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Road vehicles — Information for first and second responders —

Part 3: Emergency response guide template

Véhicules routiers — Information pour les premier et second intervenants —

Partie 3: Modèle de guide de réponse d'urgence

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 22, *Road vehicles*, Subcommittee SC 36, *Safety and impact testing*.

A list of all parts in the ISO 17840 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

For first and second responders initiating a rescuing action at a traffic accident site, it is of utmost importance to make the correct decisions quickly to save lives of the traffic victims, and to avoid risking their own lives in the rescuing activity. Critical decisions must be made in a very short time to make up the rescue strategy.

To cope with this situation, it is necessary to have immediate access to unambiguous information about the vehicles involved – especially in the case of vehicles with new technology.

This does not only concern information about the location of the components (given in the rescue sheet) but the concept to be dealt with (e.g. fire in vehicle, fire in battery/REESS, dangerous products in vehicle, submersion, new/unknown technology).

There are clear benefits to having a common template, using standardised colours and pictograms to make it easier for first and second responders and vehicle manufacturers to understand each other. It will also facilitate for the vehicle manufacturers to know what kind and how the first and second responder workers want their crucial information.

The standardised format of emergency response guide (ERG) presented in this document aims at improving the situation described above.

The ERG template follows in principle a flowchart for the main actions of the first and second responders arriving at an accident scene.

Road vehicles — Information for first and second responders —

Part 3: Emergency response guide template

IMPORTANT — The colours represented in the electronic file of this document can be neither viewed on screen nor printed as true representations. For the purposes of colour matching, see ISO 3864-4 which provides colorimetric and photometric properties together with, as a guideline, references from colour order systems.

1 Scope

This document defines the template layout of the Emergency Response Guide (ERG) providing necessary and useful information about a vehicle involved in an accident to support the rescue team rescuing the occupants as quickly and as safely as possible, and to promote the correct action with respect to the vehicle technology concerned. The ERG also provides in-depth information related to fire, submersion and leakage of fluids.

The ERG contains crucial and in-depth information linked to the rescue sheet (ISO 17840 parts 1 and 2), to inform training and development of rescue procedures. The headings/contents of the rescue sheet and the ERG information are aligned with each other, i.e. the ERG information works as an extension of the related rescue sheet.

The template defines the layout and general contents, for ease of use by first and second responders. The guide can be communicated in paper or electronic format.

The ERG template follows in principle a flowchart for the main actions of the first and second responders arriving at an accident scene or performing towing and other activities afterwards.

The ERG can be related to a specific vehicle model, to a family of similar vehicle models, or to a certain type of vehicle technology in general.

The ERG template provides a format for filling in the following necessary and useful emergency information:

— relevant information for a vehicle involved in a traffic accident (including immobilisation, disabling of hazards, access to occupants, shut-off procedures, handling of stored propulsion energy);

— information in case of fire or submersion; and

— information regarding towing, transportation and storage.

This document is applicable to passenger cars, buses, coaches, light and heavy commercial vehicles according to ISO 3833.

The proposed template can be beneficial for use also for other types of vehicles (e.g. trains, trams, airplanes), although this is out of the scope of this document.

The identification of the vehicle and of the model via a database using the license plate, the VIN number, an automatic emergency call system (e.g. e-Call) system or other identifiers (e.g. bar code or QR code) is not covered by this document.

The rescue procedure or the process of handling the ERG is not covered by this document.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 17840-1, *Road vehicles — Information for first and second responders — Part 1: Rescue sheet for passenger cars and light commercial vehicles*

ISO 17840-2, *Road vehicles — Information for first and second responders — Part 2: Rescue sheet for buses, coaches and heavy commercial vehicles*

ISO 17840-4, *Road vehicles — Information for first and second responders — Part 4: Propulsion energy identification*

3 Terms, definitions and abbreviations

For the purposes of this document, the terms and definitions in ISO 17840-1 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org

3.1
emergency response guide
ERG
specific information allowing responders to take the appropriate actions in an emergency situation with regard to a certain technology or design principles

Note 1 to entry: The ERG describes first and/or second response operations, and related warnings and cautions, for a specific vehicle model, to a family of similar vehicle models, or to a certain type of vehicle technology in general.

3.2
first responder
individual who is authorized, trained and qualified to provide primary response to victims of a traffic accident, fire or submersion

Note 1 to entry: Included, but not limited to, fire departments, rescue squads, emergency medical personnel, law enforcement personnel, and in some instances military personnel where the personnel are trained in assessing and treating injuries.

3.3
second responder
individual who is authorized, trained and qualified to take care of vehicles after they have been subject to a traffic accident, fire or submersion

Note 1 to entry: Included, but not limited to, tow/recovery personnel, vehicle storage operators, repair/service technicians, dismantlers and auto salvage personnel.

3.4
material safety data sheet
MSDS
specification sheet defining physical aspects, characteristics, and health and safety data for a substance

[SOURCE: ISO 14085-2:2015]