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AECOM

Secured European Truck Parking
Best Practice Handbook

Handbook

SETPOS

Contents

INTRODUCTION

1 Introduction

1.1 Introduction

Welcome to the Secure European Truck Park Operational Services (SETPOS) Best Practice Handbook. The European road network is of strategic importance for the movement of goods within the European Union. As concerns about attacks on high value cargo and vehicles, and the lack of adequate rest facilities for drivers are on the rise, the establishment of secured truck parking sites and associated information services has become increasingly important.

Truck parks are an important element of the logistics network and provide vital rest areas for truck drivers, help ensure safety for all road users and provide much needed security for transported goods, vehicles and drivers. Therefore, the European Commission (Directorate General for Energy and Transport) has addressed this issue by co-funding the SETPOS project. The SETPOS project has involved a widespread alliance of specialists and stakeholders across Europe to improve freight safety and security through the outputs of this project.

1.2 Objectives of the SETPOS project

The successfully met objectives of the project were to:

■ Assess and validate the requirements of the various stakeholders, such as drivers, dispatchers, forwarders, rest area operators, insurers, public authorities and shippers

■ Formulate a common set of standards for secured parking

■ Construct a number of pilot secured parking areas in trans-border regions, to validate and demonstrate the standard

■ Establish an information, guidance and reservation platform for all types of truck parking

1.3 Purpose of the Best Practice Handbook

This handbook aims to help truck park operators to develop their sites to the required security standard which industry requires and also to act as a focal point for information for other stakeholders such as transport operators, drivers, shippers and authorities. The handbook provides vital information on:

■ **Chapter 2: The Challenge** - brief outline of the current freight related criminal trends across Europe, hotspots and demand

■ **Chapter 3: Applying the SETPOS security standard** - best practice guidance on what you need to achieve to meet the standards

■ **Chapter 4: Developing a Business Case for a Secure Truck Park** - provides guidance on what costs you should consider and gives instructions for filling in the business case tool

■ **Chapter 5: The Online European Truck Parking Database** - provides guidance on the online service

■ **Chapter 6: Next steps** - introduction to accreditation and the LABEL project
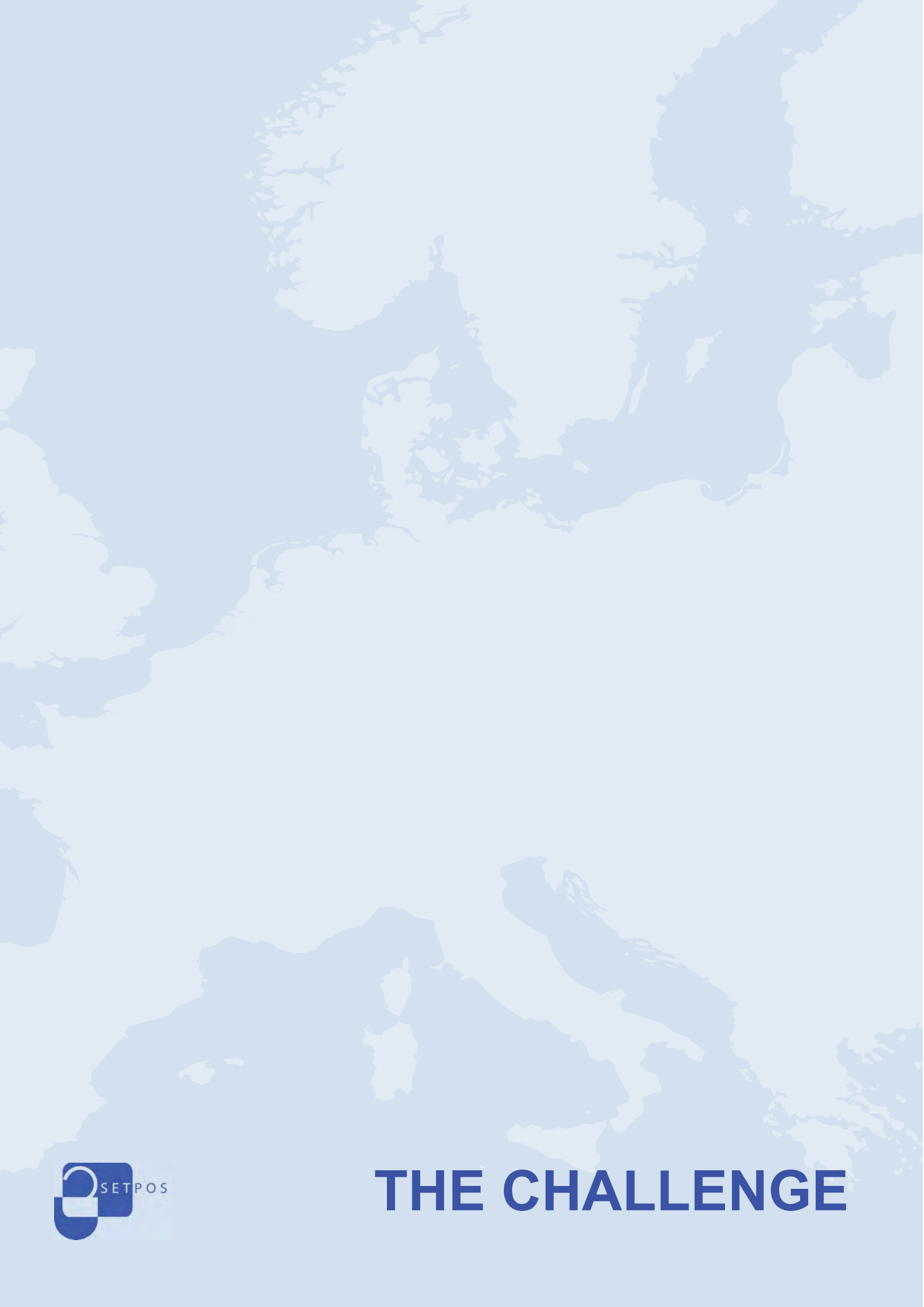
THE CHALLENGE

2 The Challenge

2.1 Introduction

Approximately 72% of the total land-based transport of freight in the European Union is made by road. Therefore the strategic significance of road freight for the European economy is obvious – without it we would not prosper as a Union or individual Member States. In parallel with this movement of goods, criminal activity has risen, especially with regards to theft and people smuggling.

As concerns about attacks on high value cargo, drivers and vehicles are on the rise, the establishment of secure truck parking sites and associated services as a way of reducing crime is becoming increasingly important. It has been highlighted through the SETPOS project that such facilities do not exist or are limited at best. In the interest of road safety, the health and safety of professional drivers, and compliance with rules on driving hours and break periods, there needs to be a sufficient number of safe and adequate rest facilities in existence along the European motorway network. Current statistics show the need for more rest facilities for professional drivers in the European Union, and in particular in Central and Eastern Europe.

A main consideration for the developers of potential new truck parks or those that want to modify their existing infrastructures is to understand the transport trends across the EU and the current criminal situation.

Therefore, this chapter of the Best Practice Handbook will introduce and illustrate the following:

- The Trans European Road Network

- The prevalence of freight crime across Europe

- Areas most affected

- The high demand for secure truck parking

2.2 The Trans European Road Network (TERN)

In order to promote the single market and the free movement of people and goods, the European Union has identified Strategic Trans-European Networks connecting key road and rail links across the Member States. Within the EU in 2006, a volume in excess of 7700 million tonnes (excluding oil) was transported a distance of at least 100 kilometres

The Trans-European Road Network (TERN) is strategically vital for the movement of goods which service the needs of the European Community and its inhabitants. The TERN consists of major road transport arteries which are designed to serve the entire continent. Without these key connectors the economies of the Member States would be restrained.

As a prospective truck park operator or authority, it is important for both commercial and social reasons that you understand the TERN in determining what services are required both for industry and society as a whole and where these should be located. The key corridors are shown in Figure 1 below. For more detailed maps of the TERN please refer to the European Commission website:
http://ec.europa.eu/transport/infrastructure/networks_eu/road_en.htm

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[1] NEA Annual Overview 2007

Figure 1 - The Trans European Road Network[2]

LEITSCHEMA DES TRANSEUROPÄISCHEN VERKEHRSNETZES (Horizont 2020)
TRANS-EUROPEAN TRANSPORT NETWORK OUTLINE PLAN (2020 horizon)
SCHÉMA DU RÉSEAU TRANSEUROPÉEN DE TRANSPORT (horizon 2020)

STRASSEN
ROADS
ROUTES

2/2004

EUROPE/EUROPA

—	Bestehend	- - - - - -	Geplant
	Existing		Planned
	Existant		Planifié

2.3 Road Transport Infrastructure Projects

As shown, the trans-European road network is of paramount importance in support ingintegration, cohesion and a high level of well-being. An important part of these objectives involves road safety.

Directive 2008/96/EC is the establishment and implementation by the EU member States of procedures that would ensure consistently high levels of road safety throughout the trans-European road network. These procedures relate to road safety impact assessments, road safety audits, the management of road network safety, as well as safety inspections by the EU member States.

This Directive has an important link to SETPOS as it specifically stipulates in paragraph 17 that:

"Sufficient roadside parking areas are very important not only for crime prevention but also for road safety. Parking areas enable drivers to take rest breaks in good time and continue their journey with full concentration. The provision of sufficient safe parking areas should therefore form an integral part of road infrastructure safety management."

This Directive also recognises that safe parking must be considered within the Impact Assessment and Road Safety Audit processes of Infrastructure Projects. For Impact Assessments an element that has to be taken in to consideration is:

"(g) presence of a sufficient number of safe parking areas".

For Road Safety Audits there must be criteria in the detailed design stage that overs:

"(g) provision of safe parking areas".

Part of the challenge is ensuring this Directive is interpreted to include all road users, including trucks and the importance of truck parking facilities when designing and assessing new infrastructure projects.

2.4 Freight Crime within the European Union

Due to its nature, freight crime is borderless and impacts on all European countries. Such crimes are carried out by organised gangs who communicate between themselves across Europe and can sometimes be violent in nature, involving kidnappings and in some cases even murder. Therefore, the need for secure truck parks is essential for the safety and wellbeing of drivers and their loads.

When analysing the frequency of incidents, the European corridors typically have the highest level of freight theft of all the continents in the world. Naturally, the risk of truck crime is strongly related to the actual amount of road freight transported to a certain region, including the transit countries. Put simply, an economically strong continent generates more demand for high value goods and is therefore more vulnerable to criminal attacks.

Crime tends to be well organised and planned by structured groups with well defined roles such as scout, driver and receiver. Such groups often possess customised tools to assist in the theft and are experienced in the operation of large goods vehicles. Foreign drivers are particularly vulnerable targets since they are unfamiliar with the risks present in other countries than their own. There are often communication difficulties and problems with tracing a load from another country.

A recent survey by the IRU[3] looked at 2,003 replies to a questionnaire where drivers highlighted 476 primary attacks. From this figure, 63% of the attacks focused on the vehicle and the load and 43% focused on the driver and their belongings. Separately, 42% of the attacks were reported to have occurred in truck parks and a further 19% of the attacks were at motorway service stations.

Currently, truck parks do exist but many provide a false sense of security which may even result in freight crime. Theft from non-secure parking areas results in over 8300 criminal incidents on the road with a value of €300million every year. Truckpol calculates the average loss per incident at an estimated minimum of 19,000 Euros[4]. Worryingly, these figures may not show the whole picture as many incidents are not recorded.

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[3] IRU (2008) Attacks on Drivers of International Heavy Good Vehicles, Survey Results

[4] Truckpol Quarterly Report Oct-Dec 2008 from http://www.truckpol.com/downloads.htm

[5] NEA Annual Overview, 2007

The most frequent incidents in relation to freight crime are theft from vehicle and theft of vehicle. Table shows the trend of commercial vehicle theft in various European countries from 1999-2005.

Table 1- Commercial Vehicle Theft - number of trucks >3.5tonnes stolen each year (Source NEA Feasibility Study)

Country	1999	2003	2004	2005
Belgium	-	236	269	-
Czech Republic	-	-	76	84
Germany	-	-	1930	2112
Netherlands	352	349	368	319
Slovenia	150	46	68	68
Sweden	-	204	258	-
United Kingdom	-	-	2237	2092

There are a number of hot spots located across Europe where, in relation to other areas, high levels of crime are experienced. A hot spot indicates a location with a comparatively high risk of the occurrence of a criminal incident. The hotspots were determined by NEA through pooling information on truck crime from 4 operators and industry organisations. Areas that were mentioned by two or more sources were recognised as a low-medium incident area, those recognised by 3 of the sources a medium high incident area and those recognised by all four as a high incident area[5]. These are shown in Figure 2. It appears that most of the hot spots are either urban areas or in border regions, suggesting a close relationship between population density, traffic flows, economic wealth and the areas that crime occurs.

Having established where the TERN is located and the hotspots within the European Union, Table 2 below shows the origin of freight crime within Europe from 2003-2006. It is clear that the majority of crime happens where security is low. The least crime happens at the Secure Parking Areas (SPAs), highlighting their ability to

protect vehicles, goods and drivers. As secured parking areas tend to have much lower crime figures than insecure areas, the establishment of more of these types of facilities should be promoted.

Table 2 - Origin of Freight Crime from 2003-2006[7]

Where the crime occurred	%
En Route	41
Secure Parking	4
Non Secure Parking	27
Facilities	28
Total	100

Although 4% of this crime occurred in secure parking areas, it is unclear what standards have been applied to the 'secure parking areas', as no standardisation has historically been in place. This highlights the problem of a lack of standards which have to be met by sites to be classified as truly secure. It is within this area that SETPOS can play a major part in improving truck park security across Europe.

Through the development and application of a set of security standards, statistics would be more accurate and better reflect the sites where crimes are occurring due to proper reporting procedures. By applying these standards, it would be expected that the 'secure parking' category above would have a lower crime percentage and at a minimum have more evidence of the crime that has taken place.

