fully deflated before work	3	5	15	Liaise with site management to confirm safe working area; operate in collaboration with site RAMS, traffic management, and yard controls	2	5	10
Vehicle movements / traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers; situational awareness; controlled work area	3	5	15	Collaborate with the client site traffic management team; operate under the client site yard movement rules and designated routes	2	5	10
Pressurised air systems (airbags, valves, lines)	Sudden release of air, impact injuries, eye injuries	Depressurise system fully before disconnecting components; use correct tools; isolate air supply; trained technician only	3	4	12	Work undertaken in collaboration with the client site safety expectations for mechanical work	2	4	8
Use of hand tools / air fittings	Cuts, entrapment, eye injury	Safety glasses; gloves; correct tools; pre-use inspection	3	3	9	Work area managed in collaboration with site staff under site access rules	2	3	6
Manual handling (airbags, tools)	Musculoskeletal strain	Correct lifting technique; avoid awkward postures	3	3	9	Ensure suitable space and access in collaboration with site team	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; spill kit; tidy hose routing	4	3	12	Operate under the client site housekeeping and yard condition controls	2	3	6
Fire risk (air lines, tools, friction)	Burns, smoke inhalation	No smoking; avoid sparks; ensure tools are in good condition	2	4	8	Follow the client site fire safety expectations and collaborate with site team if concerns arise	1	4	4
Lone working	Delayed emergency response	Lone worker procedure; control room check-ins; mobile phone available	3	3	9	Emergency arrangements followed in collaboration with the client site procedures	2	3	6

Air Suspension Airbag Leak – Diagnosis and Component Replacement (Trailer)

Task:	Air Suspension Airbag Leak – Diagnosis and Component Replacement (Trailer)	Ref No:	CROUAM - MS038
RA Ref No:	CROUAM - RA038	Area/Site:	All
Issue Date:	12/01/2025	Review Date:	12/01/2026
Assessed By:	Gavin Podgers		

Scope of Work

- This method statement covers the safe diagnosis and replacement of an air suspension airbag on a trailer at the client site, including:
- Air system depressurisation
- Leak identification
- Removal of defective airbag
- Installation of replacement airbag
- System re-pressurisation and leak testing
- Final checks and reporting
- Major suspension or chassis repairs are excluded unless separately authorised and supported by additional RAMS.

PPE

- Hi-visibility clothing.
- Safety boots
- Nitrile / cut-resistant gloves
- Overalls
- Safety glasses
- Hard hat (if required by site)
- Hearing protection (if using powered tools)

Preparation

- Perform dynamic risk assessment on arrival.
- Confirm permits required (hot works if applicable).
- Conduct toolboxes talk with team.
- Inspect and wear required PPE.

Access & Site Safety

- Sign on to site.
- Park only in designated safe areas
- Establish exclusion zone using cones/barriers.
- Follow site traffic routes and instructions.
- Operate in accordance with site RAMS and rules.
- Maintain communication with site team throughout works.
- If vehicle movement is required, hand back responsibility to site staff

Diagnostic Procedure

- Confirm trailer is immobilised (handbrake applied, wheels chocked)
- Ensure suspension is fully deflated before any work.
- Inspect airbag, air lines, valves, and fittings.
- Identify source of leak using approved methods (audible check, spray solution)
- Assess whether component replacement is required

Airbag Replacement Procedure

- Isolate and depressurise air system fully.
- Remove air lines and fittings safely.
- Unbolt and remove defective airbag.
- Install replacement airbag using correct torque and fittings.
- Reconnect air lines and check for correct routing.
- Re-pressurise system gradually.
- Conduct leak test and confirm correct suspension operation

Completion

- Remove tools, cones, and barriers.
- Clear work area of debris
- Report completion to site contact.
- Sign out at gatehouse/complete any permits.
- Update Crouch Recovery control room

Training & Competence

- All technicians are trained and competent in:
- HGV/trailer air suspension systems
- Airbag replacement
- Use of hand tools and air fittings
- Lone working procedures
- Dynamic risk assessment
- Spill response
- Safe working around heavy vehicles

Damaged Suzie Connections – Inspection and Component Replacement (Trailer)

Task:	Damaged Suzie Connections – Inspection and Component Replacement (Trailer)	Ref No:	CROUAM - RA039
Issue Date:	12/01/2025	Review Date:	12/01/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles	Crush injuries, fractures, fatality	Park in designated safe area; beacons active; dynamic risk assessment; establish exclusion zone; immobilise trailer/tractor unit (handbrake, wheel chocks)	3	5	15	Liaise with site team to confirm safe working area; collaborate with the client site traffic management; operate under site RAMS and yard controls	2	5	10
Vehicle movements / traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers; situational awareness; maintain controlled work area	3	5	15	Collaborate with the client site traffic management; follow the client site yard routes and movement controls	2	5	10
Electrical hazards (Suzie lines – ABS/EBS)	Electric shock, burns, arcing	Isolate electrical supply; inspect connectors before handling; use insulated tools; trained technician only	3	4	12	Electrical work undertaken in collaboration with the client site electrical safety expectations	2	4	8
Pneumatic hazards (air lines)	Whiplash, hand injuries, sudden release of pressure	Depressurise system before disconnecting; avoid standing directly in line with couplings; gloves and eye protection	3	3	9	Ensure suitable space and access in collaboration with site team	2	3	6
Manual handling (Suzie lines/components)	Strains, sprains	Correct lifting posture; avoid overreaching; technician works within personal capability	3	3	9	Maintain clear access under the client site housekeeping standards	2	3	6
Use of hand tools	Cuts, entrapment, eye injury	Safety glasses; gloves; correct tools; pre-use inspection	3	3	9	Work area managed in collaboration with site staff under site access rules	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; avoid trailing hoses; maintain tidy work area	4	3	12	Operate under the client site housekeeping and yard condition controls	2	3	6
Fire risk (electrical faults)	Burns, smoke inhalation	No smoking; avoid sparks; ensure correct isolation before handling electrical connectors	2	4	8	Follow the client site fire safety expectations and collaborate with site team if concerns arise	1	4	4
Lone working	Delayed emergency response	Lone worker procedure: control room check-ins; mobile phone available	3	3	9	Emergency arrangements followed in collaboration with the client site procedures	2	3	6

