



CIS6

EDITION 1 | DECEMBER 2003

UKAS Approach to Accreditation for Certification / Inspection to PAS 43

CONTENTS

	SECTION	PAGE
1	Introduction	
2	Scope of Accreditation	
3	The difference between Certification & Inspection	
4	UKAS Technical Experts	
5	UKAS Assessment	
6	Assessment guidance related to PAS 43	
7	Accreditation Certificates / Schedules	
8	UKAS Accredited Certificates & Reports	
9	Appendices	

CHANGES SINCE LAST EDITION

Changes from previous edition are indicated by a marginal line.

1 INTRODUCTION

- 1.1 PAS 43 (Safe working of vehicle breakdown and recovery operators - management system specification) is a specification published by the British Standard Institution and sponsored by Government, the Police Service, motoring services organisations and the motoring industry with the aim to improve the safety of breakdown and recovery operators' employees and customers in breakdown and recovery situations.
- 1.2 PAS 43 is not presented as an ISO 9001 sector scheme. However, users of PAS 43 are advised to consider the desirability of quality system assessment and registration against ISO 9001 by an accredited certification body.
- 1.3 This document describes the UKAS approach for providing accreditation to enable UKAS accredited organisations to issue accredited certificates / reports making reference to PAS 43.

2 SCOPE OF ACCREDITATION

- 2.1 UKAS has a dual approach to accreditation of applicants for PAS 43. Certification bodies may be accredited using EN 45012 and inspection bodies may be accredited using ISO / IEC 17020 (EN 45004).
- 2.2 For accreditation to EN 45012, certification bodies must use PAS 43 as an application document (not a sector scheme) of ISO 9001.
- 2.3 For accreditation to ISO/IEC 17020, inspection bodies must perform inspections of (individual) recovery vehicles for defects, as specified in clause 5.1 of PAS 43 as well as inspection against other requirements concerning safety of recovery vehicles specified in PAS 43. Such inspection bodies will also inspect the premises, processes and facilities of those recovery operators against the requirements of PAS 43.
- 2.4 Neither certification bodies accredited under EN 45012, nor inspection bodies accredited under ISO /IEC 17020, are allowed to issue stand-alone PAS 43 certificates under UKAS accreditation. Certification bodies will issue ISO 9001 certificates making reference to PAS 43. Inspection bodies will issue inspection certificates making reference to inspection reports of individual vehicles inspected against the inspection body's inspection standard and report the results of inspection of premises, processes and facilities of recovery operators against the requirements of PAS 43.

3 THE DIFFERENCE BETWEEN CERTIFICATION & INSPECTION

- 3.1 The certificate issued by the certification bodies provides a continued assurance (during the validity period of the certificate) that the recovery operator is implementing a management system that complies with ISO 9001 and PAS 43.
- 3.2 The certificate issued by the inspection bodies provides an assurance that the individual recovery vehicles complied with the inspection standard used by the inspection body (for inspection of defects and other requirements concerning safety of vehicles as specified in PAS 43) and that the premises, processes and facilities of the recovery operator complied with the requirements of PAS 43 at the time of inspection.
- 3.3 Certification bodies issue certificates that have a period of validity and normally conduct surveillance on an annual basis. Inspection body certificates will not specify a validity date but, if agreed with the customer, may specify the next inspection date. Where the inspection body specifies the next inspection date the frequency of inspection should normally be annual.

4 UKAS TECHNICAL EXPERTS

- 4.1 UKAS will employ technical experts / assessors to make judgements on the technical competence of certification/ inspection bodies. The technical expert / assessor will be selected using the competence criteria established by UKAS.

