## **SURVIVE WORKING GROUP 2**

## Minutes of Meeting Held Tuesday 26 November 2013 at RAC, Bescot

Attendees: David Bizley RAC (Chair)

Mary Hill RAC (Secretary

Mark Braham AA

Lance Williams Highways Agency

Phil Briggs Ravenscroft Motor Company Limited (representing RHA)

Jack Stapleton Allianz Global Assistance

John Martin ACPO Steve Kirton IVR

Bernard Anderson Association of British Certification Bodies

Ashley Sutton-Counter Road Rescue Recovery Association

Stephen Holland Britannia Rescue Chris Keady Britannia Rescue

Alex Robb Scottish Vehicle Recovery Association

Ian Gillgrass Institute of the Motor Industry

Barry Weir Aria Assistance

Liz Bennett Habilis Health & Safety Solutions

Apologies : Peter Williams Green Flag

Nigel Ashton AXA Assistance

Brian Drury AVRO

Simon Waye ATS Euromaster Ltd (representing NTDA & REACT)

Agenda Item	Summary of Discussions and Actions	Status	Responsibility
Introductions	DB welcomed the Group Members, introduced new members and		
	noted apologies		
Actions from	DB updated the Group as follows:		
previous	<ul> <li>Group Representation from HA equivalents in Scotland,</li> </ul>		
meetings	Wales and NI – LW advised that responses have been		
	received from Wales and NI who are happy for LW to	Open	LW
	represent them but no response has yet been received from Scotland		
	Group Representation from Certification and Inspection		
	Bodies - DB confirmed that he has consulted with the most		
	active Certification and Inspection Bodies and has		
	identified that the other trade body- only represents one	Complete	
	organisation accredited as a PAS43 Certification and		
	Inspection Body and effectively they would be		
	representing an individual certification body. A discussion		
	took place and it was agreed that there was no need for		
	additional representation for Certification and Inspection		
	Bodies on WG 2	Complete	
	Publication of WG2 minutes on SURVIVE website - DB has discussed this with the Sumite Secretary and has agreed.	Complete	
	discussed this with the Survive Secretary and has agreed that this will be done		
	• Corrigendum No 1 - DB confirmed that Corrigendum No 1	Complete	
	was published in May		
	<ul> <li>Foreword to PAS43 :DB confirmed that BSI accepted this</li> </ul>	Complete	
	and altered the wording in the Corrigendum version		

	AS Meeting: DB confirmed that the meeting with UKAS detaken place and a number of actions had been agreed: requirement for a teleconference to discuss and agree whether to implement Annex SL in PAS43:2014. DB confirmed that the teleconference had taken place and a decision had subsequently been taken that this should not be implemented and that DB had advised BSI of the decision.  Review of Annex C – MB has completed this and this is covered under Agenda Item 4  Assessment to confirm whether any changes are required to PAS43 in order to maintain compliance	Complete		
D)	with ISO17020/17021 – covered under Agenda Item 4 Redevelopment of Annex G to encourage greater consistency of auditor assessments – LW advised that it has been agreed that he will work with Peter Martin (UKAS) on this but despite considerable pressure being put on UKAS no progress has been made	Open	LW	
E) F)	Consider how PAS can be strengthened to ensure organisations employing external specialists to develop their management system have sufficient knowledge and understanding Introduction of minimum number of UKAS witness	Open	WG2	
G)	visits – covered under Agenda Item 4 Introduction of spot checks by UKAS - UKAS have agreed to consider but no official response has been received. (BA advised that during a discussion with the UKAS Accreditation Manager he had intimated	Open	DB	
н)	that they would not be able to introduce the checks).  Details of organisations refusing to provide  certification details to SURVIVE to be provided to  UKAS. DB has provided the information to UKAS - no response received or progress made.	Open	DB	
consistency of including a sit audit when the another Certion a number are policing a raised at the relating to the (possibly in Eladvised that linstance. It Executive of the audit and the control of t	took place around continuing concerns regarding of assessments with examples being quoted by BA, tuation where he had failed an organisation on a recent he operator had been successfully audited to PAS43 by ification Body. BA advised that he has challenged UKAS of these issues, and that he does not believe that they as they should. BA suggested that this issue should be highest level within UKAS. A discussion took place e possibility of another Accreditation Body being used urope due to UKAS being the only body in the UK). DB he would be reluctant to go outside UKAS in the first was therefore agreed that DB should write to the Chief UKAS and advise Kevin Belson that this action is being fon completed by DB and copy letter attached to	Open	DB	
AR questioned whether SURVIVE could police this issue and LW confirm that if the issue was competency related that this could be done as there are Sector Schemes which are split from ISO and the competency element is dealt with by a trade association. DB noted that there would be a cost attached to this approach				
BA advised that he has received an email from Peter Martin of UKAS in which he has suggested that assessors attend a dedicated training course certified by the IVR and that he already has the basis of such a course. BA advised that Peter believes that the course should be completed and agreed jointly by UKAS and the IVR but has advised that the response from the UKAS and IVR is that this is not a viable				