Damaged Suzie Connections – Inspection and Component Replacement (Trailer)

Task:	Damaged Suzie Connections – Inspection and Component Replacement (Trailer)	Ref No:	CROUAM - MS039
RA Ref No:	CROUAM - RA039	Area/Site:	All
Issue Date:	12/01/2025	Review Date:	12/01/2026
Assessed By:	Gavin Podgers		

Scope of Work

- This method statement covers the safe inspection, diagnosis, and replacement of damaged Suzie connections (air lines and electrical lines) on a trailer at the client site.
- Activities include:
 - Visual inspection of air and electrical Suzie lines
 - Identification of damage, wear, or failed components
 - Replacement of air lines, electrical coils, connectors, or mounting hardware
 - Functional testing of braking and electrical systems
 - Final checks and reporting
- Major electrical or pneumatic repairs beyond component replacement are excluded unless separately authorised and supported by additional RAMS.

PPE

- Hi-visibility clothing.
- Safety boots
- Nitrile / cut-resistant gloves
- Overalls
- Safety glasses
- Hard hat (if required by site)
- Hearing protection (if using powered tools)

Preparation

- Perform dynamic risk assessment on arrival.
- Report to site gatehouse and sign in.
- Confirm any site-specific requirements or permits.
- Inspect PPE, tools, and replacement components before use.
- Liaise with site team regarding traffic flow and safe working area.
- Park service vehicle safely with beacons active.

Access & Site Safety

- Sign on to site.
- Park only in designated safe areas.
- Establish exclusion zone using cones/barriers.
- Follow site traffic routes and instructions.
- Operate in accordance with site RAMS and rules.
- Maintain communication with site team throughout works.
- If vehicle movement is required, hand back responsibility to site staff.

Suzie Line Inspection Procedure

- Confirm vehicle/trailer is immobilised (handbrake applied, wheels chocked).
- Access Suzie area safely, ensuring stable footing.
- Inspect air lines for splits, abrasions, kinks, or failed couplings.
- Inspect electrical lines for exposed wiring, damaged plugs, or poor retention.

- Check mounting points, pogo stick, and retaining clips.
- Identify components requiring replacement.

Suzie Line Replacement Procedure

- Isolate electrical supply and depressurise air system.
- Disconnect damaged air/electrical lines safely.
- Remove retaining clips or brackets as required.
- Install new components, ensuring correct routing and secure fixing.
- Reconnect air lines ensuring correct red/yellow allocation.
- Reconnect electrical line ensuring firm seating and correct polarity.
- Re-pressurise system and check for leaks.
- Test trailer lighting, ABS/EBS function, and brake response.
- Confirm all lines are free from tension, snagging, or ground contact.

Completion

- Remove tools, cones, and barriers.
- Clear work area of debris.
- Report completion to site contact.
- Sign out at gatehouse/complete any permits.
- Update Crouch Recovery control room.

Training & Competence

- All technicians are trained and competent in:
- HGV trailer systems
- Suzie line inspection and replacement
- Pneumatic and electrical safety
- Manual handling
- Tool use
- Dynamic risk assessment
- Lone working procedures

Bodywork Damage – Removal of Damaged Components and Making Safe to Travel (Trailer)

Task:	Bodywork Damage – Removal of Damaged Components and Making Safe to Travel (Trailer)	Ref No:	CROUAM - RA040
Issue Date:	12/01/2025	Review Date:	12/01/2026
Area/Site:	All	Assessed By:	Gavin Podgers

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles	Crush injuries, fractures, fatality	Park in designated safe area; beacons on; dynamic risk assessment; establish exclusion zone; immobilise trailer (handbrake, chocks if required)	3	5	15	Liaise with site management to confirm safe working area; operate in collaboration with site RAMS, traffic management, and yard controls	2	5	10
Vehicle movements / traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers; situational awareness; maintain controlled work area	3	5	15	Collaborate with the client site traffic management team; follow the client site yard routes and movement controls	2	5	10
Sharp edges / damaged bodywork	Cuts, lacerations, puncture wounds	Gloves; safety glasses; controlled removal of loose panels; use correct tools	3	3	9	Work area managed in collaboration with site staff under site access rules	2	3	6
Use of hand tools	Cuts, entrapment, eye injury	Pre-use inspection; correct tools; gloves; safety glasses	3	3	9	Operate under the client site safety expectations for tool use and work area management	2	3	6
Manual handling (single tech)	Musculoskeletal strain	Correct lifting technique; assess weight before lifting; avoid lifting heavy or awkward components; do not attempt lifts beyond safe capability	3	3	9	Ensure suitable space and access in collaboration with site team	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; maintain tidy work area; avoid trailing tools or debris	4	3	12	Operate under the client site housekeeping and yard condition controls	2	3	6
Fire risk (sparks from cutting tools if used)	Burns, smoke inhalation	No smoking; avoid sparks; use non-sparking tools where possible; only use cutting tools if essential and safe	2	4	8	Follow the client site fire safety expectations and collaborate with site team before any cutting activity	1	4	4
Lone working	Delayed emergency response	Lone worker procedure: control room check-ins; mobile phone available	3	3	9	Emergency arrangements followed in collaboration with the client site procedures	2	3	6