Figure 2 - Hot Spot locations across Europe[6]

★ high incident area
★ high–medium incident area
★ low–medium incident area

2.5 Demand for Secure Lorry Parking

As previously stated, concerns about attacks on drivers and vehicles and the current lack of secure facilities means that there is a real commercial and social need for secure truck parks. It has been estimated that to comply with working time directives, over 44% of journeys within the international road freight transport market require at least one rest during the journey. The question is where do drivers currently rest and how secure is that place?

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[7] Source: NEA "Organised Theft of Commercial Vehicles and Their Loads in the European Union", pg.20

Table 3 – Demand for truck parking slots per country in 2002 [8]

Sample Countries	Security level of existing parking lots		
	High/Medium Security	Low Security	Total
Bulgaria	1093	46	1139
France	4396	11698	16093
Germany	1538	11276	12814
Italy	14000	1226	15226
Netherlands	23	1692	1715
Poland	458	11668	12126
Spain	0	796	796
United Kingdom	7344	6865	14209
Total EU	**32819**	**52973**	**85792**

"A load at rest is a load at risk" would appear to be a reasonable maxim for freight being transported through the European network. Therefore to minimise this risk, it is important to ensure that when resting, loads are protected. Secured parking areas offer extra reassurance, providing heightened security features to help protect the driver, vehicle and load.

As the statistics above show, the drivers, loads and vehicles need protection from crime, and the sensible way to do this would be through parking in secure parking areas where risks are reduced due to advanced security precautions that meet an agreed consistent secure standard.

Importantly, secure truck parking standards within the EU typically vary from country to country, if they exist at all. According to the IRU survey[9], Romania, Hungary, Poland and the Russian Federation have the largest number of reported attacks when compared to the international road freight traffic they generate and receive. The importance of providing secure parking areas needs to be recognised across Europe if freight crime is to be reduced.

2.6 Conclusion

As the figures show, using secure parking areas can significantly reduce the risk factor from crime for drivers, vehicles and loads and are the preferred choice for responsible operators. With increasing commercial competition, shippers who want high value cargo moved will require that their loads must be stored in secure truck parks when in transit on the TERN.

Organised criminal activity within the freight industry is an international problem but can be tackled at a local level through the provision of SPAs along the strategic networks. The increased presence of SPAs, either as new sites or within existing ones would help to reduce crime levels, encourage appropriate parking and could even boost the local economy.

It is predicted that the value of cargo goods is set to increase in the future, making loads even more attractive to criminal circles meaning crime will remain considerable or increase even further. The need for new parking facilities will increase dramatically over the coming years as a result of stricter legislation and the expected economic growth, especially in Eastern Europe.

■ So what is a secure truck park?

■ What do you need to know if you are building a truck park from the beginning?

■ What do you need to know if you are amending an existing truck park?

The remainder of this SETPOS Best Practice Handbook will answer all these important questions.

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[8] NEA Annual Overview, 2007
[9] IRU (2008) Attacks on Drivers of International Heavy Good Vehicles, Survey Results

APPLYING THE SETPOS SECURITY STANDARDS

SETPOS

3 Applying the SETPOS Security Standards

3.1 Introduction

Chapter 2 explored the current problem of criminal activity within the logistics industry in the European Union. In this chapter we seek to provide a solution for all truck park operators and active stakeholders. Following extensive research and consultation, since the start of the SETPOS project in June 2007 a set of security standards has been developed and can now be communicated to the wider community for the first time via this Best Practice Handbook.

3.2 Who Has Developed the Standards?

The standards has been developed by a wide ranging group of contributors covering truck park operators, shippers, insurance companies, driver and freight operators plus a range of other relevant experts across Member States. Detailed discussions and negotiations over a two year period have resulted in standards that are robust, well tested and demonstrable through the SETPOS pilot sites.

3.3 What Shape do the Standards Take?

The standards have been designed to set a series of objectives relating to security measures. The manner in which these objectives are reached may vary, depending on circumstances. For instance, the lowest standard asks for a perimeter barrier around the truck park area. The way in which this standard may be reached could be by a secure fence or by a natural feature such as cliff face. The main point is that casual and intentional unlawful entry is delayed or prevented. Specifying a generic requirement in the SETPOS standards will maximise the life of the standard and allow reasonable flexibility in how it is reached so long as the outcome is a level of security that matches a particular SETPOS standard.

Fundamentally there are two main standards:

- **SETPOS Secure** sets the minimum reasonable requirements for physical security that would give confidence to lorry operators for a safe parking place. It also minimises the investment necessary by a truck park operator and will be easier for established truck parks to attain by making a select number of improvements

- **SETPOS High Security** is the Europe wide, high standard for truck parking security offering access to anyone arriving and willing to pay the admission fee. This provides a higher level of security than the SETPOS Secure standard and aims to provide a high secure service for the transport industry

In addition to these two main standards, recognising that a minority of the road freight industry require even higher standards due, for instance, to very high load values, an addition to SETPOS High Security has been created, **SETPOS Special Security**. This standard only varies slightly from the SETPOS High Security standard but provides users of the facility with a higher degree of security that includes driver identification.

3.4 The Role of the SETPOS Standards

The SETPOS Secure standard meets the realistic minimum for what an average driver or transport manager would consider secure, i.e. vehicles and drivers are in effect under lock and key. Additionally, we have also provided a standard for those shippers/hauliers who require the maximum security for their high value load.

The SETPOS security standards are not formally accredited but are much more than experimental and they are already directly applicable for use. They have been tested by a wide group of relevant experts and the SETPOS Advisory Board who supported them. The SETPOS standards have been fed into the LABEL project which is developing additional quality standards. The SETPOS standards will become formalised through the LABEL project.

3.5 The SETPOS Standards

The remainder of this chapter will explore the objectives of the SETPOS standards that have been developed, giving practical commentary where appropriate. The standards can be analysed into the following seven categories, which will be followed in this chapter for ease of reference:

- 1 Perimeter Security

- 2 Perimeter Entrances and Exits

- 3 Parking Area

- 4 Surveillance

- 5 CCTV

- 6 Procedures

- 7 Other Security Measures

At the beginning of each section the relevant sections of the standards will be illustrated. The full set of standards can be found in Annex A of this Best Practice Handbook.

3.6 Perimeter Security

Perimeter Security	SETPOS Secure	SETPOS High Security
1.1 External Barrier	The parking is separated by a continuous fence (or alternative barriers) which prevents / delays casual entry and intentional unlawful entry or delays the entry	The parking is separated by a continuous fence (or alternative barriers) which prevents / delays casual entry and intentional unlawful entry or delays the entry for the time required for a security intervention. An anti-intrusion system also has to be in place
1.2 Clear zone around perimeter	A clear zone must be kept between the fence / barrier and structures / vehicles / vegetation	
1.3 Perimeter protection against damage	A secondary physical barrier which is sufficient to protect the fence from unintentional damage is desirable. Alternatively, the integrity of the fence/barrier has to be checked regularly	A secondary physical barrier covering the whole of the perimeter which is sufficient to stop a truck driving through the fence (e.g. ditch, natural structures)
1.4 Lighting of perimeter area	Lighting level covers 100% of the perimeter at all times	
1.5 Perimeter covered by CCTV system	CCTV system is to cover 100% of the fence ensuring all activities near or at the fence can be clearly recorded (CCTV recording view). Where pan/tilt cameras are used, measures have to be taken that camera view defaults to fence/barrier coverage after the cameras have not been operated for a short time	CCTV system to cover 100% of the fence at all times ensuring all activities near or at the fence can be clearly recorded (CCTV recording view)

External Barrier

An intrinsic element to any secure parking is perimeter security. This important feature is the interface between the secure parking area and the outside world, between high value load, drivers and criminals. Therefore, the objective of such a feature must be to prevent or delay casual entry to the parking area and it must be continuous providing an unbroken barrier.

Importantly, such a barrier may not need to be a single fence, as a cliff face would arguably be more secure than a fence. Therefore, as long as a barrier exists which has the objective of preventing or delaying casual entry then this will satisfy the requirement. The difference between the SETPOS High Secure and Secure standards is that an anti intrusion alarm must be installed.

Clear Zone around Perimeter

A clearance between the perimeter and the outside world is a deterrent, supports detection of unwanted entry and makes subsequent intervention simpler. Preferably, clearances should be both inside and outside the fencing but this is not always possible (e.g. adjacent industrial sites). Therefore, as a minimum at least on one side a clearance has to be provided and vegetation should be kept low for better line of sight for staff and supporting cameras.

Perimeter Protection against Damage

Protection against fence damage is an important element of perimeter security. If the perimeter is damaged it may become useless in its purpose to delay or prevent entry. Therefore, there must be an element of perimeter protection. The SETPOS Secure standard requires that a regular inspection is carried out to ensure that no damage has been done to the perimeter. The High Security standard requires that an effective mechanism, with the purpose of preventing trucks damaging the perimeter, must be in place. This may take the form of large boulders or anti-ramming barriers.

Lighting of perimeter area

Lighting not only provides an effective deterrent against criminal activity, but also aids drivers and SPA staff. Therefore, both standards require that the lighting level covers the whole of the perimeter. Importantly, the lighting layout needs to consider local legislation and protection against blinding effects.

Perimeter covered by CCTV system

An extremely important element of any secure truck park is the use of CCTV. It is essential for security that the perimeter is monitored by CCTV. The High Security standard requires that at all times the perimeter must be under surveillance by CCTV. The Secure level determines that pan/tilt or dome cameras can be used to monitor the perimeter. Importantly, such cameras are not fixed and therefore operational and technical measures must be in place that if not manually operated the cameras will operate in a way that they also monitor the perimeter.

3.7 Perimeter Entrances and Exits

Perimeter entrances and exits		SETPOS Secure	SETPOS High Security
2.1	All entrances/exits must act as a perimeter	All entrances/exits must be designed in a way, that if closed, they provide a protection level comparable to the physical barrier at the perimeter See 1.1 SETPOS Secure)	All entrances/exits must be designed in a way, that if closed, they provide a protection level comparable to the physical barrier at the perimeter (see 1.1 SETPOS High Security)
2.2	Vehicle entrances/exits control	At all times, all vehicle entrances/exits are controlled by on-site or remote staff to ensure that only authorized entries/exits are taking place	At all times, all vehicle entrances/exits are controlled by on-site trained guards (i.e dedicated security staff that can be internally or externally employed) to ensure that only authorized entries/exits are taking place
2.3	Pedestrian entrances/exits control	At all times, all pedestrian entrances/exits are controlled to ensure that only authorized entries/exits are taking place	
2.4	Entrances/exits CCTV	CCTV system to cover 100% of all inbound and outbound traffic at all entrances/exits ensuring all vehicles, drivers and pedestrians (where they use the vehicle entry and exit point) are identifiable (CCTV identification view). In case of remote staff the CCTV system has to support the inbound and outbound operations	CCTV system to cover 100% of all inbound and outbound traffic at all entrances/exits ensuring all vehicles, drivers and pedestrians (where they use the vehicle entry and exit point) are identifiable (CCTV identification view)
2.5	Lighting at entrances/exits	Lighting has to support the entry and exit movements at all times	Lighting level of all entrances/exits is at all times sufficient such that entrance/exit control activities, CCTV images and recordings allow identification and entry/exit movements (vehicles and pedestrians)
2.6	Freight and other authorized vehicles only	Only freight and authorised vehicles are to be allowed to enter the secure parking area	
2.7	Authorized people ONLY	Only users of the SPA and authorized personnel are to be given access to the parking	

All Entrances/Exits must Act as a Perimeter

Entrances and exits provide a break in the secure perimeter. Therefore, it is imperative that when entrance and exits are closed and not in use, they must provide the same level of protection as the rest of the perimeter security highlighted in the previous section.

Vehicle/Pedestrian Entrances/Exits Control

All truck parks require an entrance and an exit to enable the movement of both goods and people. The actual purpose of entrances and exits leaves them susceptible to attack from criminals. Therefore, it is very important that these functions are secure and that they only allow entrance and exit for both authorised vehicles and pedestrians. Authorised vehicles or pedestrians are those that have specifically been granted access to the truck park and therefore have been monitored. For example, an electrician and his service vehicle would be deemed to be authorised if they accessed the truck park via the entrance in the normal way a truck would.

The High Security standard requires that on-site trained security staff monitor all entrance and exits. The Secure standard requires that all movements are monitored but this can be achieved through on-site truck park staff or remote staff (i.e. a staff member in the truck park shop can allow access for authorised vehicles and pedestrians).

Importantly, the entrances/exits must provide the same security as the perimeter when closed and prevent/delay unlawful entry into the truck park. This could be achieved via anti ramming barriers and operational machines that only let one vehicle/person in at a time once the required data is collected.

Entrances/Exits CCTV

The vehicle and pedestrian entrance/exits must be covered 100% by CCTV. It is also important that the CCTV system must be able to identify the vehicle or pedestrian. Where, remote staff are controlling the entrance/exit, the CCTV must also support this operation to ensure that only authorised vehicles/pedestrians are entering.

Lighting at Entrances/Exits

The lighting at the entrance/exits must at all times support the operation of allowing authorised vehicles/pedestrians to enter and exit. Therefore, it must provide adequate lighting for the CCTV to identify vehicle/pedestrians and support any remote staff operation.

