Work instruction update – Customer Safety
Safety advice for customers leaving an emergency area

During a full review of the removing vehicles work instruction it was apparent that content regarding vehicles exiting an emergency area (EA) would be better suited in the customer safety work instruction. Whilst moving the content across National Highways requested there to be a standard approach for vehicles exiting an EA.

Should a customer require assistance to exit an EA a 'lane divert right' shall be used <u>as standard</u>, with the supporting legend 'SLOW VEHICLE JOINING AHEAD'.

There may be occasions where additional control measures are, such as a lane closure or rolling road block. Regions shall follow standard operating protocols to resolve the incident, including documenting and submitting any additional control measures via a dynamic risk assessment (DRA).

<u>Changes to customer safety work instruction:</u>

<u>Vehicles leaving an Emergency Area</u>

a. Set variable signs and signals (VSS) for a lane divert right (LDR), which will automatically set a reduced 50 mph mandatory variable speed limit (VSL) and the legend 'SLOW VEHICLE JOINING AHEAD', to provide advance warning to road users approaching the EA.
b. Advise the customer to:
- exit the EA when they consider it safe to do so.
- proceed onto the adjacent running lane, with caution when there is a suitable gap in the traffic.
  - contact the ROC if unable to exit the EA.
c. If reverse access is underway inform the customer to remain in the EA until directed otherwise.
d. Once the customer has rejoined the carriageway, clear VSS.

[Traffic Operations Policy](#)

Terms	Definition
Must or must not	indicates an obligatory legal requirement.
Shall or shall not	indicates a mandatory organisational requirement which TOs are required to comply with.
Should or should not	indicates a course of action that is strongly recommended or avoided.
May	indicates an option for consideration, depending on the circumstances

Please send any questions to: IMIT@nationalhighways.co.uk

CCF 578 – Customer safety. Vehicles exiting an emergency area.