Bodywork Damage – Removal of Damaged Components and Making Safe to Travel (Trailer)

Task:	Bodywork Damage – Removal of Damaged Components and Making Safe to Travel (Trailer)	Ref No:	CROUAM - MS040
RA Ref No:	CROUAM - RA040	Area/Site:	All
Issue Date:	12/01/2025	Review Date:	12/01/2026
Assessed By:	Gavin Podgers		

Scope of Work

- This method statement covers the safe removal of damaged trailer bodywork components and the process of making the trailer safe to travel.
- Work includes:
 - Visual assessment of bodywork damage
 - Controlled removal of loose, hanging, or unsafe components
 - Securing remaining structure to prevent further detachment
 - Ensuring the trailer is safe to move on the highway.
 - Reporting findings to the client site and Crouch Recovery control
- Major structural repairs are excluded and require workshop facilities or deployment of a recovery asset if the trailer cannot be made roadworthy.

PPE

- Hi-visibility clothing.
- Safety boots
- Nitrile / cut-resistant gloves
- Overalls
- Safety glasses
- Hard hat (if required by site)
- Hearing protection (if using powered tools)

Preparation

- Perform dynamic risk assessment on arrival.
- Report to site gatehouse and sign in.
- Confirm any site-specific requirements or permits.
- Inspect PPE and tools before use.
- Liaise with site team regarding traffic flow and safe working area.
- Park service vehicle safely with beacons active.
- Establish exclusion zone using cones/barriers.

Access & Site Safety

- Sign on to site.
- Park only in designated safe areas.
- Collaborate with site team to confirm safe working space.
- Follow site traffic routes and operate under site RAMS for yard and traffic management.
- Maintain communication with site team throughout works.
- Ensure exclusion zone remains intact during the task.
- If vehicle movement is required, hand back responsibility to site staff.

Damage Assessment & Removal Procedure

- Confirm trailer is immobilised (handbrake applied).
- Conduct visual inspection of damaged bodywork.

- Identify loose, hanging, or hazardous components.
- Remove damaged sections using appropriate tools, ensuring controlled handling.
- Avoid overreaching or lifting items beyond safe capability.
- Place removed components in a safe area for later collection.
- Ensure no sharp edges or protrusions remain that could pose a risk during travel.
- Secure any remaining panels using straps, fixings, or temporary measures where appropriate.
- Confirm trailer is safe to move on the highway.

Completion

- Remove tools, cones, and barriers.
- Clear work area of debris.
- Report completion to site contact.
- Sign out at gatehouse/complete any permits.
- Update Crouch Recovery control room with findings and actions taken.

Training & Competence

- All technicians are trained and competent in:
- Trailer bodywork assessment
- Safe removal of damaged components
- Manual handling (single-tech operation)
- Tool use
- Dynamic risk assessment
- Lone working procedures
- Traffic-aware working on busy logistics sites

Lighting System Failure – Bulb/Lamp Inspection and Replacement (Trailer)

Task:	Lighting System Failure – Bulb/Lamp Inspection and Replacement (Trailer)	Ref No:	CROUAM - RA041
Issue Date:	12/01/2025	Review Date:	12/01/2026
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles	Crush injuries, fractures, fatality	Park in designated safe area; beacons active; dynamic risk assessment; establish exclusion zone; immobilise trailer/vehicle (handbrake, wheel chocks)	3	5	15	Liaise with site management to confirm safe working area; collaborate with site RAMS, traffic management, and yard controls	2	5	10
Vehicle movements / traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers; situational awareness; controlled work area	3	5	15	Operate under the client site traffic management procedures; follow the client site yard routes and movement controls	2	5	10
Electrical hazards (lighting circuits, connectors)	Electric shock, burns, arcing	Use insulated tools; pre-use inspection of tools; verify isolation where required; trained technician only	3	4	12	Electrical work undertaken in collaboration with the client site electrical safety expectations	2	4	8
Working at height (accessing trailer lamp clusters)	Falls from height, sprains	Use approved step platform where required; ensure stable ground; maintain three points of contact	3	3	9	Ensure suitable space and access in collaboration with site team	2	3	6
Manual handling (lamp units, access equipment)	Musculoskeletal injuries	Correct lifting technique; avoid overreaching; position vehicle for best access	3	3	9	Work area arranged in collaboration with site staff to ensure safe access	2	3	6
Use of hand tools	Cuts, entrapment, eye injury	Safety glasses; gloves; correct tools; pre-use inspection	3	3	9	Operate under the client site access rules and housekeeping standards	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; maintain tidy work area	4	3	12	Operate under the client site housekeeping and yard condition controls	2	3	6
Fire risk (electrical short, sparks)	Burns, smoke inhalation	No smoking; avoid sparks; ensure correct lamp replacement procedure	2	4	8	Follow the client site fire safety expectations and collaborate with site team if concerns arise	1	4	4
Lone working	Delayed emergency response	Lone worker procedure: control room check-ins; mobile phone available	3	3	9	Emergency arrangements followed in collaboration with the client site procedures	2	3	6

Lighting System Failure – Bulb/Lamp Inspection and Replacement (Trailer)

Task:	Lighting System Failure – Bulb/Lamp Inspection and Replacement (Trailer)	Ref No:	CROUAM - MS041
RA Ref No:	CROUAM - RA041	Area/Site:	All
Issue Date:	12/01/2025	Review Date:	12/01/2026
Assessed By:	Gavin Podgers		

Scope of Work

- This method statement covers the safe inspection, diagnosis, and replacement of failed bulbs/lamps on a trailer lighting system at the client site, including:
- Visual inspection of lamp units and wiring
- Identification of failed bulbs/LED modules
- Replacement of bulbs/lamps using approved components
- Functional testing of lighting circuits
- Final checks and reporting
- Major electrical repairs or wiring reconstruction are excluded unless separately authorised and supported by additional RAMS.