3.8 Parking Area

Parking area	SETPOS Secure	SETPOS High Security
3.1 - CCTV coverage of parking area	Not required	CCTV system to cover 100% of the surface of the parking area (CCTV monitoring view)
3.2 - CCTV coverage of the driving and pedestrian lanes	Not required	CCTV system to cover 100% of the driving and pedestrian lanes (CCTV detection view)
3.3 - Lighting levels of the driving and pedestrian lanes	Lighting level of 100% of the driving and pedestrian lanes at all times such that the staff can detect and recognize all activities	Lighting level of 100% of the driving and pedestrian lanes is at all times such that CCTV images and recordings allow detection and recognition of activities near or at them

CCTV Coverage of Parking area, Driving and Pedestrian Lanes

The Secure standard does not require the full coverage of CCTV for the parking area, driver and pedestrian lanes. However, the High Security standard requires that at all times the parking area, driving and pedestrian lanes are covered by CCTV. The parking area must be on a monitoring view and the driver/pedestrian lanes must be on an identification view. Operationally, pan-tilt and dome cameras may not be fixed but must be programmed to audit the site at regular intervals.

Lighting of parking area, driver and pedestrian lanes

Both standards require that at all times the parking area is lit so that in the Secure standard it aids staff detection and in the High Security aids the CCTV cameras.

3.9 Surveillance

	Surveillance	SETPOS Secure	SETPOS High Security
4.1	Operations	Site surveillance may be monitored by on-site or remote staff	Site has to be manned around the clock. Guards have to be present during opening times and site staff during closure times as a minimum
4.2	Certification of security companies	If guards are to be provided by a security company they must be regulated/certified by the authorities	
4.3	Vetting of all SPA related staff	Vetting and as a minimum requirement, references should be taken according to local legislation	
4.4	Gatehouse	Where a gatehouse is in place to facilitate the duties of staff at the site (e.g. parking registration, communication) it has to be constructed in a way that it secures the staff from an external attack	A gatehouse which facilitates the duties of the security staff (e.g. CCTV monitoring, parking registration, communication) has to be available and constructed in a way it secures the guards from an external attack
4.5	Guard(s) provided with a personal distress system connected to external security control room	Where site staff are in place they have to be equipped with a personal distress system which generates an alarm at the external control room which shall coordinate the follow-up	All security staff have to be equipped with a personal distress system which generates an alarm at the local gatehouse and an external monitoring station which shall coordinate the follow-up
4.6	Personal communication system between staff and external security control room	Personal communication system (available and operational at all times) between staff and external security control room, where on-site staff are used	Personal communication system (available and operational at all times) between security staff and external control room
4.7	Staff trained in parking and transport security procedures	Remote staff have received appropriate training covering: entry/exit control & registration procedures, security patrols, alarm response and communication procedures and confidentiality	Guards and site staff have received appropriate training covering: confidentiality, entry/exit control & registration procedures, security patrols, alarm response and communication procedures
4.8	Guards must have viewing access to CCTV images	Viewing access required if staff are controlling entry and exit remotely	The gatehouse must provide the security staff the ability to monitor the CCTV images at all times

Operations

Surveillance is an established element of best practice security. Therefore, the standards require that the truck park must be monitored at all times. SETPOS differentiates between remote operated sites and those which have on-site staff.

The High Security standard requires that the site must be manned at all times. Guards have to be present during opening times and on-site SPA staff must at least be present during the closed periods.

The Secure standard requires that the site must be monitored by on-site or remote staff. Therefore, these sites could be controlled from a central security centre in a cost efficient manner (though this is not mandatory for a Secure standard site as on-site staff can also monitor). However, a remotely operated site requires very careful design to securely allow entrance and exit, direction of drivers and also ensure that any adverse weather conditions do not affect the secure operation of the truck park.

Certification of Security Companies

If security guards are to be provided by a security company they must be regulated/certified by the authorities where the truck park is operating. This requirement is to ensure that the external staff are properly trained and monitored through normal practice standards.

Vetting of all SPA related Staff

As operational best practice, vetting of SPA staff should be encouraged. As a minimum references should be taken prior to employment, according to local legislation, to prevent known criminal gangs gaining access to sensitive information and the truck park.

Gatehouse

If gatehouses are provided (i.e. where there is on site SPA security staff) they have to be designed in a way to protect persons and equipment under normal operational conditions but also against an attack. SETPOS is not describing any particular attack scenario which the gatehouse has to withstand. It is assumed that local regulations will influence the design.

Alarm and Communication Procedure

As a guard, or member of staff, the ability to raise an alarm and communicate effectively with another party is essential for security. A distress system provides members of staff with a simple device to quickly raise an alarm. A communication system could enable two-way interaction between local staff and any external control room, but it could also enable interaction with the gatehouse, where applicable.

The Secure standard requires that where site staff are in place they have to be equipped with a personal distress system which generates an alarm at the external control room which will then coordinate the follow-up procedure. Where on-site staff are used the standard also requires that a communication system must be operational at all times between the member of staff and an external control room (i.e. a walkie-talkie system).

The High Security standard requires that all security staff on site must be equipped with a personal distress system which will raise an alarm at the local gatehouse and an external monitoring station which will co-ordinate the follow up. Additionally, a personal communication system must be operational at all times between security staff and the external control room.

Staff Training

As staff are an important element of secure parking, whether they be security guards or SPA staff, training is essential to maintain a high standard of security. Therefore, all relevant aspects of staff activities have to be supported by adequate training. This covers normal operations and any necessary communication and intervention activities.

Both the SETPOS standards require that guards, on site staff and remote staff have all received appropriate training covering; entry/exit control & registration procedures, security patrols, alarm response and communication procedures and confidentiality.

Guards' Access to CCTV Images

As established previously CCTV is an intrinsic part of any secure truck park. Though it can be used to deter and provide evidence, CCTV should also aid guards, on-site staff and remote staff. Therefore, within the Secure standard, viewing access is required for remote staff who are controlling the entry and exit of vehicles/pedestrians. The High Security standard requires that the gatehouse must provide the security staff with the ability to monitor CCTV images at all times.

3.10 CCTV

This section of the standards outlines the specific requirements regarding CCTV quality and maintenance. The reason that this element is in the standard is that it is pointless and ineffective for a CCTV system to be in operation if the output is not usable.

CCTV		SETPOS Secure	SETPOS High Security
5.1	All CCTV images are recorded in real time (digital-recording system)	Digital recording (at least 25fps) in place. System records either continuously or in motion detection mode	
5.2	Restricted access to CCTV system functions	Access (physical/logical/network) to the CCTV recording and controlling hardware and softwar, elements is tightly controlled. No staff must be able to edit or delete recordings	
5.3	Minimum retention of all CCTV recordings recordings are held in secure storage area	CCTV recordings stored for min 30 days unless restricted by law. Storage of images must be adequate (physical, and where applicable, network security)	
5.4	CCTV systems must be in good working order	Fully functioning and 100% quality images. Preventative maintenance program and reactive maintenance agreement in place for CCTV system to ensure this	

Recording Quality

Both standards require real-time recording. Motion detection mode is permitted to allow for memory or tape saving operations. Recording has to be digital and with 25 frames per second as a minimum. There are no requirements for maximum compression rates but implementers should be aware that identification view quality is required if evidence against individuals is to stand up in court. The actual requirements may vary across Europe and local legislation should be consulted.

Restricted Access

As CCTV images may form valuable evidence for any prosecution against a criminal, it is necessary that access to recordings and control equipment has to be tightly controlled to ensure that all necessary recordings are made at all times; avoid accidental and intentional deletion or editing and avoid manipulation of the viewing angles and quality of CTTV images.

Retention

Two main rules apply to both standards regarding retention of the images. Firstly, in case of an incident all data has to be kept unaltered as long as investigations last. Provisions also have to be made to provide adequate copies to authorities. Secondly, under normal conditions recordings should be kept for at least 30 days where permitted by local legislation.

Maintenance of CCTV System

The maintenance of a CCTV system is essential to provide quality images. Therefore, SETPOS requires a preventative maintenance scheme and additionally a reactive maintenance agreement. Both measures are necessary to increase the overall operational quality and required in both of the standards.

3.11 Procedures

	Procedures	SETPOS Secure	SETPOS High Security
6.1	Registration procedures incoming vehicles	Registration procedures at a minimum must cover logging of licence plate number of truck/tractor and trailer. Driver and vehicle have to be clearly linked to ensure that drivers do not leave with a different vehicle	
6.2	Registration procedures outgoing vehicles	When exiting the secure parking each vehicle and driver has to be checked and registered against the data captured at the entrance of the parking	As per SETPOS Secure
6.3	Entry/exit procedures incoming/outgoing pedestrians	All entry/exit movements are to be controlled	All entry/exit movements are to be logged. Similar registration procedures to 6.1 and 6.2 shall apply for any authorized person entering the SPA
6.4	Record keeping	Records for all entries and exits shall be kept for a minimum of 3 months	As per SETPOS Secure
6.5	Incident procedures	Each crime incident shall be reported to the SPA staff and the Police and the vehicle has to be put on hold awaiting instructions from Police. The secure parking registration, physical evidence and incident documentation is to be kept for a period relevant to the investigation. If after reporting the crime to the Police they do not attend the incident has to be fully recorded and signed for by the SPA staff and driver	
6.6	Alarm response procedures	Alarm response procedures are in place, understood by all staff and regularly tested. These shall cover alarm activations, follow-up activities and procedures. All alarm activations shall be documented	Alarm response procedures have to be in place and cover at least the following: who and when to activate the alarm, evaluation and follow-up procedures by external control room, escalation procedures and contacts (e.g. police). Procedures need to be documented and tested regularly
6.7	Pre-booking system	Pre-booking system is to be available	
6.8	Contingency systems in case of power failure	Procedures must be in place to ensure security contingency in case of power failure	
6.9	Additional procedures	Additional activities on the SPA, such as trailer dropping and swapping, require the implementation of a well documented process	

Registration

The registration of both vehicles and pedestrians at the entrances and exits is an essential operation for a secure truck park. These are the main points of flow within a truck park. Therefore, procedures have to be in place to cover the logging of the licence plate number of a vehicle and trailer. Additionally, the driver also has to be clearly linked with the vehicle so that the only the authorised person can leave with that vehicle. How this is achieved is a decision for the truck park operator (i.e. a ticket can be allocated to a driver and only that ticket will allow the vehicle to leave the truck park). Other measures such as measuring the weight of the vehicles is a welcome addition and one that can determine that the load has remained the same. However such an addition is not mandatory on either of the standards.

With regards to pedestrians, the SETPOS Secure level determines that the controlling of entry and exit points is required while on the High security standard, actual logging is required.

Incident procedures

A clear and comprehensive scheme has to be provided by the SPA as to how to deal with incidents. SETPOS does not prescribe one single solution but recommends cooperation with the local police force as there is a vast variety of legal requirements and local schemes. In any case all available information has to be gathered and recorded and all parties that have to deal with the incident must be informed (i.e. the police and haulier). The vehicle concerned shall be quarantined until such a time which is determined in the defined procedures and agreed with either the police or haulier.

Alarm response procedure

An alarm is defined as the reaction to an identified incident. Fast, clear and safe reaction has to be implemented and tested regularly. As stated above in section 3.9.5, distress alarms and communication channels have to be in place. All real and test alarms must be documented.

Pre-booking system

To enable visibility of availability and ensure that on arrival a space is secured, a pre-booking system must be in place for both the standards. If a driver turns up at a secure truck park and no spaces are left he may be susceptible to attack as he may be unable to find another facility within his allocated driving hours.

Contingency procedure

If the power fails and the security measures become inactive then the truck park ceases to become secure. Therefore, an extremely important measure that must be considered is the provision of a contingency plan to safeguard the aforementioned security measures against power failure.

Additional Procedures

Additional activities on the SPA, such as trailer dropping and swapping, require careful design, documentation and implementation. In essence, any such activity should not jeopardise the security measures aforementioned (i.e. vehicles and drivers need to be logged).

Record Keeping

The data collected through registration, must be kept for a minimum of three months unless local legislation dictates that this is not possible.

3.12 SETPOS Special Security

Procedures		SETPOS Special Security
6.1	Registration procedures incoming vehicles	Registration procedures cover logging of licence plate number of truck/tractor and of the identity of the driver(s). Driver and vehicle have to be clearly linked to ensure that drivers do not leave with a different vehicle
6.2	Registration procedures outgoing vehicles	When exiting the secure parking each vehicle and driver has to be checked and registered against the data captured at the entrance of the parking
6.3	Entry/exit procedures incoming/outgoing pedestrians	All entry/exit movements are to be logged. Similar registration procedures to 6.1 and 6.2 shall apply for any authorized person entering the SPA.
6.10	Seal procedures	Trucks to be sealed on arrival and the seal to be checked on departure

As outlined at the beginning of this chapter an additional SETPOS Special Security has also been established to provide a service that is applicable for high value goods. The majority of the security elements are the same as the SETPOS High Security standard but there are also additional procedures which increase the security at a SETPOS Special Security truck park. Therefore, with the correct provisions in place such a special secure area could be contained within a SETPOS Secure or High Security truck park.

Firstly, the registration procedures of both incoming and outgoing vehicles and pedestrians are different and more onerous on the truck park operator. Not only does the standard require the logging of number plates of both the tractor and trailer, but the identity of the driver is also required. This may be in the form of a passport or identity card. Therefore, this measure generates an actual picture of who and what is on the truck park at any one time.

In addition, this standard also requires that all vehicles are properly sealed on arrival to the truck park. On leaving the truck park the seal is to be checked to demonstrate that it has not been broken. This procedure enables a transport operator to clearly identify exactly where an incident has occurred. If the seal has not been broken, then no goods have been removed from the vehicle.

These procedures are more suited to a small truck park due to the time it takes to operate such procedures, though with technology advances this could become a reality for large truck parks as well. The commercial viability of this standard will be provided in Chapter 4.

