1. **VEHICLE BREAKDOWN:**

If you need to stop your vehicle in the event of a breakdown, try to stop in a place of relative safety. This is where you, your passengers and your vehicle are less likely to be at risk from moving traffic.

The safest place to stop is a location which is designed for parking. On motorways and other high-speed roads, the safest place to stop is a service area. Other places of relative safety include

* lay-bys
* emergency areas
* hard shoulders

Be aware that the hard shoulder provides less protection than other places of relative safety as its next to a live lane and high-speed traffic.

You and your passengers should, where possible, keep well away from your vehicle and moving traffic, moving traffic could collide with your vehicle forcing it into you and your passengers.

* Think of all other road users and get your vehicle off the road if possible and safe to do so.
* Do not put yourself in danger by attempting even simple repairs.
* Warn other traffic by using your hazard warning lights if your vehicle is causing an obstruction.
* Help other road users see you by wearing light-coloured or fluorescent clothing in daylight and reflective clothing at night or in poor visibility.
* Put a warning triangle on the road at least 45 metres behind your broken-down vehicle, on the same side of the road (warning triangle can be found within all fleet vehicles) Always take great care when placing or retrieving them. **Never** attempt to place a warning triangle on a motorway.
* If possible, keep your sidelights on if it is dark or visibility is poor.
* Do not stand (or let anybody else stand) between your vehicle and oncoming traffic.
* At night or in poor visibility do not stand where you will prevent other road users seeing your lights.

1. **IF VEHICLE BREAKDOWN OCCURS ON MOTORWAY:**

* Pull on to the hard shoulder and stop as far to the left as possible, with your wheels turned to the left.
* If your vehicle breaks down in a live lane on a motorway, your immediate priority is safety. Try to move your vehicle to the leftmost lane and as far off the road as possible, ideally onto the hard shoulder or into an emergency area. Turn on your hazard lights. Exit the vehicle on the passenger side (away from traffic) contact emergency services immediately, preferably using an emergency roadside phone if available and wait behind the barrier.
* If you cannot reach the hard shoulder or an emergency area, stay in your vehicle with your seatbelt on and contact emergency services immediately.
* **Never** attempt to place a warning triangle on a motorway.
* Do not put yourself in danger by attempting even simple repairs.
* Ensure that passengers keep away from the carriageway and hard shoulder, and that children are kept under control.
* If your vehicle is stopped on the hard shoulder or emergency area, walk to an emergency telephone on your side of the carriageway (these are situated at approximately one-mile intervals along the hard shoulder). The emergency telephone is free of charge and connects directly to an operator.  Use these in preference to a mobile phone as help will arrive quicker.  Always face the traffic when you speak on the phone.
* Give full details to the operator, including passenger numbers. what3words app can be used for your exact location <https://what3words.com/>
* Return and wait near your vehicle (well away from the carriageway and hard shoulder).
* If you feel at risk from another person, return to your vehicle by a left-hand door and lock all doors.  Leave your vehicle again as soon as you feel this danger has passed.

1. **ROADSIDE REPAIR OR RECOVERY TO BASE DUE TO MECHANICAL ISSUE:**

* Within the local Glasgow area during normal working hours (Mon-Fri 08:30-16:15) contact Transport Services for advice or assistance on 0141-330-5330 or [ecs-logistics@glasgow.ac.uk](mailto:ecs-logistics@glasgow.ac.uk)
* Out with the local Glasgow area or outside normal working hours contact the breakdown recovery service for your vehicle.  Details are on each vehicle windscreen, in the vehicle folder and with your department administrator.

\*Repairs by local garages are not permitted without the express consent of Transport Services.

**\*All vehicle recoveries should be to Logistics-Transport Services, 13 Thurso St, G11 6PE**. If outside normal working hours, please contact the Main Gatehouse to arrange access to Transport Services secure compound on 0141-330-4282