PPE

- Hi-visibility clothing.
- Safety boots
- Nitrile / cut-resistant gloves
- Overalls
- Safety glasses
- Hard hat (if required by site)
- Hearing protection (if using powered tools)

Preparation

- Perform dynamic risk assessment on arrival.
- Report to site gatehouse and sign in.
- Confirm permits or site requirements.
- Inspect PPE and tools before use.
- Liaise with site team regarding traffic flow and safe working area.
- Park service vehicle safely with beacons active.

Access & Site Safety

- Sign on to site.
- Park only in designated safe areas.
- Establish exclusion zone using cones/barriers.
- Follow site traffic routes and instructions.
- Operate in accordance with site RAMS and rules.
- Maintain communication with site team throughout works.
- If vehicle movement is required, hand back responsibility to site staff.

Lighting System Inspection & Replacement Procedure

- Confirm trailer is immobilised (handbrake applied, wheels chocked).
- Access lamp cluster safely using stable footing or step platform if required.
- Inspect lamp housing, lens, wiring, and connectors.
- Identify failed bulb/lamp or damaged component.
- Disconnect lamp unit or bulb holder as required.

- Replace bulb/lamp with correct specification component.
- Refit lamp housing securely.
- Test all lighting functions (indicators, brake lights, taillights, markers).
- Confirm system operates correctly before leaving site.

Completion

- Remove tools, cones, and barriers.
- Clear work area of debris.
- Report completion to site contact.
- Sign out at gatehouse/complete any permits.
- Update Crouch Recovery control room.

Training & Competence

- All technicians are trained and competent in:
- Trailer lighting systems
- Electrical inspection and lamp replacement
- Manual handling
- Tool use
- Dynamic risk assessment
- Lone working procedures

Wheel Nut Indicator Missing – Inspection and Replacement (Trailer)

Task:	Wheel Nut Indicator Missing – Inspection and Replacement (Trailer)	Ref No:	CROUAM - RA042
Issue Date:	12/01/2025	Review Date:	12/01/2026
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles	Crush injuries, fractures, fatality	Park in designated safe area; beacons active; dynamic risk assessment; establish exclusion zone; trailer immobilised (handbrake, wheel chocks)	3	5	15	Liaise with site management to confirm a suitable safe working area and collaborate under site RAMS and yard controls	2	5	10
Vehicle movements / traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers; situational awareness; controlled work area	3	5	15	Operate in collaboration with the client site traffic management arrangements and follow site-specific routing	2	5	10
Working at height (accessing wheel area if raised)	Falls, fractures	Maintain 3 points of contact; use suitable step/platform if required; no overreaching; inspect access equipment	3	4	12	Liaise with the client site to ensure trailer positioning, lighting and access remain suitable for safe working	2	4	8
Use of hand tools (wheel brace, torque wrench)	Cuts, impact injuries	Trained technician only; pre-use inspection; gloves and safety glasses; correct tools	3	3	9	Operate in accordance with site RAMS and any applicable permit requirements	2	3	6
Sharp edges / damaged wheel components	Cuts, lacerations	Cut-resistant gloves; controlled handling; remove loose fragments	3	3	9	Work area managed in collaboration with site team under site access controls	2	3	6
Manual handling (wheel indicators, tools)	Musculoskeletal strain	Correct lifting posture; avoid awkward handling; use appropriate tool storage	3	3	9	Ensure suitable space and access in line with site rules	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; spill kit available; safe cable/tool placement	4	3	12	Operate under the client site housekeeping and yard condition standards	2	3	6
Electrical hazards (if trailer lighting is inspected)	Electric shock, burns	Isolate electrical connections; inspect cables; insulated tools	2	3	6	Electrical work undertaken in line with the client site electrical safety procedures	1	3	3
Lone working	Delayed emergency response	Lone worker procedure: control room check-ins; mobile phone available	3	3	9	Emergency arrangements followed in accordance with the client site procedures	2	3	6

Wheel Nut Indicator Missing – Inspection and Replacement (Trailer)

Task:	Wheel Nut Indicator Missing – Inspection and Replacement (Trailer)	Ref No:	CROUAM - MS042
RA Ref No:	CROUAM - RA042	Area/Site:	All
Issue Date:	12/01/2025	Review Date:	12/01/2026
Assessed By:	Gavin Podgers		

Scope of Work

- This method statement covers the inspection and replacement of missing or damaged wheel nut indicators on an HGV trailer at the client site. Activities include:
- Site sign-in
- Dynamic risk assessment
- Controlled work area setup
- Inspection of wheel nuts
- Fitting of replacement indicators
- Torque checks if required, and final verification.
- This scope excludes any wheel stud, hub, or structural repairs unless separately authorised and supported by additional RAMS.

