

Safety Alert

September 2018

Vehicle breakdown or collision on the SRN motorways

Overview

This alert covers the actions that should be taken in the event of a breakdown on the strategic road network, to make sure everyone gets to their destination and returns **home safe and well**.

Breakdown or collision

If you experience problems with your vehicle whilst driving on the network, it is always best to try and **leave the road** at the next exit or service area. If this is not possible, then move your vehicle to the nearest place of relative safety (hard shoulder; emergency area; verge). Switch on your hazard warning lights and exit the vehicle, standing well away from traffic and behind a physical barrier whenever possible.

If it is not possible to reach a place of relative safety, then contact emergency services on 999 immediately.

If you are able to move to a position of relative safety, contact your breakdown assistance or use one of the emergency roadside telephones. **Do not attempt to undertake roadside repairs from the hard shoulder or emergency refuge area without professional assistance.**

Safe Vehicles

In addition to normal service schedules, a check of **lights and indicators, tyre condition** (including tread and inflation levels) and **windscreen wiper function** should be carried out before every journey.

Emergency contact numbers

All drivers working on behalf of Highways England should have an emergency breakdown number immediately available to them that can be instantly located. They should also have the Highways England general advice line stored, so that they can contact us to inform us of road issues.

Actions in the event of a breakdown or collision

- Always try to exit the motorway immediately if your vehicle is damaged or experiences difficulties. If that's not possible, move into the nearest place of safety and switch on your hazard warning lights.
- Drivers and passengers should exit the vehicle via the near side (left hand) door if it is safe to do so and stay away from the vehicle, if possible behind a safety barrier.
- If the vehicle has suffered a puncture or mechanical failure, drivers should contact breakdown assistance who can ensure that this is undertaken safely.
- If it's not possible to get out of your vehicle safely, or there is no other place of relative safety to wait, then you should stay in your vehicle with your seat belt on and dial '999'.

Everyone driving on behalf of Highways England should also:

- Ensure that they have access to an emergency breakdown assistance service and have the contact number immediately available
- Store the Highways England General Enquiries number of **0300 123 5000** on their phones and use it to report issues or concerns on the strategic road network