solution. SK advised that the IMI have such a course but that there has been no take up from Certification and Inspection Bodies. DB suggested that if it were to be made a mandatory requirement of PAS43 this would create the demand. A discussion took place regarding the possibility of such a course being delivered by different bodies and it was agreed that this could be done, provided the course was delivered to an agreed standard.		
SK raised the possibility of an additional SURVIVE working group being set up to look at the issue of assessor competence and what training can be defined etc. SK confirmed that the IVR would certificate such a course to enable other bodies to deliver the training, and that there was a possibility that the IVR would fund the course.		
DB noted that whilst we do not want to add unnecessary cost we must find a way of making PAS 43 credible. It was therefore agreed that SK should head up a sub-group of WG2 involving IG and BA to develop a proposal relating to assessor competence. It was also agreed that there needs to be input from the Certification and Inspection Bodies and that BA should organise this. It was agreed that both these actions should be progressed as soon as possible.	Open	SK/BA
JS queried what volume of Certification and Inspection Bodies are considered to be incompetent. LW/BA expressed the view that this was around 20% DB expressed his support for the inclusion of wording within the PAS relating to the requirement for Certification and Inspection Bodies being required to successfully complete an approved training programme.		
JS questioned how the completion of a training programme could be policed and LW confirmed that Sector Schemes set out mandatory requirements in this respect. DB noted that the general requirement could be included within the PAS.		
A discussion took place relating to the potential for the introduction of spot checks as the group feel that generally operators are on their best behaviour during Certification and Inspection Body assessments and that the information gained through the assessments is often based on a snapshot on the day.		
ASC raised the point that some organisations are completing their own checks as they do not have confidence in PAS43, which is incurring additional costs to those organisations. A discussion then took place regarding these internal checks and the fact that they should not be necessary. A number of members of the group who complete these checks advised that their findings showed a lack of compliance with PAS 43, -despite current Certifications being held. Some members of the group expressed the view that if better control is not established then there is a serious risk of PAS43 losing credibility.		
DB noted that as a number of organisations within WG2 already complete their own checks that there would be a lot to be gained by pooling the information. It was agreed that the organisations in question would be prepared to feed back their findings to Andrew Reeve -and thereafter the findings could be reviewed in order to agree what actions should be taken. It was therefore agreed that DB would approach AR.	Open	DB
It was also agreed that provided AR is happy to compile the database that a sub-group should review the findings and that a conference call should take place to discuss them. It was agreed that the sub-	Open	SK/BA/AR