PPE

- Hi-visibility clothing.
- Safety boots
- Nitrile / cut-resistant gloves
- Overalls
- Safety glasses
- Hard hat (if required by site rules)
- Hearing protection (if using powered tools)

Preparation

- Perform dynamic risk assessment on arrival.
- Report to site gatehouse and sign in.
- Confirm any site-specific requirements or permits.
- Inspect PPE and tools before use.
- Liaise with site team regarding traffic flow and safe working area.
- Park service vehicle safely with beacons active.

Access & Site Safety

- Sign on to site.
- Park only in designated safe areas.
- Establish exclusion zone using cones/barriers.
- Follow site traffic routes and operate under site traffic management RAMS.
- Maintain communication with site team throughout the task.
- If vehicle movement is required, hand back responsibility to site staff.

Repair Activities – Wheel Nut Indicator Replacement

- Confirm trailer is immobilised (handbrake applied, wheels chocked).
- Inspect wheel nuts, wheel rim condition, and surrounding components.
- Identify missing, damaged, or misaligned wheel nut indicators.

- Clean wheel nut surfaces if required.
- Fit replacement wheel nut indicators of the correct size and orientation.
- If torque verification is required, apply manufacturer-specified torque using calibrated tools.
- Ensure all indicators are aligned consistently to support future visual checks.
- Conduct final inspection to confirm all indicators are secure and correctly positioned.
- No additional repairs to be undertaken unless authorised and covered by separate RAMS.

Completion

- Remove tools, cones, and barriers.
- Clear work area of debris.
- Report completion to site contact.
- Sign out at gatehouse/complete any permits.
- Update Crouch Recovery control room.

Training & Competence

- All technicians are competent in HGV trailer inspections, trained in manual handling, tool use, dynamic risk assessment, and site safety requirements. Technicians operate independently and no additional personnel are deployed unless a vehicle cannot be made roadworthy, in which case a recovery asset is dispatched.

HGV Trailer Repair – Mavis Rail Repair / Replacement

Task:	HGV Trailer Repair – Mavis Rail Repair / Replacement	Ref No:	CROUAM - RA043
Issue Date:	10/01/2026	Review Date:	10/01/2027
Area/Site:	All	Assessed By:	Gavin Podgers

Advisory Role Disclaimer

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Hazard	Potential Injuries	Mandatory Controls (before work starts)	L	S	R	Escalation Controls	L	S	R
Working around heavy vehicles	Crush injuries, fractures, fatality	Park in designated safe area; beacons on; dynamic risk assessment; exclusion zone; trailer immobilised (handbrake, wheel chocks)	3	5	15	Liaise with site management to confirm a suitable safe working area and operate in accordance with site RAMS and controls	2	5	10
Vehicle movements / traffic flow	Impact injuries, fatality	Hi-vis PPE; cones/barriers; situational awareness; controlled work area	3	5	15	Operate in liaison with site team and in accordance with the client site traffic management arrangements	2	5	10
Working at height (side of trailer)	Falls, fractures, head injury	3 points of contact; suitable step/platform; no overreaching; inspect equipment	3	4	12	Liaise with the client site to ensure trailer positioning, lighting and access arrangements are suitable	2	4	8
Use of hand and power tools	Cuts, eye injury, entanglement	Trained technician only; pre-use inspection; safety glasses and gloves; correct tools	3	3	9	All works carried out in accordance with site RAMS and permit systems where applicable	2	3	6
Sharp edges / damaged components	Cuts, lacerations	Cut-resistant gloves; controlled handling; remove loose fragments	3	3	9	Work area managed in liaison with site staff in accordance with site access controls	2	3	6
Manual handling (rails, tools)	Musculoskeletal injuries	Correct lifting techniques; mechanical aid used where required	3	3	9	Liaise with the client site to ensure suitable space and access in line with site rules	2	3	6
Slips, trips, and falls	Sprains, fractures	Safety footwear; good housekeeping; spill kit; safe cable routing	4	3	12	Operate in accordance with the client site housekeeping and yard condition controls	2	3	6
Electrical hazards (trailer lighting)	Electric shock, burns	Isolate connections; inspect cables; insulated tools	2	3	6	Electrical work undertaken in line with the client site electrical safety procedures	1	3	3
Lone working	Delayed emergency response	Lone worker procedure; control room check-ins; mobile phone available	3	3	9	Emergency arrangements followed in accordance with the client site procedures	2	3	6

HGV Trailer Repair – Mavis Rail Repair / Replacement

Task:	HGV Trailer Repair – Mavis Rail Repair / Replacement	Ref No:	CROUAM - MS043
RA Ref No:	CROUAM - RA043	Area/Site:	All
Issue Date:	10/01/2026	Review Date:	10/01/2027
Assessed By:	Gavin Podgers		

Scope of Work

- This method statement covers the procedures and safety measures for a Crouch Recovery technician attending the client site to inspect, repair, or replace a damaged Mavis rail on an HGV trailer.
- This scope includes site sign-in, dynamic risk assessment, controlled work area setup, inspection, removal of damaged components, repair or replacement of Mavis rail, and final inspection.
- This scope excludes major structural repairs unless separately authorised and supported by additional RAMS.

PPE

- Hi-visibility clothing.
- Safety boots
- Nitrile / cut-resistant gloves
- Overalls
- Safety glasses
- Hard hat (if required by site)
- Hearing protection (if using powered tools)

Preparation

- Perform dynamic risk assessment on arrival.
- Report to site gatehouse and sign in.
- Confirm permits or site requirements.
- Inspect PPE and tools before use.
- Liaise with site team regarding traffic flow and safe working area.
- Park service vehicle safely with beacons active.