3.13 Other Security Measures

Other Security Measures	SETPOS Secure	SETPOS High Security
7.1 Security level signs	Location, security level and opening times need to be indicated by uniform signs subject to national laws	
7.2 Parking order	All parking places have to be arranged for best visibility, also supporting patrols and CCTV, where applicable	All parking places have to be arranged for best CCTV, monitoring and patrolling coverage

In addition to measures and infrastructure above, there are also two additional requirements within the SETPOS security standards.

Security level signs

As stated in section 3.4, the SETPOS security standards will be incorporated into the LABEL project. This project will provide guidance on signage at truck parks. However, such signs will at a minimum need to communicate the security level attained and the opening times.

Parking order

The layout of a site is critical to a secure truck park with regards to safety and overview of patrols. Also good CCTV coverage (where applicable) requires adequate layout to ensure maximum coverage of the park. Therefore, when planning a truck park this aspect must be carefully considered.

3.14 SETPOS Pilot Sites

As part of the SETPOS pilot project, four sites were selected to be constructed or upgraded as examples of the SETPOS standards in operation. The table below illustrates which sites were chosen and what standard was applied by the SETPOS audit team at that specific time.

Site Name	Works Carried Out	Standard Achieved
Truck Etape	New site	High Security Level
Rasthof Uhrsleben	New site	Secure Level
Autohof Wornitz	Upgrade	Secure Level
Ashford International	Upgrade	Secure Level

A further evaluation of these standards will also take place within the LABEL project which follows SETPOS. LABEL represents an experimental certification procedure which builds on the evaluation criteria set out by SETPOS.

3.15 Summary

This chapter has illustrated the SETPOS Secure and High Security and Special Security standards. Each standard has a role to play within industry with the Special Security standard viable for high value goods. The next chapter aims to provide you with a relevant indication on which standard would be commercially viable for your truck park operation.

DEVELOPING A BUSINESS CASE FOR A SECURE TRUCK PARK

4 Developing a Business Case for a Secure Truck Park

4.1 Introduction

In the previous chapters this handbook has established the current criminal statistics, demand for secure parking and the SETPOS security standards. This chapter now seeks to help you establish a business case for building or upgrading a current truck park. Due to national and local differences in land prices, equipment and national laws we are unable to provide exact costs for the building of a secure truck park. Instead this chapter aims to provide developers with the opportunity to consider the different aspects of building or amending an existing facility, which they can then research to generate their own realistic business cases.

However, for guidance we have provided approximate estimates for general costs applicable for an 8 hectare SETPOS High Security Standard truck park with:

■ 300 spaces

■ Secure parking

■ Dignity facilities

■ Restaurant

■ Communication services

■ Dangerous goods area

■ Refrigerated goods area

■ Fuel

The following questions will be addressed in this chapter:

■ Why become a SETPOS site?

■ What preliminary research should I undertake?

■ What standard should I aim to achieve?

■ What costs should I consider?

■ How cost effective is a secure truck park?

4.2 Why become a SETPOS site?

Due to the increase in targeted criminal activity, the demand for secure parking has risen in recent years. Currently, many truck parks claim to be secure but from an industry point of view this is not the case as crimes continue to occur. Improved secure parking is a necessity for the European Union for a variety of reasons, including driver safety, securing high value loads and minimising the risk of passenger stowaways.

In the current economic climate, where competition is high and shippers are demanding high security, truck parks can take the initiative and improve their facilities or developers can build new secure truck parks to become market leaders and hence attract business.

By attaining one of the SETPOS security standards you can:

■ Satisfy existing service requirements

■ Increase your truck park's demand

■ Increase tariffs for real secure parking

■ Create regular predicted trade

■ Use the security level as a marketing tool

■ Become a destination and transfer point for hauliers

■ Secure long term contracts with major European hauliers

■ Generate business growth in different streams by offering added value services

■ Become a European leader in truck parking facilities

4.3 What preliminary research should I undertake?

Once you have made a decision that you want to create a secure truck park there are a number of issues you should consider to help determine whether it will be a financially viable option. These initial considerations will help to create a viable business case.

Location

The location of any business is a very important factor that should be given extensive consideration. Due to the nature of truck parks (i.e. reliance on trade that is travelling from an origin to a destination) it is imperative that the location is able to provide a significant amount of trade. Obviously, if you already have a truck park that you want to upgrade, the location will already be fixed. If you have not yet determined the location, a starting point to determine the location should be to consult the Trans European Road Network (TERN). As stated in Chapter 2 section 2.2 above, this is the main road transportation network in Europe and therefore international and national hauliers will often plan their trips according to the network.

Another consideration which should influence your choice of location is traffic trends in the region in which you wish to build a truck park. It is advisable that extensive research should be carried out to establish the likely HGV traffic flows, such as a freight survey. Not only will you be able to determine the HGV traffic flow, but you should also be able to find out which companies are using that network and for what purpose (i.e. international haulage, livestock, etc). The additional benefit of a freight survey would be that such data can also be used to influence your decision on which standard to aim for and to determine your potential customer base and if any specialist facilities will be required.

Customers

Before implementing a successful business model, it is extremely important to determine who your potential customers are. If you already have a plot of land or operate an existing truck park, then there may be limited opportunity to expand your customer base, though you may be able to influence additional users of the network to use your facilities. However, if you are looking for a location then an understanding of the traffic trends of a region should influence your decision and provide an analysis of who the customers in a certain region are and their likely requirements.

Fundamentally, the target group for secure truck parks are those that are exposed to the risk of attack on the network. In principle, there are two possibilities to attract customers to use a secure truck park:

- Active customer acquisition

- Passive customer acquisition

Active Customer Acquisition

Ideally, active customer acquisition is the preferred method of creating a customer database. This requires you to proactively create relations with existing and potential customers with the possibility of establishing service contracts with them.

The target should be to achieve the optimum utilisation of the secure truck parking space by a targeted customer approach. In an ideal situation a certain number of parking places could be rented out permanently so that a basic utilisation of the facility is guaranteed. For this purpose, the opportunity arises to approach shippers and large road freight networks passing the region regularly and which have been identified in your preliminary research.

With the offer of safe parking spaces, it is possible to persuade shippers and truck drivers who otherwise would not approach the truck park, to coordinate their routing and the scheduling of breaks with the use of safe parking spaces. In addition to the parking fee, there would obviously also be associated revenue opportunities from other services that you may provide (i.e. shop, truck wash, etc).

In addition to contacting shippers and hauliers it is also advisable to contact large insurance companies. Though it is unlikely that the insurance companies will offer the truck park lower insurance, it is conceivable that shippers carrying high value goods can negotiate premium reductions if they use secure truck parks. Alternatively, insurance companies may require certain loads to use secure truck parks. Through the creation of relationships with insurance companies you may be able to generate a consistent customer database.

Passive Customer Acquisition

The second method of utilising your truck park is to take advantage of passive customers who may be in the vicinity of your truck park. With the distinct lack of secure truck parking, drivers' hours legislation and other associated problems, it is important that the services you provide are correctly marketed. Therefore, active advertising and communication with industry is desirable to ensure that truck drivers and transport managers know of your whereabouts and the services you provide. In order to attract spontaneous drivers as customers, there are two possibilities for advertising your services – use of an electronic booking system and signage.

As part of the SETPOS project, Move and Park have created a website that acts as a proactive tool to locate truck parks and pre-book your space for the night (see Chapter 5). You can update your truck park information onto the system and drivers can actively visualise truck parks in their vicinity. The payment of an agreed fee would give the possibility to shippers, hauliers or truck drivers to book via the internet (desk based or via an in-cab interface) in advance for a secure parking space. This would omit the time-consuming and inefficient search for secure parking spaces. Furthermore, it would also allow transport managers/drivers to plan routing more effectively and reduce the risk of not being able to park in a secure area.

In order to acquire spontaneous drivers as customers, it is advisable to indicate the offer of secure truck parking space via signage. Due to national and local legislation we cannot prescribe what signage to create or where to put it. Ideally, with the permission of the relevant authorities, you should advertise on the motorway system as this is where the majority of your customers will be located. Additionally, signage outside the truck park itself, which illustrates the facilities available, would be recommended. The European Commission co-financed project LABEL explores this concept further.

Contact Relevant Authorities

Before embarking on building a truck stop it is advisable to contact the relevant authorities. By working with the authorities you should minimise any unforeseen problems. Additionally, there may be an element of funding available depending on your authority and their policy on secure truck parking (i.e. cheaper land rates, etc). Signage should also be discussed with the relevant authorities in your country and region.

4.4 What Standard should you aim to achieve?

Through your preliminary research you should have established an ideal location and the characteristics associated which such a location (i.e. likely customers and demand). This information is invaluable in deciding which security standard is applicable for your operation. If you have identified that an international haulier which carries expensive loads uses the network near your site and that they require secure truck parking, then SETPOS Special Security or High Security may be applicable for your new truck stop. If your analysis illustrates that the majority of trucks who would use your site carry loads that require an element of security then

the SETPOS Secure standard may be adequate for your development.

These considerations are extremely important and which standard you choose will have a material effect on the cost of building your new truck park or amending an existing one. One possibility would be to have a truck park that would be certified SETPOS Secure but with a sanctioned area dedicated to either SETPOS Special Security or High Security. Again this decision should be informed from your preliminary research.

4.5 What Costs should I consider?

The investment costs for the creation of a secure truck park, according to the SETPOS security standards, depends on several variable factors. This handbook will highlight elements that need further consideration and research by the developer in their locality. Figure 4 on page 40, illustrates such variables which will be explored further in each relevant section.

Are you building a new truck park or upgrading an existing one?

A very important factor to consider before embarking on constructing a secure truck park is to determine what facilities and infrastructure you currently have, if you have any at all. Fundamentally, there are two scenarios to consider: Construction of a new truck park and the upgrading of an existing truck park. However, within each scenario there are also differences which can be illustrated in figure 4 on page 40.

If you are upgrading an existing truck park then your costs of creating a secure truck park will be considerably reduced. If you are constructing a new secure truck park you may already own the land that you wish to develop, which will obviously also reduce your development costs. As this is a European wide project, it would be impossible to stipulate a cost for the price of land, due to considerable price variations and therefore we can only highlight that this would need to be accounted for in the business case.

Importantly, another consideration in relation to land, is what size of truck park do you wish to construct? Ordinarily, the land needed to create a 300 truck space capacity park will be considerably more than that needed to create a 50 truck space capacity park. When deciding on purchasing the land you should strongly consider this.

Figure 4 - Cost Variables
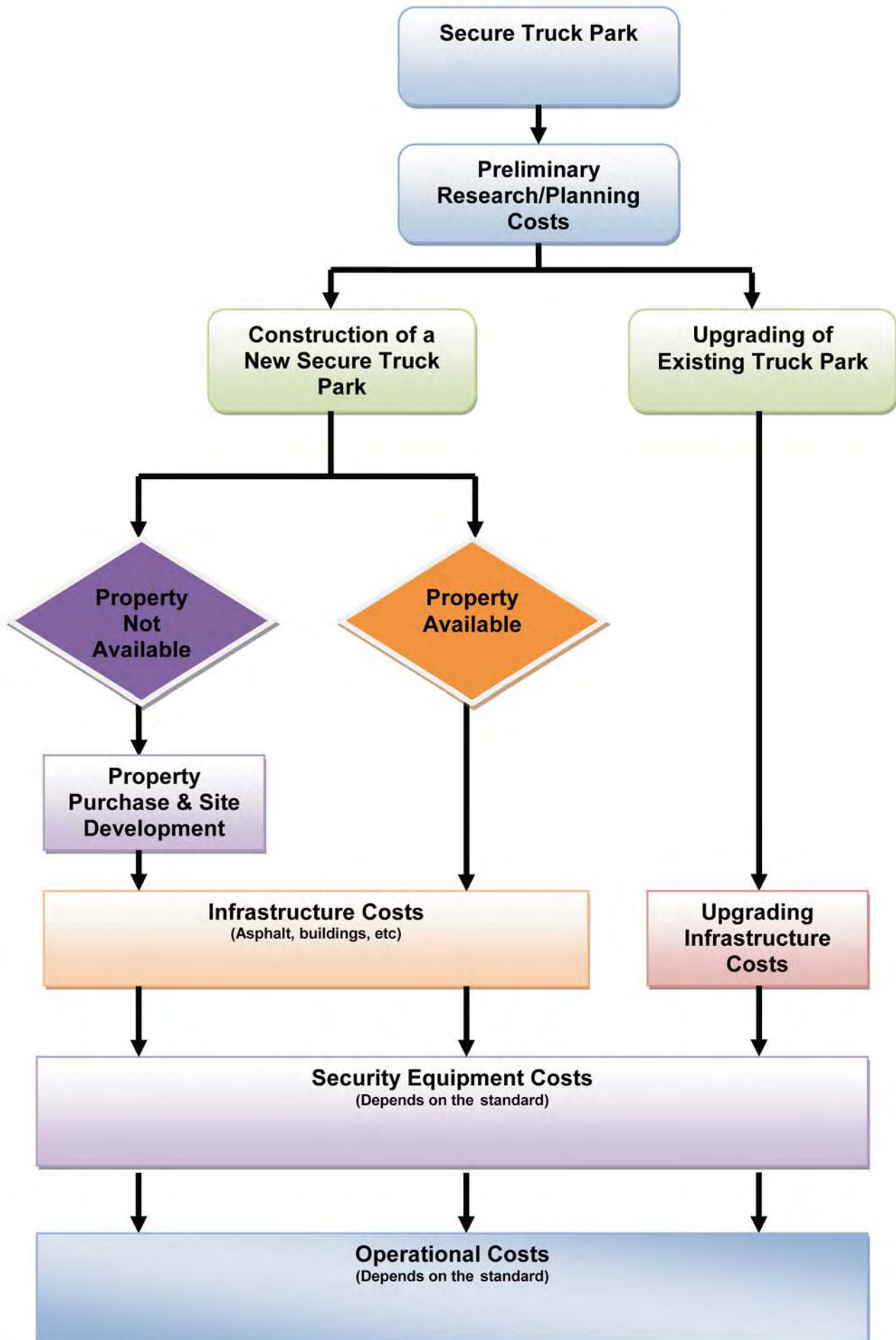
Preliminary Research/Planning Costs

As previously stated above (section 4.3), preliminary research is essential to the creation of a secure truck park. However, these initial steps will have an associated cost which should not be overlooked when creating a business case. Therefore, freight surveys, traffic counts, customer acquisition, the determination of the location and any other related tasks should be costed.