5 UKAS ASSESSMENT

- 5.1 UKAS assessments will be conducted generally in line with current practice for assessment of certification bodies and inspection bodies.
- 5.2 During the planning stage of an assessment UKAS may use a self -assessment form (Appendix 1) specially designed for use by applicants for accreditation against PAS 43. This form is a useful tool for the applicants to check their own methodology against the requirements of PAS 43 and will serve as a planning tool for the UKAS assessment team. A copy of the Self Assessment Form can be obtained (electronically) from UKAS and this should be completed and returned to UKAS with the application for accreditation.
- 5.3 Certification body applicants who are already accredited to EN 45012 against EA 29 / EA 31 scopes will require a limited assessment, based on their past experience in the recovery vehicle industry. Initial assessments will always include witnessing of assessments / inspections performed by the certification / inspection body.
- 5.4 It is recognised that there are significant risks associated with certification /inspection bodies witnessing roadside activities at accident / breakdown scenes. Certification / inspection bodies are encouraged to consider alternative audit / inspection techniques, such as simulations at safe locations, to carry out audit / inspection of roadside recovery activities. If however certification / inspection bodies do witness roadside recovery activities at accident/breakdown scenes, the risks of such audit / inspection activity should be carefully considered and appropriate precautions taken to ensure the safety of its auditors / inspectors and any others at the scene. UKAS witnessed assessments / inspections will be limited to the activities performed at the Operator's site and / or at safe locations. Under no circumstances will UKAS witness any roadside recovery activities at accident/breakdown scenes.
- 5.5 Certification body applicants seeking to issue accredited ISO 9001 certificates along with confirmation of compliance to PAS 43 would be expected to demonstrate to UKAS, their compliance with EN 45012 covering the scope of vehicle breakdown and recovery services and their procedures for assessment to PAS 43 using ISO 9001, including a mapping of PAS 43 requirements against applicable ISO 9001 requirements.
- 5.6 Inspection Body applicants seeking to issue accredited inspection reports / certificates for the inspection of vehicles used for breakdown and recovery services including the requirements of PAS 43 would be expected to demonstrate to UKAS, their compliance with ISO/IEC 17020 for the inspection of recovery and breakdown vehicles including the ability to inspect the processes, premises and facilities of recovery operators against the requirements of PAS 43.
- 5.7 Once accredited UKAS will perform surveillance of certification / inspection bodies in accordance with UKAS general rules for surveillance of accredited organisations.

6 ASSESSMENT GUIDANCE RELATED TO PAS 43

The following specific assessment guidance is complementary to any general UKAS assessment guidance for certification / inspection bodies provided within the UKAS quality system.

6.1 Insurance

- 6.1.1 PAS 43 does not specify (Clause 4.1) a minimum level of insurance cover that Operators should have. Therefore it would not be appropriate for UKAS to expect the certification / inspection bodies to specify the value of insurance cover. UKAS would however, expect the certification / inspection body to demonstrate that it has checked the recovery operators' process for declaring the risks associated with their activities to an insurance expert and through proper assessment of those risks the expert had established the value of insurance cover.
- 6.1.2 It is possible for customers of recovery operators to specify a minimum value of insurance cover through their service contracts. In these instances UKAS would expect the certification / inspection body to check that the recovery operators comply with their contractual obligations.

6.2 Competent person for inspecting defects of vehicles

- 6.2.2 Clause 5.1 of PAS 43 requires the recovery vehicles to be inspected for defects by a competent person. A definition of competent person is given in Clause 3.3 of PAS 43. It does not however specify the level of qualifications, experience and knowledge required by the competent person inspecting vehicles to detect defects. Certification bodies (accredited to EN 45012) are not required to perform inspections of vehicles for defects but they need to demonstrate that they have checked and satisfied themselves that inspection for defects had been performed by a competent inspector / inspection body.
- 6.2.3 Inspection bodies accredited for inspection of recovery vehicles are considered to be competent for the detection of defects of recovery vehicles. If an accredited inspection body has carried out such inspections, then the certification body should verify the accreditation status of that inspection body. UKAS does not expect the certification body to evaluate the competence of the inspector of an inspection body accredited for inspection of recovery vehicles.
- 6.2.4 UKAS would expect to see internal instructions issued by the certification body to enable the certification body auditor to verify the competence of the inspector / inspection body.