Access & Site Safety

- Sign on to site.
- Park only in designated safe areas.
- Establish exclusion zone using cones/barriers.
- Follow site traffic routes and instructions.
- Operate in accordance with site RAMS and rules.
- Maintain communication with site team throughout works.

Repair Activities – HGV Trailer

- Confirm trailer is immobilised (handbrake applied, wheels chocked).
- Inspect Mavis rail and surrounding structure.
- Assess sharp edges, access, and stability.
- Use step/platform if required.
- Remove damaged rail section using appropriate tools.
- Control falling objects and sharp edges.
- Install replacement rail or secure existing rail in accordance with manufacturer guidance.
- Carry out final inspection.
- Do not undertake additional repairs unless authorised and covered by RAMS.

Completion

- Remove tools, waste, cones, and barriers.

- Clear work area of debris and spillages.
- Report completion to site contact.
- Sign out at gatehouse/complete any permits.
- Update Crouch Recovery control room.

Training Competence

- All technicians are competent in HGV trailer repairs, trained in manual handling, tool use, spill response, emergency procedures, inducted to site, and trained in dynamic risk assessment.

COSHH Register

Petrol

Activity Title:	Petrol	Details of Activity:	Refilling of fuel tank
Location:	Roadside	Hazard from Activity:	Splashing onto clothing, skin & into eyes, risk of fire
Date Assessed:	21/03/26	People at Risk:	Technicians
Assessed By:	Steve Kelly	Controls in Place:	Risk Assessments, Method Statement, Use of PPE
Supplier/Manufacturer:	Greenergy	PPE Required:	Overalls, gloves, goggles

Hazard Symbols:	  
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Risk Phrases

- R40 - limited evidence of a carcinogenic effect
- R65 - Harmful; May cause lung damage if swallowed.
- R66 - repeated exposure may cause skin dryness or cracking.
- R51/53 - Toxic to aquatic organisms, may cause long term adverse effect in the aquatic environment

Safety Phrases

- S53 - Avoid exposure, obtain special instructions before use.
- S2 - keep out of the reach of children.
- S29 - do not empty into drains.
- S46 - if swallowed, seek medical advice immediately and show this container or label.
- S61 - avoid release to the environment. Refer to special instructions/data sheet.

First Aid Measures & Health Surveillance

- Inhalation: Get medical attention immediately. Move exposed person to fresh air.
- Ingestion: Get medical attention immediately. Move exposed person to fresh air. Wash out mouth with water. Do not induce vomiting.
- Skin contact: Get medical attention immediately. Flush contaminated skin with plenty of water, remove contaminated clothing.
- Eye contact: Get medical attention if irritation occurs.

Diesel

Activity Title:	Diesel	Details of Activity:	Refilling of fuel tank
Location:	Roadside	Hazard from Activity:	Splashing onto clothing, skin & into eyes, risk of fire
Date Assessed:	21/03/26	People at Risk:	Technicians
Assessed By:	Steve Kelly	Controls in Place:	Risk Assessments, Method Statement, Use of PPE
Supplier/Manufacturer:	Greenergy	PPE Required:	Overalls, gloves, goggles, fire extinguisher

Hazard Symbols:	 
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Risk Phrases

- R12 - extremely flammable
- R45 - May cause cancer
- R51/53 - Toxic to aquatic organisms, may cause long term adverse effect in the aquatic environment

Safety Phrases

- S2 - keep out of the reach of children.
- S29 - do not empty into drains.
- S36/37 - Wear suitable protective clothing and gloves
- S46 - if swallowed, seek medical advice immediately and show this container or label.
- S61 - avoid release to the environment. Refer to special instructions/data sheet.

First Aid Measures & Health Surveillance

- Inhalation: Get medical attention immediately. Move exposed person to fresh air.
- Ingestion: Get medical attention immediately. Move exposed person to fresh air. Wash out mouth with water. Do not induce vomiting.
- Skin contact: Get medical attention immediately. Flush contaminated skin with plenty of water, remove contaminated clothing.
- Eye contact: Get medical attention if irritation occurs.

WD40

Activity Title:	WD40	Details of Activity:	Spraying WD40 onto electrical equipment or seized bolts
Location:	Roadside	Hazard from Activity:	Getting into eyes or onto skin, inhalation, or ingestion.
Date Assessed:	21/03/26	People at Risk:	Technicians
Assessed By:	Steve Kelly	Controls in Place:	Use of PPE
Supplier/Manufacturer:		PPE Required:	Gloves, Goggles

Hazard Symbols:	
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Risk Phrases

- R10 - flammable
- R65 - Harmful, may cause lung damage if swallowed.
- R66 - Repeated exposure may cause skin dryness or cracking

Safety Phrases

- S2 - Keep out of reach of children.
- S16 - Keep away from sources of ignition.
- S23 - Do not breathe vapour/spray.
- S37 - Wear suitable gloves
- S51 - Use only in well-ventilated areas

First Aid Measures & Health Surveillance

- Inhalation: Move the exposed person to fresh air at once. Keep the affected person warm and at rest. Get prompt medical attention.
- Ingestion: DO NOT INDUCE VOMITING. NEVER MAKE AN UNCONSCIOUS PERSON VOMIT OR DRINK FLUIDS. Immediately rinse the mouth and drink plenty of water (200-300 ml). Get medical attention.
- Skin contact: Remove the contaminated clothing immediately and wash the skin with soap and water. Get medical attention promptly if symptoms occur after washing.
- Eye contact: Make sure to remove any contact lenses from the eyes before rinsing. Promptly wash eyes with plenty of water while lifting the eyelids. Continue to rinse for at least 15 minutes. Get medical attention if any discomfort continues.
- Health Surveillance: Technicians to report any health problems, which may be caused by using these chemicals.