In addition to these preliminary planning costs, you should also consider any legal and planning application costs that may be required to construct or amend your truck park. These will vary depending on your location and the country in which you aim to build. Local advice should be sort on their nature and likely costs.

Signage costs should also be considered. Some countries will allow signage on the motorway and others will not. Therefore, the number of signs needed as well as their location, will need to be researched and costed.

What infrastructure will you need?

In addition to the price of land, you also need to consider the cost of infrastructure. Again this will vary depending on country of origin and exactly what you want to build (i.e. asphalt, shop, restaurant and other dignity facilities). Therefore, this section outlines the likely infrastructure that may be required at a secure truck park.

The first infrastructure cost that is imperative for a truck park is the foundations and parking lot cost. This includes the laying of the foundations, the surfacing of the truck park, footpaths and lane markers, etc. Additionally, it is likely that when constructing a secure truck park you will need more than just a parking lot in order to make the venture viable. Many truck parks also offer other added value services which may include:

- Restaurant
- Wash facilities
- Truck wash
- Internet facilities
- Accommodation
- Shop
- Cash machine

- Laundry facilities
- Garage
- Fuel stations
- Entertainment facilities

Each of these elements will need to be carefully considered by the developer and costed individually. These additional services can also generate extra revenue streams which would help the commercial viability of the truck park.

If you have an existing site you will not need to construct a whole new truck park. However, various elements (i.e. the truck park lot) may need upgrading, thus these costs will need to be considered on an individual basis. Based on the assumption of a new 300 space, 8 hectare High Security truck park the following outline estimates can be considered:

Infrastructure Costs	
Fixed Costs	**Approx Cost (€)**
Ground Works	2,200,000
Other Services Related Infrastructure Costs	2,000,000
Total	€ 4,200,000

These costs are indicative and based on estimations from new sites being built on the TERN. The varying circumstances of individual developers operating in different EU countries will mean that different costs will be experienced in practice. However, this can be helpful as a preliminary guide.

Security Equipment Costs

The cost of security equipment will vary depending on a variety of variables including;

- the security level to which you aspire
- the number of secure truck parking spaces required
- Economy of the country where the truck park is to be built (i.e. different prices)

Additionally, as the standards are objective, there may be a variety of ways that you can satisfy a requirement (i.e. the perimeter of the truck park may be a wall or a fence), which all have different associated costs.

Therefore, this handbook aims to highlight the likely equipment required for you to research the costs when creating your business case. The following table indicates an estimation of likely security costs for a new 300 space, 8 hectare High Security truck park:

Infrastructure Costs	
Fixed Costs	**Approx Cost (€)**
Fencing	530,000
Payment Mechanism	620,000
Lighting & CCTV	678,000
Other Security Costs	470,000
Total	€ 2,298,000

Figure 5 - Operational Costs
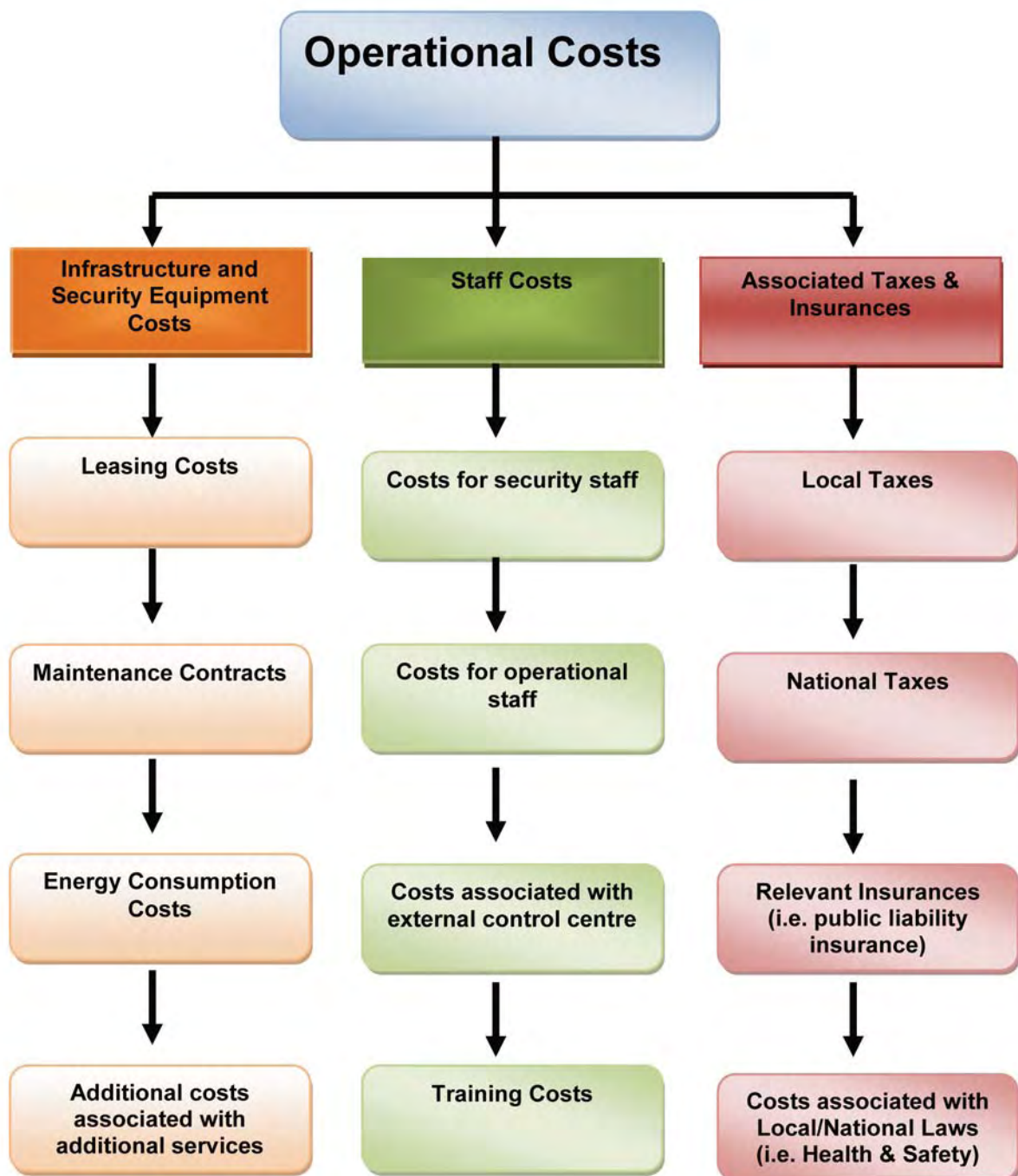
Operational Costs

In addition to the infrastructure and security equipment cost considerations above, you must also be aware of the operational costs of a truck park. These costs are incurred when the facilities are open and are real costs that must be accounted for in your business case. Figure 5 illustrates these potential costs. Many of these costs are related, though in different streams (i.e. you may be required to gain a health and safety certificate to operate a restaurant. This will also require cleaning costs and staff training costs).

Operational Infrastructure and Security Equipment Costs

Though you will have planned for the original purchase costs in your business case, it is also important to predict the likely costs of ensuring that the security equipment and infrastructure is in working order and that you capture any ancillary costs that result from purchasing the equipment, such as maintenance contracts, spare parts, etc.

Much of the security equipment that you need to create a secure truck park (i.e. CCTV, etc) need not be bought outright. Instead you may have opted to lease this equipment and be subject to recurrent leasing or rental charges. If this is the case you must ensure that you capture these costs in your business case to generate a realistic forecast.

Additionally, security equipment and infrastructure needs to be maintained regularly. This is not only an operational norm but is required in order to meet the SETPOS standards. Preventative maintenance is also advisable, as regular checks will ultimately reduce your repair bills. If you do not have a preventative maintenance procedure in place you may be required to buy the equipment again due to its failure.

Energy costs will form a major part of your operational costs. These must not be overlooked when creating your business case. These will ultimately depend on what added value services you will also be providing (i.e. restaurant, garage, etc). Therefore, you will need to look into the approximate costs associated with such services when assessing your actual costs.

Furthermore, additional services may also create additional costs that are directly associated with those services. For example, if you are going to operate a restaurant or a shop you will need to buy stock on a regular basis, as well as the initial start up stock. In order to create a business case such costs should also be taken into account.

Operational Staff Costs

In addition to infrastructure and security equipment operational costs you must also consider the staff costs of being an operational secure truck park. These costs will be determined by the level of security you want to attain and the added value services that you will be providing. Taking these into consideration, you should forecast a budget for on-site security staff (if required), external security staff (if required) and any other staff required to operate the truck park you construct (i.e. chefs, shop attendants, etc). Furthermore, once these staff have been appointed they will require the relevant on-going training associated with their job.

It is important that absence, sickness and holiday cover is considered as part of your manning levels, and the manner in which you deal with it will affect your costs.

Associated Taxes and Insurances

As well as those costs discussed above, you also need to consider the relevant local and national taxes and insurances. These will differ between different countries and regions but the following should be considered as a minimum:

- Business rates

- Staff taxes

- Public liability insurance

- Contents insurance

- Buildings insurance

Such taxes and insurances should be factored into your business case.

Summary of Estimated Operational Costs

The operational costs discussed above will vary immensely depending on your own business processes and strategies. However, as an indication, based on a 300, 8 hectare space High Security truck park, the following table can be considered:

Infrastructure Costs	
Fixed Costs	**Approx Cost (€)**
Management Fees	75,000
Security Labour	265,000
Utilities	88,000
Maintenance	32,000
Marketing	85,000
Vehicle Wash	1,000
Restaurant Costs	11,500
Accounting & Taxes	11,500
Other	75,000
Total	€ 644,000

4.6 What can I charge for secure truck parking? - Fee Structure

An important element of your business case is the projected income that you can generate from providing secure truck parking. The main proponent of this equation is the fee charged for entrance into the truck park. These fees will normally be higher than for the use of a conventional parking space. A common question asked is - what can I charge for providing secure truck parking?

Fees can be collected for a variety of reasons but fundamentally there are three main options for creating a fee system:

- Parking Fee

- Redeemable Parking Fee

- Combination of the previous two

The first option is when a customer pays a fee to park in the secure truck park and they only receive a secure space for that fee. The second option enables the

Table 4 – SETPOS Operational Pilot Sites Fee Systems

Secure Parking Area	Short Stay	Long Stay	Weekend	Additional Comments
Ashford Truck stop	First 2 hours free if driver consumes something otherwise GBP 2.00 for first 2 hours Mon – Fri (7:00 – 19:00): GBP 1 per hour	GBP 23.50 (drop trailers: GBP 30.00) from hours 2 – 24, including voucher of GBP 6.00 each additional 24 hour period or part thereof: GBP 23.50 (drop trailers GBP 30.00), including voucher of GBP 6.00	Up to 48 hours: GBP 35.00, including voucher of GBP 6.00 up to 72 hours: GBP 50.00, including 2 x GBP 6.00 voucher	
Truck Etape – Valenciennes	First 2 hours free from 2.5 to 8 hours: 2 €/h from 9 to 12 hours: 16.50 € flat rate from 13 to 15 hours: 1.50 €/h – starting with 19.50 € for 13 hours from 16 to 24 hours: 25.00 € flat rate	25	30	
Rasthof Uhrsleben	From 1 to 7 hours: 3.50 €/h	25	50.00 € – from Fri afternoon to Mon a.m.	From 8th hour onwards day fee applies
Autohof Wornitz	From 1 to 9 hours: 2.00 €/h	30	70.00 €.—from Fri noon until Sun 22:00	From 10th hour onwards day fee applies

customer to park on a secure truck park and redeem that fee in the added service facilities that you may provide. The third option is a combination of these two whereby a secure space is provided and a proportion of the fee is redeemable in the additional services you provide (i.e. a meal voucher).

Based on these three options it is not possible to make a clear statement which of these possibilities is the best one. This will depend on the calculations of the operating company and of the attitude of your customers and local market factors. If the follow-up sales are stimulated by the fee system it is advisable to use a voucher system. Whether this procedure is more cost-effective than a pure parking fee depends on the amount of the follow-up sales on average obtained with the voucher system. In order to make a clear statement, it is necessary to compare the net profit resulting from the follow-up sales of the voucher system with the income of a "proper" parking fee. Table 4 shows the actual fee systems of the operational SETPOS pilot projects at Ashford, Valenciennes, Uhrsleben and Wörnitz. As these sites illustrate, the fee structures vary according to location and operational decisions.

4.7 Business Case Tool

This section of the best practice handbook will provide a useful commentary and illustration of the SETPOS business case tool that developers can adopt and amend to suit their own purpose. The tool is available and downloadable on the SETPOS website - **www.setpos.eu**

The previous sections of this chapter have outlined what cost considerations you should think about and the information gained from your research can be directly inputted into the spreadsheet contained on the website. If you are going to construct a brand new truck park then all the data will be applicable. If you are amending a current truck park then only sections of the tool may be relevant.

Due to the flexible nature of a business case and the diversity of potential truck parks, the business case tool has been designed so that it is downloadable and editable. This will allow a prospective developer to factor in his/her own calculations and extra revenue streams. The tool has two different types of information cells. The first type is grey and denotes which cells require input whilst the second type is yellow and denotes those that contain formulas. These formulas can be edited to suit your operation.