6.3 Lifting Equipment

- 6.3.1 Lifting equipment attached to recovery vehicles is subject to LOLER Regulations. UKAS expects the certification / inspection body to check that such lifting equipment is inspected (Clause 5.1 or 6.1 or 6.3) by a competent person in accordance with the LOLER Regulations.
- 6.3.2 Inspection bodies accredited by UKAS for in –service inspection of lifting equipment under LOLER Regulations would be considered to be competent for the inspection of lifting equipment attached to recovery vehicles. If an accredited inspection body carried out such inspections, the certification body should verify the accreditation status of that inspection body but UKAS does not expect the certification body to evaluate the competence of the inspector of the inspection body accredited for in service inspection of lifting equipment.
- 6.3.3 UKAS would expect to see internal instructions issued by the certification body to enable the certification body auditor to verify the competence of the inspector / inspection body.

6.4 Competence Criteria for Auditors & Inspectors

- 6.4.1 EN 45012 & ISO /IEC 17020 require certification / inspection bodies to define the minimum relevant competence criteria for auditors / inspectors. UKAS would expect to see documented criteria defining the competence of auditors / inspectors.
- 6.4.2 When judging the competence of auditors / inspectors, UKAS will take account of the following aspects, but these points should not be considered as an exhaustive list.
- The purpose of PAS 43 is to assure the safety of vehicle recovery and breakdown activities.
 - Auditors are not expected to perform inspection of vehicles for defects or lifting equipment inspections, however auditors would be carrying out inspections of premises, facilities and other checks in vehicles such as cleanliness, seat belts, lights, marking, communication systems, PPE equipment etc, as required by PAS 43. Therefore the auditors will be required to demonstrate an appropriate level of technical knowledge through specific industry experience and PAS 43 training.
 - ISO 19011 gives guidance on auditor competence criteria.
 - Work experience in the recovery / breakdown industry may be obtained through auditing but it is the responsibility of the certification body to demonstrate how this has been achieved to the level required for auditing against PAS 43.
 - The inspectors of vehicle defects and lifting equipment would require the knowledge and experience to identify vehicle & equipment defects and significance of such defects including reporting of defects.
 - Auditors & Inspectors would require knowledge of PAS 43 requirements and their applications.

6.5 Sampling of Vehicles

- 6.5.1 Certification bodies should establish an approach for sampling of recovery vehicles at audits. The sampling criteria should take account of the size of the fleet as well as the types of vehicles. Certification bodies should be able to justify the sampling approach used.
- 6.5.2 Inspection bodies issue inspection reports against each vehicle they inspect and inspect the processes, facilities and premises by examining records, interviewing personnel and observing activities.

7 ACCREDITATION CERTIFICATES / SCHEDULES

- 7.1 The Accreditation schedule of certification bodies accredited to EN 45012 will make reference to PAS 43: 2002 as an Application Document of ISO 9001.
- 7.2 The Accreditation schedule of inspection bodies will make reference to PAS 43: 2002 as well as the inspection body standard / method for inspection of defects of vehicles.

8 UKAS ACCREDITED CERTIFICATES & REPORTS

UKAS accredited quality management system certification bodies are entitled to display the following mark on accredited certificates in accordance with UKAS Publication URN 98 / 887 (Conditions for Use of National Accreditation Marks by UKAS and UKAS Accredited Organisations)



UKAS accredited inspection bodies are allowed to display the following mark on accredited inspection reports / certificates in accordance with UKAS Publication URN 98 / 887 (Conditions for Use of National Accreditation Marks by UKAS and UKAS Accredited Organisations)