Easy Start

Activity Title:	Easy Start	Details of Activity:	Spraying aerosol into air filter or inlet manifold.
Location:	Roadside	Hazard from Activity:	Getting into eyes or onto skin, inhalation, or ingestion.
Date Assessed:	21/03/26	People at Risk:	Technicians
Assessed By:	Steve Kelly	Controls in Place:	Use of PPE
Supplier/Manufacturer:	Holts	PPE Required:	Gloves and Goggles

Hazard Symbols:	 
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Risk Phrases

- R12 - Extremely flammable.
- R22 - Harmful if swallowed.
- R38 - Irritating to skin.
- R52/53 - Harmful to aquatic organisms, may cause long-term adverse effects in the aquatic environment.
- R67 - Vapours may cause drowsiness or dizziness.
- R19 - May form explosive peroxides.
- R66 - Repeated exposure may cause skin dryness or cracking

Safety Phrases

- S2 - Keep out of reach of children.
- S9 - Keep container in a well-ventilated place.
- S13 - Keep away from food, drink & animal feeding stuffs.
- S16 - Keep away from sources of ignition. No Smoking.
- S23 - Do not breathe vapour/spray.
- S24 - Avoid contact with skin.
- S37 - Wear suitable gloves.
- S51 - Use only in well-ventilated areas.
- S46 - If swallowed seek medical attention immediately, show this container or label.
- A1 - Pressurised container - do not store in sunlight.
- A2 - Do not spray on flame or incandescent material.

First Aid Measures & Health Surveillance

- Inhalation: Move the affected person to fresh air at once. Keep the affected person warm and at rest. Get medical attention immediately.
- Ingestion: DO NOT induce vomiting. Get medical attention immediately.
- Skin contact: Wash the skin immediately with soap and water. Get medical attention if any discomfort continues.
- Eye contact: Make sure to remove any contact lenses from the eyes before rinsing. Promptly wash the eyes with plenty of water while lifting the eyelids. Continue to rinse for 15 minutes. Get medical attention if any discomfort continues.

Injector & Carb Cleaning

Activity Title:	Injector & Carb Cleaning	Details of Activity:	Adding cleaner to fuel system.
Location:	Roadside	Hazard from Activity:	Getting into eyes or onto skin, inhalation, or ingestion.
Date Assessed:	21/03/26	People at Risk:	Technicians
Assessed By:	Steve Kelly	Controls in Place:	Use of PPE
Supplier/Manufacturer:	Holts	PPE Required:	Gloves and Goggles

Hazard Symbols:	
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Risk Phrases

- R52/53 - Harmful to aquatic organisms, may cause long-term adverse effects in the aquatic environment.
- R66 - Repeated exposure may cause skin dryness or cracking.
- R65 - Harmful, may cause lung damage if swallowed

Safety Phrases

- S2 - Keep out of reach of children.
- S24 - Avoid contact with skin.
- S46 - If swallowed seek medical attention immediately, show this container or label.

First Aid Measures & Health Surveillance

- Inhalation: May cause irritation to the respiratory system. Move the exposed person to fresh air at once. When breathing is difficult, properly trained personnel may assist the affected person by administering oxygen. Get medical attention immediately.
- Ingestion: May cause discomfort if swallowed. Risk of chemical pneumonia after aspiration. If swallowed, do not induce vomiting. Seek medical advice immediately and show the container or label. Rinse the mouth thoroughly.
- Skin contact: Liquid may irritate skin. Remove contaminated clothing. Wash the skin immediately with soap and water. Get medical attention promptly if symptoms occur after washing. Contaminated clothing should be laundered before use.
- Eye contact: May irritate eyes. Promptly wash the eyes with plenty of water while lifting the eyelids. Continue to rinse for 15 minutes. Get medical attention.

Anti-Freeze

Activity Title:	Anti-Freeze	Details of Activity:	Refilling engine coolant system
Location:	Roadside	Hazard from Activity:	Splashing into eyes, onto skin or ingesting
Date Assessed:	21/03/26	People at Risk:	Technicians
Assessed By:	Steve Kelly	Controls in Place:	Use PPE
Supplier/Manufacturer:	Unicorn Chemicals	PPE Required:	Overalls, gloves, goggles
Chemical Used:	Ethylene Glycol 90%		

Hazard Symbols:	
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Risk Phrases

- R22 - harmful if swallowed

Safety Phrases

- S2 - keep out of reach of children.
- S24/25 - avoid contact with skin.
- S46 - if swallowed seek medical advice immediately and show the container label.

First Aid Measures & Health Surveillance

- Inhalation: Remove to fresh air. Perform artificial respiration if breathing has stopped. Keep the affected person warm and at rest. Get prompt medical attention.
- Ingestion: Immediately rinse mouth and then drink plenty of water. Get prompt medical attention.
- Skin contact: Wash thoroughly with soap & water.
- Eye contact: Bathe the eye with running water for 15 minutes. Transfer to hospital for specialist examination.
- Health Surveillance: Technicians to report any health problems, which may be caused by using these chemicals.