	group should consist of SK, BA and AR and that the review must be		
	concluded and recommendations made to WG2 in Q1 14.		
	A discussion took place regarding the possibility of assessments by		
	Trade Associations, and it was agreed that this is not a viable option.		
	DB concluded this agenda item by advising that all other actions		
	from previous meeting minutes were covered under agenda item 4		
	other than that relating to BSI's pricing. He confirmed that he has	Open	DB
	agreed that we will send Draft 1 of PAS 43 2014 after the meeting		
Matters Arising	and thereafter pricing would be discussed.  New Survive Chairman – DB advised that Alan Mowatt has retired as		
from the	Chairman of SURVIVE and that Rob Gifford (who has led the		
SURVIVE	Parliamentary Advisory Council for Transport Safety) will be his		
Executive	replacement.		
	<b>Publication of Minutes</b> - DB confirmed that the minutes have been		
	published		
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	Sector Scheme 17 - DB raised a request from the SURVIVE Executive Committee that WG2 should consider whether it might be		
	appropriate to merge PAS43 and Sector Scheme 17, i.e. the PAS		
	being the core standard with specific additional requirements being		
	added for different industries.		
	A discussion took place as to whether SURVIVE could and should		
	come into Sector Scheme 17. DB questioned whether this could be		
	done as PAS43 is a BSI copyright and LW advised that this can be		
	given up after 2 years and presented the view that Sector Scheme 17 would provide more independence and save costs. The possibility of		
	having two tiers to Sector Scheme 17 was raised by DB and LW		
	clarified that this was possible and confirmed that most Sector		
	Schemes are industry owned and that it was therefore worth		
	investigating.		
	Some concerns were raised about taking part in Sector Scheme 17		
	(including loss of autonomy for the industry [JS]) and ASC presented		
	the view that this would not work for smaller operators and stated that he would therefore not support the proposal.		
	and the modified the following the proposals		
	DB presented the view that the Sector Scheme could be redeveloped		
	to have PAS 43 as one tier with an additional section which is  Highways Agency contract based. AR requested that it be minuted		
	that in his view Scotland would not comply with Sector Scheme 17.		
	DB stressed that if the option of including PAS43 within Sector		
	Scheme 17 were to be adopted that the Sector Scheme would be owned by the industry and not by the Highways Agency. SK stated	Open	WG2
	that Sector Scheme 17 is policed and that operators under this	Open.	
	scheme are compliant due to that policing. It was agreed that this		
	possibility would be considered when the BSI costs were known .		
	LW questioned whether Eire should be invited to sit on WG2 A		
	discussion took place but majority support for the proposal was not		
	given		
	SK queried whether Andrew Reeve should be involved with others in	Open	DB
	SURVIVE . It was agreed that DB would invite AR to the next meeting		
	to give his views.		