The remainder of this chapter will follow the headings used in the business case tool for ease of reference and provide questions and answers.

Vehicle Activity

1 Vehicle Activity							
Parking spaces		300		Number of days site closed (per year)			0
Average vehicles	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Sun**
Day — Short stay	80	80	80	80	80	30	30
Day — Long stay	150	150	150	150	150	150	150
Night — Short stay	30	30	30	30	30	40	40
Night — Long stay	250	250	250	250	250	100	100
Rates	**Mon**	**Tue**	**Wed**	**Thur**	**Fri**	**Sat**	**Sun**
Day — Short stay	€ -	€ -	€ -	€ -	€ -	€ -	€ -
Day — Long stay	€ 13.80	€ 13.80	€ 13.80	€ 13.80	€ 13.80	€ 13.80	€ 13.80
Night — Short stay	€ -	€ -	€ -	€ -	€ -	€ -	€ -
Night — Long stay	€ 13.80	€ 13.80	€ 13.80	€ 13.80	€ 13.80	€ 13.80	€ 13.80

This section of the tool is a very important element. The envisaged capacity of your truck park, the predicted usage and the associated fee for parking is an essential component of the business case.

Within the 'Average Vehicles' section you are required to input the average estimated number of short stay and long stay fee paying vehicles. If for example no parking fee is charged for stays of less than two hours then such vehicles should be excluded from this section, though they may increase your extra revenue streams (i.e. restaurant and shop use). The reason for this is that this section will calculate your expected parking revenues. Importantly, you should ensure that at no time should the total numbers of short stay and long stay trucks plus non-fee paying trucks exceed the total number of parking spaces.

> **Question**: If a truck arrives on a Friday night and stays all day Saturday, how is this inputted into the tool?
>
> **Answer**: This very much depends on your fee structure. In most cases charges are based on the day and time of entry. A common error is to include the same trucks twice when there is only one fee. This could lead to total revenues being overstated and thus create an unrealistic business case.

Within the 'Rates' section you are required to input your fees that are inline with your fee structure. The tool assumes that there are two sets of rates namely one for short stay and one for long term parking.

Additionally, the tool also allows you to enter different rates for weekdays and weekends to take account of the different trends.

Capital and Non-Recurring Costs

2 Capital & Non-Recurring Costs		Cost	Depreciation Period (Years)	Annual Depreciation
Land		€ 0	0	€ 0
Planning permission		€ 0	0	€ 0
Legal & technical fees		€ 0	0	€ 0
Concrete surfacing		€ 0	0	€ 0
Entry and exit roads		€ 0	0	€ 0
Access systems		€ 0	8	€ 0
Fencing		€ 0	0	€ 0
Lighting		€ 0	0	€ 0
Security systems		€ 0	0	€ 0
Signage		€ 0	0	€ 0
Other	Vehicle wash	€ 0	0	€ 0
	Restaurant building	€ 0	0	€ 0
	Restaurant fixtures & fittings	€ 0	0	€ 0
	Other	€ 0	0	€ 0
	Other	€ 0	0	€ 0
Gross capital cost		**€ 0**		**€ 0**
Less capital devopment & other grants		€ 0		
Net capital cost		**€ 0**		

This section of the tool aims to capture your capital and other non-recurring costs of setting up a SETPOS truck park. You should only input those capital costs that you will directly incur. If for example you are planning to have an on-site restaurant operated by a third party then you need to consider who is responsible for what costs. So if you supply an empty building and the third party is responsible for fitting it out with a kitchen and other fixtures and fittings then you should only include the costs to construct the building. If on the other hand you also fit out the restaurant then you should include these costs.

Additionally, you are also required (if appropriate) to account for the depreciation of your capital costs. This is the number of years over which you would look to write off the capital costs that you will incur. Basically, a longer period of 'write off' results in lower annual costs. You should make sure that the periods input are consistent with your company's accounting policies.

Operating Costs

3 Annual Operating costs		€ 0
Mangement fees		€ 0
Security labour		€ 0
Electricity		€ 0
Gas		€ 0
Gardening		€ 0
Other		€ 0
Maintenance & repair		€ 0
Marketing		€ 0
Other	Vehicle Wash	€ 0
	Restaurant Building	€ 0
	Restaurant Fixtures & Fittings	€ 0
	Local taxes	€ 0
	Insurance	€ 0
	Accounting	€ 0
	....	€ 0
Depreciation		€ 0
Total		**€ 0**

Within this section you are required to enter your annual operating costs. These costs are extremely important and must not be overlooked when creating a business case. Such costs include not just direct labour costs but also the costs paid to third party contractors and energy costs.

Estimated Revenue

Estimated revenue		€ 0					

Daily Revenue		Mon	Tue	Wed	Thur	Fri	Sat	Sun
Day	Short stay	€ -	€ -	€ -	€ -	€ -	€ -	€ -
	Long stay	€ -	€ -	€ -	€ -	€ -	€ -	€ -
Night	Short stay	€ -	€ -	€ -	€ -	€ -	€ -	€ -
	Long stay	€ -	€ -	€ -	€ -	€ -	€ -	€ -

Annual revenue		Mon	Tue	Wed	Thur	Fri	Sat	Sun
Day	Short stay	€ -	€ -	€ -	€ -	€ -	€ -	€ -
	Long stay	€ -	€ -	€ -	€ -	€ -	€ -	€ -
Night	Short stay	€ -	€ -	€ -	€ -	€ -	€ -	€ -
	Long stay	€ -	€ -	€ -	€ -	€ -	€ -	€ -
Total		€ -	€ -	€ -	€ -	€ -	€ -	€ -

Gross parking revenue		€ 0
Less rebates and discounts	5.0%	€ 0
Net parking revenue		**€ 0**

Annual revenue		Total
Day	Short stay	€ -
	Long stay	€ -
Night	Short stay	€ -
	Long stay	€ -
		€ -

Additional revenues	
On site advertising	€ 0
Restaurant (operating profit or space rental)	€ 0
Car wash (operating profit or space rental)	€ 0
Fuel stations (operating profit or space rental)	€ 0
Other	€ 0
	€ 0

This section of the tool requires you to input your income figures. The data that was inputted into the 'Vehicle Activity' section of the tool will automatically generate your truck parking income. As previously stated, you may enter a discount percentage for contracts. Additionally, you should include any other additional revenue streams. For example, these may take the form of restaurant, truck wash and fuel station incomes.

> **Question**: What if we do not operate the restaurant?
>
> **Answer**: If you rent the space for the restaurant or take a percentage of their takings, you should include this as part of your estimated revenue

Operating Profit

5 Operating Profit	€ 0
Total revenue	€ 0
Total operating costs	€ 0
Operating profit before interest and taxation	€ 0

This section of the business case tool is generated automatically from the data you previously inputted. It illustrates the predicted operating profit prior to deducting interest payments and taxation. If you need to add any additional factors which are bespoke to your operation you can amend this section to take account of these factors.

> **Question**: Should interest and taxation be included in the operating costs?
>
> **Answer**: The business case tool has been developed in a way that supports general accounting conventions with businesses reporting PBIT (profits before interest and taxation). However, there is nothing to stop you including both interest and tax on company profits within the tool for your own use.

Return on Capital Employed

6 Return on Capital Employed	0.00 Years
Operating profit before interest and taxation	€ 0
Net capital cost	€ 0
Return on capital employed	0.00 Years

This section of the tool is generated automatically and uses the previous data you have inputted. It shows a basic calculation of the number of years it will take to recover net capital costs. It should be noted that no account has been made of the net present value of future income or any calculation of discounted cash flows.

It would be expected that a more detailed financial analysis would be carried out using professional accountants as part of the next stage of evaluation before committing to building a SETPOS truck park. The business case provided in this handbook is only for illustration purposes and has been created as an aid for you to create your own business case.

4.8 Summary

This chapter has outlined the different cost considerations that one should research to provide a detailed and realistic business case. Every potential truck park will have different individual bespoke variables. Therefore, a single business case will not be applicable to every truck park. However, the business case tool created is editable and therefore usable for all.

THE ONLINE EUROPEAN TRUCK PARKING DATABASE

5 The Online European Truck Parking Database

5.1 Introduction

In order to increase secure truck parking and to improve driver welfare it is important that drivers and their managers know where and what parking facilities are available. A number of online sources now provide this information including Truckinform and Transpark. Prior to the SETPOS project no Europe wide online truck parking information system existed.

Within SETPOS an ICT (Information and Communications Technology) system was developed called 'Truckinform'. This is a software platform containing a unified, detailed and up to date inventory of European truck parking areas. It contains the following three services:

- Service 1 (Information) – an inventory that currently holds approximately 2,500 truck parking areas in 40 European countries – this growing and changing daily

- Service 2 (Availability and Guidance) – where users can be directed to the next available and appropriate truck parking place

- Service 3 (Reservation) – where users can book a truck parking space in advance

The development of Truckinform within SETPOS demonstrated the concept of an online system to provide truck parking information. Other online systems are now available which improves the choices available for drivers and their managers. Immediately following the completion of SETPOS the International Road Union and ITF have launched TRANSPark an information system on truck parking location and facilities. A number of other truck parking and facilities databases and online systems have been created at a national level, some linking routing information to crime hotspots and others allowing the pre-booking of parking spaces through the use of fuel cards.

SETPOS has helped to raise the awareness of the need for secure truck parking places and associated facilities across Europe. In future drivers and their managers require this information to become more reliable, trustworthy and accurate so that the end user can be confident in the information.

This chapter will give a brief overview of the system at **www.truckinform.eu**. In addition, it will also discuss other systems and the challenges in the market.

5.2 European Truck Parking Databases

Truckinform Overview

Dispatchers and truck drivers can now get comprehensive truck paring information for all of Europe (40 countries), from one single source – to help improve journey planning. This service is FREE from www.truckinform.eu. It is called Service 1 – Information. This also serves as an opportunity for truck park operators to accurately advertise their facilities to Europe's estimated 2.5 million long distance truck drivers and half a million dispatchers.

Trucknform was also developed to offer Service 2 (Availability and Guidance) and Service 3 (Reservation). Whilst all three services are fully functional, and Service 1 has found great acclaim from drivers and many other market partners and is widely used, Services 2 and 3 are still fledging in terms of usage.

An explanation of how to use Truckinform is provided in the Annex to the Handbook.

Other Systems Overview

Following the success of the SETPOS project, other developers and Europe based projects have started to create their own online truck parking platforms.

As examples of other databases being developed there are organisations and initiatives such as the International Road Transport Union (IRU), the International Transport Workers Federation (ITF) and Easy Way who are making progress to deliver systems that can provide truck parking information online.

TRANSPark is an online scheme that enables truck drivers, logistics planners and transport managers to locate and contact truck parking areas in over 40 countries. TRANSPark is accessible free of charge on the websites of the IRU and ITF. For more information, see www.iru.org/index/transpark-app.

The Easy Way European Commission funded project is also aiming to create a service offering Intelligent Truck Parking. This service aims at supporting the trucker in his planning of the trip respecting traffic and driving regulations, but also to assist him in finding socially acceptable resting facilities. It is intended that truck drivers and logistics planners shall have seamless access to information on available parking places for resting periods and may also make reservations in advance of arrival.

The service could be offered by private or public organisations. The public interest is to guarantee a minimum service (e.g. in remote areas), make the best use possible of available parking facilities and to ensure a pan-European interoperability of the service(s). The business model may differ depending on the demand, logistic and regional/national circumstances. For more information, see **www.easyway-its.eu**.

5.3 The Challenges

All online systems being developed that provide tuck parking information will face challenges. One of the main ones is the accuracy and reliability of information provided. Many systems may rely on secondary sources of information such as national databases which may be fully up to date or not fully accurate in the first instance. Addressing this challenge requires a significant amount of testing and verification of such datasets. It will take time to complete and maintain updates to improve accuracy and reliability.

A checking and update programme therefore needs to be in place to manage this challenge. This may require engagement with national bodies to encourage regular update at the national level and/or it may require direct action with the engagement of truck parking locations (operators) themselves, to ask the individual sites to update their records as and when necessary. This action will influence the functionality of the platform i.e. it may offer a log-in section for truck park operators to update their own details and manage their own information.

