

Fall from Recovery Vehicle

Recovering Members of the Public from the Highway.

On one of our Smart Motorways Schemes, a member of the public (MOP) suffered a serious injury after falling from a recovery vehicle cab whilst trying to climb out.

The injured person had broken down on the carriageway and had been recovered by our Vehicle Recovery Operator and taken to their recovery yard.

The Recovery Driver, as per procedure, advised the MOP to wait in the cab until he had unloaded their car from the recovery vehicle and that he would assist the MOP from the cab once he had finished unloading.

It would appear that despite being advised to remain in the cab and the written warnings displayed in the cab, the MOP attempted to alight the vehicle and fell some 1.5m, breaking their hip. The investigation identified the MOP was attempting to exit the vehicle facing forwards rather than backwards that would have enabled them to use the handrails and in doing so lost their footing and fell.



Further Information:

For further information please contact:

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Action Required

Members of the public may not understand immediately what they are being advised, especially if they are agitated from breaking down. It is essential that:

- Confirmation is given that they understand that they must not alight from recovery cabs without the recovery driver supporting them;
- Passenger doors should be secured until the recovery driver is in a place to support the member of the public alighting.
- Passengers alight “backwards” from the cab, utilising any grab handles or aids, as directed by the recovery driver.
- As soon as possible, members of the public should be taken to the recovery waiting room, as a place of safety. **Ideally this should be done before the vehicle is removed from the recovery truck.**