Review of	The group reviewed the changes in Draft 1 of PAS 43 2014 as follows:		
PAS43:2014	A) Changes already proposed in previous meetings were endorsed	Open	MH
Draft 1 / Further	and adopted. Group Secretary to update Draft 1.		
areas for	B) Some additional proposed changes were discussed (as noted on		
development identified since	Draft 1). Other than those commented on below it was agreed	Open	All/MH
last meeting	that unless any member of the Group advises MH of any		All/IVIT
iast ineeting	concerns before 9 December that these will be adopted and the Group Secretary would update Draft 1 accordingly.		
	4.2 - It was agreed that the heading should be		
	"Environmental"		
	<ul> <li>5.3 – It was agreed that the heading should be "Management Responsibilities"</li> </ul>		
	<ul> <li>5.7 – LW advised that the action relating to impact protection is still under consideration</li> </ul>	Open	LW
	5.9 - MB questioned whether Annex A is required at all		
	and whether there should be industry specific	0000	MD/DD
	requirements in the form of a minimum standard included within in the body of the PAS. It was agreed that MB/DB	Open	MB/DB
	will draft a minimum standard should be drafted for		
	consideration by the Group.		
	<ul> <li>6.1 – It was agreed that the heading should be "Management Responsibilities"</li> </ul>		
	<ul> <li>6.2 - It was agreed that the wording "Technicians must comply with training provided by management relating to</li> </ul>		
	tools and equipment on road recovery vehicles"		
	6.4 - A discussion took place on whether the wording in		
	Note 2 is sufficiently robust and it was agreed that this		
	should be changed to "Use of communications equipment		
	whilst driving is strongly discouraged"		
	9.1 - IG requested that additional wording be added after  National Training Columns (for other party and other party).		
	National Training Scheme – "or other approved national		
	organisation scheme"		
	<ul> <li>9.6 – It was agreed that the words "and disadvantages" should be removed from Note 2</li> </ul>		
	11 – It was agreed that the first sentence should read		
	"Management <b>should</b> ensure" and that reference to		
	Annex D should be added. It was also agreed that		
	reference to discrimination should be included in this		
	section and in Annex D.		
	11.3 – It was agreed that the meaning of this clause is difficult to understand and that the wording should be		
	changed to provide more clarity		
	Annex B – The IVR recommended equipment list was		
	discussed and it was agreed that the PAS should make		
	reference to this specifically in relation to Police vehicles		
	and that this should be incorporated as B.3.		
	Annex C – MB explained that the changes proposed are to		
	ensure greater focus on meeting National Occupational		
	Standards. He confirmed that if organisations have		
	internal training programmes that these should map to		
	National Occupational Standards, and that the		
	organisations would need to be able to demonstrate this. A		
	discussion took place around whether the term of 5 years		
	for demonstration of competence should be included and		
	it was agreed that this should remain as suggested.		
	Annex D Complaints Process – BA explained the suggested		
	process. A discussion took place around the need for		
	processes for different types of complaints and it was		
	agreed that		
	a) the text should be changed to make it clear that		
	the process included in Draft 1 relates only to		
	complaints relating to Certification and		

	Inspection Bodies. b) That reference needs to be made to a complaints procedure for customers and what this is.  DB noted that in future there may be a need for an independent company to complete checks of certification and inspection body assessments but in the first instance that the actions already agreed need to be taken  • Annex E – a discussion took place around whether there is a need for 100% of vehicles within the scope of a PAS 43 Certification to be inspected and DB cited an issue raised by Peter Martin (UKAS) where an operator has 10 vehicles but only 3 are within the scope of the certification. Although some members of the group felt that this was unacceptable it was ultimately agreed that it is acceptable provided an audit of job sheets etc could prove that only the vehicles within the scope were being used for roadside work.  • MB questioned whether the number of UKAS witness visits should differ for Inspection and Certification Bodies and whether UKAS would be able to meet the demand for the number of visits stipulated in Draft 1. DB clarified that UKAS have confirmed that they are able to meet the demand.  ASC queried whether SURVIVE gets feedback from UKAS on their witness visits, and it was agreed that operators should request this. • Annex F - LW advised that he and Peter Martin are working on the requirements for auditor competence but that he is not anticipating final proposals before the end of this year.  • BA explained his suggested additional text in F.2.2 relating to the introduction of a forum — MB raised a concern around potential lack of attendance and costs and suggested that if it were a UKAS requirement to attend a forum, it might ensure better attendance. It was agreed that the wording should be amended to reference the current edition of PAS 43 and the final draft stage and the opportunity for input DB noted that whatever is included in PAS43 2014 needs to reflect the dissemination process and that a note should be included to this effect. It was agreed that	Open	LW
Next Steps	BA should redraft this section.  It was agreed that the next WG2 meeting should take place w/c 17 February 2014 and that in the meantime DB should send draft 1 to BSI.	Open	DB
AOB	AOB  ASC questioned whether PCI compliance is included in PAS 43 and DB clarified that it is not. It was agreed that MH will review the PAS to identify whether there is an appropriate point where this should be referenced.		МН
	ASC questioned whether reference to PAS 43 should be included in the Highway Code. It was agreed that DB should contact Wayne Duerden in DFT and seek his views.	Open	DB
	It was also agreed that a public relations exercise is required for PAS43 and it was agreed that this should be referred to WG3 for action.	Open	DB