Another challenge is the ability to not just provide information on the location and types of facility but to also provide information on availability of spaces, if this is a desired service the respective platform aims to provide. This would require real-time information and further technological solutions such as loops at each site recording vehicles in and out. This is costly and is ultimately not generally within the control of the platform developer. The marginal economics of most truck stops means that truck parking operators cannot readily find a business case for implementing the required technological solutions. As an interim measure platforms such as Truckinform have developed a manual system where the truck parking operators can update the availability of spaces at regular intervals. Although this is not real-time information it is the only available solution until installations at sites become a reality. There has however not been a significant take up of this opportunity.
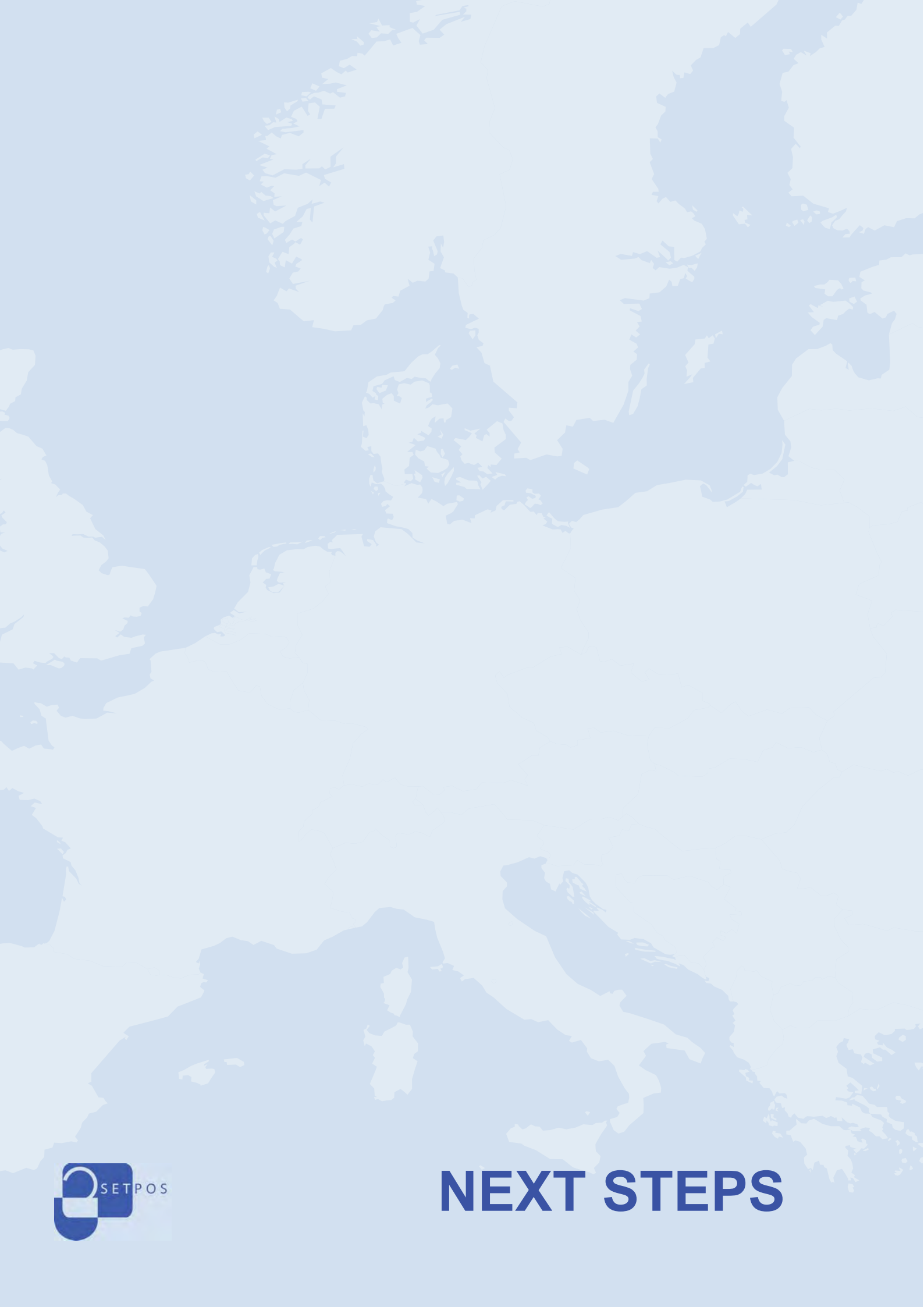
NEXT STEPS

6 Next Steps - Accreditation

6.1 Introduction

This Best Practice Handbook has provided information on the following important topics:

- Chapter 2: The Challenge– brief outline of the current freight related criminal trends across Europe, hotspots and demand

- Chapter 3: Applying the SETPOS security standard – best practice guidance on what you need to achieve to meet the standards

- Chapter 4: Developing a Business Case for a Secure Truck Park – provides guidance on what costs you should consider and gives instructions for filling in the Business Case Tool

- Chapter 5: The Online European Truck Parking Database - provides guidance on the online service.

The information contained in this document should enable you as a developer to understand what the challenge is, what the solution is (i.e. what the market wants with regard to security installations and procedures) and how you make a secure truck park a viable commercial operation.

One question that remains outstanding is how do you get recognition for creating a secure truck park?

6.2 Accreditation – Recognising Excellence

The European Commission (DG for Energy and Transport) is supporting an innovative project to establish a certification scheme for truck parking areas across Europe. The project – LABEL, which stands for Creating a LABEL for (Secured) Truck Parking Areas along the Trans-European Road Network and Defining a Certification Process – aims to raise the security and quality of truck park sites for the benefit of truck drivers and the transport industry as a whole.

The objectives of LABEL are to:

- Introduce a European standard certification scheme for truck parking areas

- Test the scheme by certifying at least 75 truck parking areas in at least 10 EU Member States – both public and private truck parking sites

- Provide an on-line database information for users and so that the certified sites can derive benefit.

LABEL is closely linked to the SETPOS project. Building upon the information and findings from SETPOS, LABEL will generate, test and evaluate a European standard certification scheme that is recognised by the project stakeholders, certifiers, insurers, public authorities, motorway operators, shippers, forwarders, carriers and truck park operators.

The aspects considered in certification will include:

- Security – are drivers, goods and vehicles in a secured environment?

- Comfort and dignity – for example can drivers take a shower?

- Food and shopping – for example are warm meals provided?

- Services – for example can basic repairs be undertaken?

- Safety – for example traffic safety at the truck parking area.

To keep up to date with the developments of the LABEL project please regularly check the following website: www.truckparkinglabel.eu

It is envisaged that the certification process will be taken up by the European transport industry as a whole and therefore professional certifiers will offer a certification service for all truck parks who wish to be assessed.

6.3 Summary

This handbook has provided information on the challenge, the solution via a robust security standard, the online European truck parking database, business case and how you then proceed to become accredited in the future.

ANNEX 1

Perimeter Security	SETPOS Secure	SETPOS High Security
1.1 **External Barrier**	The parking is separated by a continuous fence (or alternative barriers) which prevents / delays casual entry and intentional unlawful entry or delays the entry	The parking is separated by a continuous fence (or alternative barriers) which prevents / delays casual entry and intentional unlawful entry or delays the entry for the time required for a security intervention. An anti-intrusion system also has to be in place
1.2 **Clear zone around perimeter**	A clear zone must be kept between the fence / barrier and structures / vehicles / vegetation	
1.3 **Perimeter protection against damage**	A secondary physical barrier which is sufficient to protect the fence from unintentional damage is desirable. Alternatively, the integrity of the fence/barrier has to be checked regularly	A secondary physical barrier covering the whole of the perimeter which is sufficient to stop a truck driving through the fence (e.g. ditch, natural structures)
1.4 **Lighting of perimeter area**	Lighting level covers 100% of the perimeter at all times	
1.5 **Perimeter covered by CCTV system**	CCTV system is to cover 100% of the fence ensuring all activities near or at the fence can be clearly recorded (CCTV recording view). Where pan/tilt cameras are used, measures have to be taken that camera view defaults to fence/barrier coverage after the cameras have not been operated for a short time	CCTV system to cover 100% of the fence at all times ensuring all activities near or at the fence can be clearly recorded (CCTV recording view)

Perimeter entrances and exits	SETPOS Secure	SETPOS High Security
2.1 All entrances/exits must act as a perimeter	All entrances/exits must be designed in a way, that if closed, they provide a protection level comparable to the physical barrier at the perimeter See 1.1 SETPOS Secure)	All entrances/exits must be designed in a way, that if closed, they provide a protection level comparable to the physical barrier at the perimeter (see 1.1 SETPOS High Security)
2.2 Vehicle entrances/exits control	At all times, all vehicle entrances/exits are controlled by on-site or remote staff to ensure that only authorized entries/exits are taking place	At all times, all vehicle entrances/exits are controlled by on-site trained guards (i.e dedicated security staff that can be internally or externally employed) to ensure that only authorized entries/exits are taking place
2.3 Pedestrian entrances/exits control	At all times, all pedestrian entrances/exits are controlled to ensure that only authorized entries/exits are taking place	
2.4 Entrances/exits CCTV	CCTV system to cover 100% of all inbound and outbound traffic at all entrances/exits ensuring all vehicles, drivers and pedestrians (where they use the vehicle entry and exit point) are identifiable (CCTV identification view). In case of remote staff the CCTV system has to support the inbound and outbound operations	CCTV system to cover 100% of all inbound and outbound traffic at all entrances/exits ensuring all vehicles, drivers and pedestrians (where they use the vehicle entry and exit point) are identifiable (CCTV identification view)
2.5 Lighting at entrances/exits	Lighting has to support the entry and exit movements at all times	Lighting level of all entrances/exits is at all times sufficient such that entrance/exit control activities, CCTV images and recordings allow identification and entry/exit movements (vehicles and pedestrians)
2.6 Freight and other authorized vehicles only	Only freight and authorised vehicles are to be allowed to enter the secure parking area	
2.7 Authorized people ONLY	Only users of the SPA and authorized personnel are to be given access to the parking	

Parking area	SETPOS Secure	SETPOS High Security
3.1 - CCTV coverage of parking area	Not required	CCTV system to cover 100% of the surface of the parking area (CCTV monitoring view)
3.2 - CCTV coverage of the driving and pedestrian lanes	Not required	CCTV system to cover 100% of the driving and pedestrian lanes (CCTV detection view)
3.3 - Lighting levels of the driving and pedestrian lanes	Lighting level of 100% of the driving and pedestrian lanes at all times such that the staff can detect and recognize all activities	Lighting level of 100% of the driving and pedestrian lanes is at all times such that CCTV images and recordings allow detection and recognition of activities near or at them

Surveillance		SETPOS Secure	SETPOS High Security
4.1	Operations	Site surveillance may be monitored by on-site or remote staff	Site has to be manned around the clock. Guards have to be present during opening times and site staff during closure times as a minimum
4.2	Certification of security companies	If guards are to be provided by a security company they must be regulated/certified by the authorities	
4.3	Vetting of all SPA related staff	Vetting and as a minimum requirement, references should be taken according to local legislation	
4.4	Gatehouse	Where a gatehouse is in place to facilitate the duties of staff at the site (e.g. parking registration, communication) it has to be constructed in a way that it secures the staff from an external attack	A gatehouse which facilitates the duties of the security staff (e.g. CCTV monitoring, parking registration, communication) has to be available and constructed in a way it secures the guards from an external attack
4.5	Guard(s) provided with a personal distress system connected to external security control room	Where site staff are in place they have to be equipped with a personal distress system which generates an alarm at the external control room which shall coordinate the follow-up	All security staff have to be equipped with a personal distress system which generates an alarm at the local gatehouse and an external monitoring station which shall coordinate the follow-up
4.6	Personal communication system between staff and external security control room	Personal communication system (available and operational at all times) between staff and external security control room, where on-site staff are used	Personal communication system (available and operational at all times) between security staff and external control room
4.7	Staff trained in parking and transport security procedures	Remote staff have received appropriate training covering: entry/exit control & registration procedures, security patrols, alarm response and communication procedures and confidentiality	Guards and site staff have received appropriate training covering: confidentiality, entry/exit control & registration procedures, security patrols, alarm response and communication procedures
4.8	Guards must have viewing access to CCTV images	Viewing access required if staff are controlling entry and exit remotely	The gatehouse must provide the security staff the ability to monitor the CCTV images at all times

CCTV	SETPOS Secure	SETPOS High Security
5.1 **All CCTV images are recorded in real time (digital-recording system)**	Digital recording (at least 25fps) in place. System records either continuously or in motion detection mode	
5.2 **Restricted access to CCTV system functions**	Access (physical/logical/network) to the CCTV recording and controlling hardware and softwar, elements is tightly controlled. No staff must be able to edit or delete recordings	
5.3 **Minimum retention of all CCTV recordings recordings are held in secure storage area**	CCTV recordings stored for min 30 days unless restricted by law. Storage of images must be adequate (physical, and where applicable, network security)	
5.4 **CCTV systems must be in good working order**	Fully functioning and 100% quality images. Preventative maintenance program and reactive maintenance agreement in place for CCTV system to ensure this	

Procedures	SETPOS Secure	SETPOS High Security
6.1 Registration procedures incoming vehicles	Registration procedures at a minimum must cover logging of licence plate number of truck/tractor and trailer. Driver and vehicle have to be clearly linked to ensure that drivers do not leave with a different vehicle	
6.2 Registration procedures outgoing vehicles	When exiting the secure parking each vehicle and driver has to be checked and registered against the data captured at the entrance of the parking	As per SETPOS Secure
6.3 Entry/exit procedures incoming/outgoing pedestrians	All entry/exit movements are to be controlled	All entry/exit movements are to be logged. Similar registration procedures to 6.1 and 6.2 shall apply for any authorized person entering the SPA
6.4 Record keeping	Records for all entries and exits shall be kept for a minimum of 3 months	As per SETPOS Secure
6.5 Incident procedures	Each crime incident shall be reported to the SPA staff and the Police and the vehicle has to be put on hold awaiting instructions from Police. The secure parking registration, physical evidence and incident documentation is to be kept for a period relevant to the investigation. If after reporting the crime to the Police they do not attend the incident has to be fully recorded and signed for by the SPA staff and driver	
6.6 Alarm response procedures	Alarm response procedures are in place, understood by all staff and regularly tested. These shall cover alarm activations, follow-up activities and procedures. All alarm activations shall be documented	Alarm response procedures have to be in place and cover at least the following: who and when to activate the alarm, evaluation and follow-up procedures by external control room, escalation procedures and contacts (e.g. police). Procedures need to be documented and tested regularly
6.7 Pre-booking system	Pre-booking system is to be available	
6.8 Contingency systems in case of power failure	Procedures must be in place to ensure security contingency in case of power failure	
6.9 Additional procedures	Additional activities on the SPA, such as trailer dropping and swapping, require the implementation of a well documented process	

Procedures	SETPOS Special Security
6.1 Registration procedures incoming vehicles	Registration procedures cover logging of licence plate number of truck/tractor and of the identity of the driver(s). Driver and vehicle have to be clearly linked to ensure that drivers do not leave with a different vehicle
6.2 Registration procedures outgoing vehicles	When exiting the secure parking each vehicle and driver has to be checked and registered against the data captured at the entrance of the parking
6.3 Entry/exit procedures incoming/outgoing pedestrians	All entry/exit movements are to be logged. Similar registration procedures to 6.1 and 6.2 shall apply for any authorized person entering the SPA.
6.10 Seal procedures	Trucks to be sealed on arrival and the seal to be checked on departure