9 Appendices

- 1 PAS 43 – Self Assessment Form



PAS 43 - SELF-ASSESSMENT FORM

PAS 43 CL.	PAS 43 REQUIREMENT	AUDIT / INSPECTION METHOD & EVIDENCE <i>Please answer the questions below in sufficient detail so that UKAS can understand your audit / inspection criteria / method (including the criteria for sampling) and the rigour of your audit / inspection activity.</i>	ISO 9001 Clause. (Not applicable to inspection bodies)
4	General		
4.1	Insurance	What type of insurance would you expect the Operators to have? What evidence would you look for? How would you judge the adequacy of insurance cover?	
4.2	Environmental considerations	How would you satisfy yourself that breakdown and recovery vehicles are used for operational and business purposes only? How would you satisfy yourself that all waste products are recycled or disposed of appropriately? How would you satisfy yourself that the Operator gives regard to the need to select vehicles, which minimise the emission of pollutants and greenhouse gases?	
4.3	Agreements with public sector bodies or the Police Service	How would you satisfy yourself that any agreements with the public sector bodies or the Police Service have been implemented?	
5	Vehicles		
5.1	Suitability	How would you satisfy yourself that Operators keep records about breakdown and recovery vehicles to show that they are: a) fit for their intended use? b) maintained in sound condition? c) serviced in accordance with the vehicle manufacturers' recommendations? How would you satisfy yourself that vehicles are maintained, examined and inspected for defects by a competent person at regular intervals? How would you judge the adequacy of the inspection intervals?	

PAS 43 CL.	PAS 43 REQUIREMENT	AUDIT / INSPECTION METHOD & EVIDENCE <i>Please answer the questions below in sufficient detail so that UKAS can understand your audit / inspection criteria / method (including the criteria for sampling) and the rigour of your audit / inspection activity.</i>	ISO 9001 Clause. (Not applicable to inspection bodies)
		How would you judge the competence of the 'competent person' performing inspections? (i.e. With reference to the definition in 3.3) How would you satisfy yourself of the adequacy of the records kept of these inspections? <i>(Note: UKAS would consider an inspection body accredited to EN 45004 (ISO 17020) for in-service inspection of recovery and breakdown vehicles as an acceptable 'competent person')</i>	
5.2	Technicians	How would you satisfy yourself that the technicians employed by the Operator are trained to ensure that the vehicle they use is in a safe and efficient working order? How do you judge the adequacy of training provided to the technicians? How would you satisfy yourself that a system has been implemented and maintained so that defects are promptly reported and rectified as soon after they occur as possible and that records of defects and actions are maintained? What are the key elements that you would expect to see in such a system?	
5.3	Cleanliness & Tidiness	How would you satisfy yourself that the Operator is promoting cleanliness and tidiness in breakdown and recovery vehicles? How would you satisfy yourself that the Operator is encouraging technicians to use vehicles that are clean, tidy and free from unsecured tools or recovery equipment in the cab?	
5.4	Seat belts	How would you satisfy yourself that breakdown and recovery vehicles have seat belts fitted for each seat and the Operator is complying with The Motor Vehicles (Wearing of Seat Belts) Regulations 1993? How would you satisfy yourself that technicians do not move children in breakdown or recovery vehicles without the proper seat restraints being used? How would you satisfy yourself that all breakdown and recovery vehicles are fitted with an advisory seat belt notice?	

