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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](http://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](http://www.iso.org/patents)).

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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](http://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](http://www.iso.org/members.html).

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## 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.