

## Safe vehicle recovery operations on motorways:

### Traffic officer assistance

**A1:** When dynamic hard shoulder **IS NOT** in use – re-join as normal.



When attending an incident and assistance is required from Highways England, call the 'Recovery in' line at the regional operations centre relevant to your location. **The location and numbers are listed below**

**Where assistance is required**, provide the Highways England call handler with a direct telephone number to your recovery driver. We will set variable message signs – lane divert or lane closure.



**A2:** If dynamic hard shoulder **IS** in use – call us using the emergency roadside telephone.



**DO NOT** drive under a red X without permission.

With permission, display warning beacons and dipped headlights, exercising extreme caution.

**B:** Incident access through red Xs

**Used when the carriageway is blocked.**

With permission, display warning beacons and dipped headlights, exercising extreme caution and accessing via the downstream junction on-slip.



**C:** Assisted entry and exit to an emergency area

**South West:** 0117 316 5708

**South East:** 01883 74 5313

**West Midlands:** 0121 421 8808

**East Midlands:** 0115 855 2014

**East:** 0170 760 8507

**North West:** 01925 29 8014

**North East:** 01924 24 3715



**D:** Reverse access

### Factors to consider

 Time of day and traffic conditions will be considered before authorising any request for assistance.

 Where a traffic officer resource is unavailable to assist, the police or a secondary road recovery operator should be considered.

 If you require any further information please refer to the support document provided.