PAS 43 CL.	PAS 43 REQUIREMENT	AUDIT / INSPECTION METHOD & EVIDENCE <i>Please answer the questions below in sufficient detail so that UKAS can understand your audit / inspection criteria / method (including the criteria for sampling) and the rigour of your audit / inspection activity.</i>	ISO 9001 Clause. (Not applicable to inspection bodies)
5.5	Working lights	How would you satisfy yourself that breakdown and recovery vehicles are equipped with working lights for the illumination of a breakdown and recovery area to facilitate safe working and such arrangements comply with the <i>Road Vehicles Lighting Regulations 1989</i> and subsequent amendment that apply to the fitting and usage of all lights?	
5.6	Emergency Warning Lights	How would you satisfy yourself that breakdown and recovery vehicles are fitted with a minimum of two high level amber coloured hazard warning lights or beacons capable of emitting a flashing or rotating beam of light through 360 degrees in the horizontal plane? How would you satisfy yourself that lights or beacons are fitted in such a position that they are not obscured from either the side or rear by other equipment carried or fitted to the vehicle?	
5.7	Company details	How would you satisfy yourself that breakdown and recovery vehicles display the company trading name and contact telephone numbers? How would you satisfy yourself that breakdown and recovery vehicles do not display the company trading name and contact telephone numbers, where required by Police Service contracts?	
5.8	Livery	How would you satisfy yourself that breakdown and recovery vehicles, trailers and lifting apparatus are conspicuously livered to maximise their visibility at the scene of a breakdown or recovery?	

PAS 43 CL.	PAS 43 REQUIREMENT	AUDIT / INSPECTION METHOD & EVIDENCE <i>Please answer the questions below in sufficient detail so that UKAS can understand your audit / inspection criteria / method (including the criteria for sampling) and the rigour of your audit / inspection activity.</i>	ISO 9001 Clause. (Not applicable to inspection bodies)
6	Vehicle Equipment		
6.1	General	<p>How would you satisfy yourself that breakdown and recovery vehicles carry the tools and equipment necessary to carry out the type of work they are required to undertake in a safe and professional manner and in accordance with Annex B of PAS 43?</p> <p>How would you satisfy yourself that Operators keep up to date inventories of the tools and equipment kept on each vehicle?</p> <p>How would you satisfy yourself that tools and equipment are examined, tested and inspected for defects by a competent person at regular intervals?</p> <p>How would you judge the adequacy of the inspection intervals?</p> <p>How would you judge the competence of the 'competent person' performing inspections? (i.e. With reference to the definition in 3.3)</p> <p><i>(Note: UKAS would consider an inspection body accredited to EN 45004 (ISO 17020) for in –service inspection of recovery and breakdown vehicles as an acceptable 'competent person')</i></p> <p>How would you satisfy yourself of the adequacy of the records kept of these inspections?</p> <p>How would you satisfy yourself that defects are promptly reported and rectified as soon after they occur as possible and that appropriate record are maintained?</p>	
6.2	Technicians' responsibilities	<p>How would you satisfy yourself that technicians are trained to ensure that any equipment on the breakdown or recovery vehicles that they use is in safe and efficient working order?</p> <p>How would you satisfy yourself that technicians ensure that tools and equipment are in good condition at all times?</p>	