Qualguard Oratec Coolant 50/50

Activity Title:	Qualguard Oratec Coolant 50/50	Details of Activity:	Coolant for professional use
Location:	Workshop / Roadside	Hazard from Activity:	Harmful if swallowed; Causes serious eye irritation; May cause organ damage from prolonged exposure
Date Assessed:	06/11/2024	People at Risk:	Technicians
Assessed By:		Controls in Place:	COSHH controls, safe handling and storage, use of PPE
Supplier/Manufacturer:	Witham Group, Lincoln	PPE Required:	Gloves: Nitrile, butyl, latex (EN374); Eye protection: Safety glasses (EN166); Respiratory: A2/B2 filter if ventilation is poor; Clothing: Protective overalls
Chemical Used:	Ethylene glycol (≥90%) – toxic if ingested; Potassium 2-ethyl hexanoate (1–5%) – skin/eye irritant; Sodium nitrite (<1%) – toxic, oxidising		

Hazard Symbols:	 
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Risk Phrases

- Acute Toxicity (Oral) – Category 4
- Eye Irritation – Category 2
- STOT (Repeated Exposure) – Category 2

Safety Phrases

- Handling & Storage: Ensure good ventilation.
- Handling & Storage: Avoid contact with skin/eyes.
- Handling & Storage: Do not breathe vapours.
- Handling & Storage: Store cool, away from oxidising agents
- Spill/Emergency: Prevent entry to drains.
- Spill/Emergency: Absorb with sand/absorbent.
- Spill/Emergency: Dispose via licensed waste contractor.
- Environmental: Avoid release to watercourses
- Environmental: Not classified as highly hazardous to the environment, but components have aquatic toxicity
- Disposal: Dispose of via licensed waste contractor
- Disposal: Do not pour into drains
- Overall Risk Rating: Medium provided PPE and controls are used.

First Aid Measures & Health Surveillance

- Inhalation: Move to fresh air, seek medical advice if unwell
- Ingestion: Rinse mouth, do not induce vomiting, seek medical help
- Skin contact: Wash with water, remove contaminated clothing.
- Eye contact: Rinse for several minutes, seek medical attention if irritation persists

AGCO Parts EP Grease

Activity Title:	AGCO Parts EP Grease	Details of Activity:	Lubricating grease
Location:	Workshop / Roadside	Hazard from Activity:	Not classified under CLP; Contains a zinc salt additive (1–5%) which is an irritant
Date Assessed:		People at Risk:	Technicians
Assessed By:		Controls in Place:	COSHH controls, safe handling and storage, use of PPE
Supplier/Manufacturer:	AGCO Limited	PPE Required:	Gloves: PVC recommended; Eye protection: Goggles/face shield; Respiratory: Not normally required
Chemical Used:	Zinc dialkyldithiophosphate (1–5%) – irritant, aquatic hazard		

Hazard Symbols:	<i>Not classified / no pictogram required</i>
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Risk Phrases

- Not classified under CLP
- Contains a zinc salt additive (1–5%) which is an irritant

Safety Phrases

- Handling & Storage: Avoid skin and eye contact.
- Handling & Storage: Store in cool, dry, well-ventilated area
- Spill/Emergency: Beware of slippery surfaces.
- Spill/Emergency: Collect mechanically and dispose via licensed contractor.
- Environmental: Not readily biodegradable
- Environmental: Avoid release to drains
- Disposal: Classified as hazardous waste (EWC 20 01 26*)
- Overall Risk Rating: Low, with basic PPE.

First Aid Measures & Health Surveillance

- Ingestion: Do not induce vomiting
- Skin contact: Wash with soap and water
- Eye contact: Rinse for 15 minutes

Polygard Brake & Clutch Cleaner

Activity Title:	Polygard Brake & Clutch Cleaner	Details of Activity:	Cleaning solvent for automotive components
Location:	Workshop / Roadside	Hazard from Activity:	Flam. Liq. 2 – H225; Asp. Tox. 1 – H304
Date Assessed:		People at Risk:	Technicians
Assessed By:		Controls in Place:	COSHH controls, safe handling and storage, use of PPE
Supplier/Manufacturer:	Miswa Chemicals Ltd	PPE Required:	Gloves: Butyl, nitrile, neoprene, PVC (EN374); Eye protection: Tight-fitting goggles; Respiratory: A1P2 filter if ventilation inadequate; Clothing: Anti-static protective clothing
Chemical Used:	Naphtha (petroleum), hydrotreated light (60–100%); Propan-2-ol (10–30%)		

Hazard Symbols:	   
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Risk Phrases

- Flam. Liq. 2 – H225
- Asp. Tox. 1 – H304
- Skin Irrit. 2 – H315
- Eye Irrit. 2 – H319
- STOT SE 3 – H336
- Aquatic Chronic 2 – H411

Safety Phrases

- Handling & Storage: Use only outdoors or in well-ventilated areas.
- Handling & Storage: Keep away from heat, sparks, flames.
- Handling & Storage: Use non-sparking tools.
- Handling & Storage: Store in flammable-liquid storage
- Spill/Emergency: Remove ignition sources.
- Spill/Emergency: Absorb with sand/vermiculite.
- Spill/Emergency: Prevent entry to drains.
- Spill/Emergency: Highly flammable vapours may accumulate.
- Environmental: Toxic to aquatic life
- Environmental: Prevent release to watercourses
- Disposal: Hazardous waste
- Disposal: Containers may explode if not fully emptied
- Overall Risk Rating: High, requires strict controls and PPE.

First Aid Measures & Health Surveillance

- Inhalation: Move to fresh air, keep warm, seek medical help
- Ingestion: Do NOT induce vomiting; risk of aspiration pneumonia
- Skin contact: Wash with water
- Eye contact: Rinse 15 minutes