PAS 43 CL.	PAS 43 REQUIREMENT	AUDIT / INSPECTION METHOD & EVIDENCE <i>Please answer the questions below in sufficient detail so that UKAS can understand your audit / inspection criteria / method (including the criteria for sampling) and the rigour of your audit / inspection activity.</i>	ISO 9001 Clause. (Not applicable to inspection bodies)
6.3	Winches & winch ropes	<p>How would you satisfy yourself that winches and winch ropes are maintained in safe working conditions by having them regularly inspected in line with <i>Lifting Operations and Lifting Equipment Regulations 1998</i>?</p> <p><i>(Note: UKAS would consider an inspection body accredited to EN 45004 (ISO 17020) for in-service inspection lifting equipment as an acceptable 'competent person' for inspection of winches and winch ropes)</i></p> <p>How would you satisfy yourself that the working load limit is marked on the winch casing so that the technician is aware of it?</p>	
6.4	Communication system	<p>How would you satisfy yourself that technicians are equipped with and trained in the use of communication systems that enables them to communicate from the breakdown or recovery vehicle or at the roadside?</p>	
7	Personal safety or protective equipment and clothing		
7.1	General	<p>How would you satisfy yourself that technicians are provided with safety or protective equipment and clothing?</p> <p>How would you satisfy yourself of the suitability of the safety or protective equipment and clothing?</p>	
7.2	Essential safety and protective personal equipment and clothing	<p>How would you satisfy yourself that technicians are provided and trained to wear (as a minimum) the personal protective clothing listed in PAS 43 – 7.2?</p>	
7.3	Equipment and clothing to be supplied and used	<p>How would you satisfy yourself that technicians are trained to use any additional safety and protective equipment and clothing supplied to them? (e.g., safety goggles, safety gloves, safety hardware, ear defenders.)</p>	
7.4	PPE Equipment	<p>How would you satisfy yourself that safety or protective equipment supplied conform to the standards specified in PAS 43 – 7.4?</p>	
7.5	Situations involving hazardous chemicals or dangerous substances	<p>How would you satisfy yourself that technicians are trained to deal with hazardous substances?</p> <p>How would you satisfy yourself that, where there is a risk of contact with hazardous chemicals or dangerous substances, safety or protective equipment conform to the standards specified in PAS 43 – 7.5?</p>	
8	Premises		
8.1	Suitability	<p>How would you satisfy yourself that the Operator is operating from recognised premises?</p> <p>How would you satisfy yourself that these premises are suitable for their business?</p>	

PAS 43 CL.	PAS 43 REQUIREMENT	AUDIT / INSPECTION METHOD & EVIDENCE <i>Please answer the questions below in sufficient detail so that UKAS can understand your audit / inspection criteria / method (including the criteria for sampling) and the rigour of your audit / inspection activity.</i>	ISO 9001 Clause. (Not applicable to inspection bodies)
8.2	Company trading name	What evidence would you look to establish the company trading name?	
8.3	Maintenance and facilities	How would you satisfy yourself that the recognised premises are kept clean & tidy and well maintained at all times and have the facilities listed in PAS 43 – 8.3?	
9	Technicians		
9.1	Identity cards	How would you satisfy yourself that all technicians carry an identity card, which include a photograph and would be available whilst on duty or attending a casualty vehicle?	
9.2	Driving licence checks	How would you satisfy yourself that there is a system for checking driving licences of technicians at recruitment and at least annually?	
9.3	Induction training	How would you satisfy yourself that all technicians receive induction training in accordance with Annex C?	
9.4	Competence	How would you satisfy yourself that all technicians demonstrate their competence in the areas specified within Annex C periodically?	
9.5	Responsibility for competence	How would you satisfy yourself that the employer take the responsibility for the competence of the technicians?	
9.6	Responsibility for risk assessment	How would you satisfy yourself that technicians are aware that risk assessment at breakdown or recovery scene is their responsibility?	
9.7	Vehicle stability and braking efficiency	How would you satisfy yourself that technicians are trained to ensure that maximum loaded weight is not exceeded?	
10	Standard Operating Procedures	How would you satisfy yourself that a quality management system, including traceability of operational activity, is implemented? How would you satisfy yourself that all staff has the knowledge of standard operating procedures required by PAS 43 including areas specified within Annex C? How would you deal with the best practice guidance given in Annex D?	

PAS 43 CL.	PAS 43 REQUIREMENT	AUDIT / INSPECTION METHOD & EVIDENCE <i>Please answer the questions below in sufficient detail so that UKAS can understand your audit / inspection criteria / method (including the criteria for sampling) and the rigour of your audit / inspection activity.</i>	ISO 9001 Clause. (Not applicable to inspection bodies)
EN 45012/ EN 45004 CL.	Accreditation Standard Requirement relating to competence of personnel	EVIDENCE	XXXXX XXXXX XXXXX
2.2.2.1/ 8.2	Competence of Auditors/ Inspectors	Have you defined the criteria for competence of your auditors / inspectors? Please details the criteria here or submit as an attachment.	XXXXX XXXXX XXXXX

Sample