Other Security Measures	SETPOS Secure	SETPOS High Security
7.1 Security level signs	Location, security level and opening times need to be indicated by uniform signs subject to national laws	
7.2 Parking order	All parking places have to be arranged for best visibility, also supporting patrols and CCTV, where applicable	All parking places have to be arranged for best CCTV, monitoring and patrolling coverage

ANNEX 2

How to use Truckinform

Service 1 (Information) - Why is it useful?
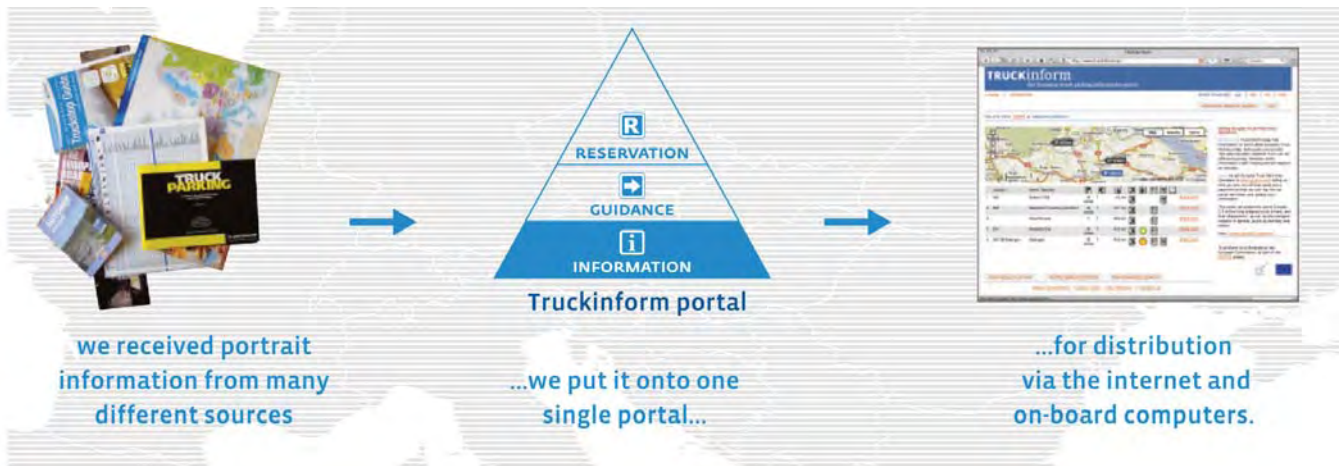
DRIVERS/DISPATCHERS

it is very easy to search for truck parking information

You can get truck parking information using search criteria by both location and specifiable truck-parking attributes — including predefined user preferences. Results can be shown on a map or as a table.

For example you could request:
- truck parking places along a specified route, like from Strasbourg going to Hamburg
- truck parking according to location and features, like in all of Poland that both have showers and are secured.

TRUCKSTOP OPERATORS

register now to edit and improve your data

Truckinform offers you the possibility to accurately and comprehensively show your facilities to Europe's estimated 2.5 million long distance truck drivers and half a million dispatchers.

Please contact us at support@truckinform.com, or by fax at +41-44 286 66 30, and tell us who you are. We will then provide you with more information on how you can look at your portrait and improve on it.

Service 1: What drivers and dispatchers see (Quick Search)

Please go to **www.truckinform.eu** and make a search for a truck parking area. Experimenting with this function is a much faster and more pleasurable way for you to explore the possibilities than if we showed you step by step screens of searches and results. On the top-right of the home page there is also an 'Advanced Parking Search' that helps you plan your journey from start to finish, this includes many different parameters e.g. distance prepared to deviate from route to find parking.

Service 1: How do you get your pofile up on Truckinform

Setting up a profile is principally for truck operators to advertise facilities and become part of the online network of truck parking sites across Europe. This is easier than you think! Please take a look at the following instructions:

... this is how to establish your profile on our Truckinform platform
Step by step

Truckinform – Europe's truck parking information, guidance and reservations portal – has given you a password, and asks you to check your profile. You should complete all information about you and your truck parking facilities, so that users are better informed and are more likely to use your services. **Thank you for your collaboration!**

N.B.: All personal information is strictly confidential.

❶
when connected to the Internet, from your browser go to
www.truckinform.eu

❷
after the website has opened, click "LOGIN"
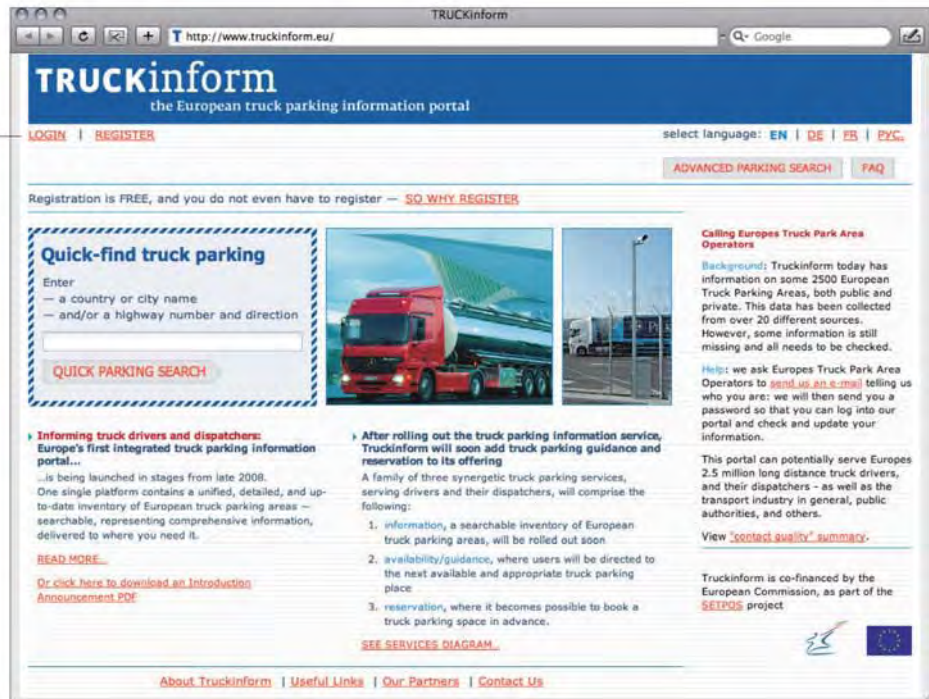
❸
enter your e-mail address and the password you received from Truckinform, then click "LOGIN"

N.B.:
you can customise your password later

(if your e-mail address has not yet been initialised by Truckinform, you will be directed directly to the "EDIT USER" page, as in step ❺ below)

❹

click "MY ACCOUNT"
to complete information
about yourself
(as a truck park operator)

click on "ACTION ON MY ACCOUNT"
to have acces to the pop up menu
on your profile, password, etc.
For example, click "EDIT MY
PROFILE" to change
information about yourself

❺

fill in information about yourself

fields marked with an asterisk
are obligatory

click "SAVE PROFILE"
when finished

TRUCKinform
the European truck parking information portal

You are logged in as **floppy TPA Operator**   MY ACCOUNT   LOGOUT   ADVANCED PARKING SEARCH   FAQ

You are here: HOME → MY ACCOUNT

EDIT MY PROFILE
CHANGE MY PASSWORD
DELETE MY ACCOUNT
SUGGEST TRUCK PARKING AREAS
VIEW MY RESERVATIONS

ACTION ON MY ACCOUNT *

TABLE   CREATE LOCATION

Calling Europe's Truck Park Area Operators

Background: Truckinform today has information on some 2'500 European Truck Parking Areas, both public and private. This data has been collected from over 20 different sources. However, some information is still missing and all needs to be checked.

Help: we ask Europe's Truck Park Area Operators to send us an e-mail telling us who you are: we will then send you a password so that you can log into our portal and check and update your information.

This portal can potentially serve Europe's 2.5 million long distance truck drivers, and their dispatchers - as well as the transport industry in general, public authorities, and others.

View "contact quality" summary.

Truckinform is co-financed by the European Commission, as part of the SETPOS project

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TRUCKinform
the European truck parking information portal

You are logged in as **floppy TPA Operator**   MY ACCOUNT   LOGOUT   ADVANCED PARKING SEARCH   FAQ

You are here: HOME → MY ACCOUNT → EDIT USER

floppy@allmobile.com (Operator)

Nickname:	
First Name*:	floppy
Last Name*:	TPA Operator
Birth Date (22.Jan.1950):	
Gender*:	Male
Website:	
Company name:	
Preferred language*:	English

Calling Europe's Truck Park Area Operators

Background: Truckinform today has information on some 2'500 European Truck Parking Areas, both public and private. This data has been collected from over 20 different sources. However, some information is still missing and all needs to be checked.

Help: we ask Europe's Truck Park Area Operators to send us an e-mail telling us who you are: we will then send you a password so that you can log into our portal and check and update your information.

This portal can potentially serve Europe's 2.5 million long distance truck drivers, and their dispatchers - as well as the transport industry in general, public authorities, and others.

View "contact quality" summary.

Truckinform is co-financed by the European Commission, as part of the SETPOS project

Spoken Languages

☑ German   ☑ English   ☐ French   ☐ Russian

Contact Information

Phone:	
Fax:	
E-mail:	

ADD CONTACT INFORMATION

Main Address

Address type*:	Business
Street*:	asdfasdf
Additional info:	
Zip Code*/City*:	5687 london
Region:	
Country*:	Great Britain

Addresses

ADD ADDRESS

Password recovery question type*:	What was your first pets name?
Password recovery answer*:	Bello

☑ Receive newsletter
☑ Receive offers
☑ Visible profile

SAVE PROFILE

About Truckinform | Useful Links | Our Partners | Contact Us

6 these "P" marker(s) show where your truck park areas are, as Truckinform knows them

to view and edit information about a particular truck park area, click on its "P" marker

when you click on a "P" marker, this is what you see

7 it is important that you first check that Truckinform has the correct access description and the location of your truck park area

to do this, please click the first "EDIT" – the one on the same line as the name of the truck park facility

8

fill in information about your truck parking areas

fields marked with an asterisk are obligatory

please enter access information also in the other languages if you can

it is very important to give us as much information as possible!

N.B.:
a text can be longer than the box, it will then scroll within the box

9

please drag the map until the parking entrance is directly underneath the reticule (the target)

– you can do a Google address search

– you can move the boundaries of the map

– you can zoom in and out with the zooming tool on the left hand side of the map

– or you can use the different view options ("MAP", "SATELLITE", "HYBRID")

at the end, click "SAVE LOCATION" at the bottom of this page (not shown here)

10

you have now to provide details of your facilities – click again on the "P" marker

On clicking "ADD SERVICE" you get a pop up menu of six services categories: parking, petrol station, shop, restaurant, hotel, vehicle maintenance

click on any of them you add the according new service, and provide relevant information

if you later want to make changes, click "EDIT"

you can "DELETE" a service category to remove it

N.B.:
the check boxes on the left are for more advanced editing options as explained in the yellow boxes (transfer services to a new owner, or for mass editing)

TRUCKinform
the European truck parking information portal

You are logged in as **floppy TPA Operator**   MY ACCOUNT   LOGOUT   ADVANCED PARKING SEARCH   FAQ

You are here: HOME → MY ACCOUNT → EDIT LOCATION

Name of Truck Parking*: Lindau Hafenparking

Access Description
English text*: Turn right after green lights
French text: Tournez à droite
German text: Rechts abbiegen
Russian text: не походить на что-л. по звучанию

Address
Street*: asdfasdfsdf
Additional info:
Zip Code*/City*: 2234234   lindau
Region:
Country*: Germany

Gis Coordinates
Google search criteria: bodensee   FIND

Latitude: 47.55   Longitude: 9.71

Location Access Parameters
Motorway: E43
Motorway exits:
Motorway kilometre:
Distance to motorway in km:
☑ Attainable in both directions

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You are here: HOME → MY ACCOUNT

Parking
Petrol Station
Shop
Restaurant
Hotel
Vehicle Maintenance

☐ Lindau Hafenparking   EDIT   ADD SERVICE *
☐ Parking   floppy@allmobile.com   EDIT   DELETE   EDIT RESERVATION PROFILE
☐ Parking   floppy@allmobile.com   EDIT   DELETE   EDIT RESERVATION PROFILE
☐ Petrol Station   floppy@allmobile.com   EDIT   DELETE
☐ Restaurant   floppy@allmobile.com   EDIT   DELETE

Transfer to Operator
By checking the box next to services above, then selecting an operator below you can transfer services to new owners.
Search:
ASSIGN CHECKED SERVICES

Mass-Edit
By checking the box next to services above and then clicking the button below you can edit a whole list of services at once.
MASS-EDIT CHECKED SERVICES

R means parking can be reserved

VIEW ALL MY PARKING AREAS IN A TABLE   CREATE LOCATION

My Chain Operator
AFFILIATE TO CHAIN

ACTION ON MY ACCOUNT *

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The instructions have shown just how easy it is to set up a profile. However, it is recommended that time and care is taken to ensure that all the information you provide is accurate and correct. Remember, this will open your site up to thousands of extra customers and your information will be visible.

Service 1: Alarming and rescuing information as essential contribution to security and safety

Alarming and Rescuing can be reflected in **www.truckinform.eu** through a generous number of fields that can be filled in when editing the parking service entry.

Illustration: This example is taken from Ashford International Truckstop, one of the SETPOS pilot sites.

Illustration: Another example (fictitious) with the additional mention of the nearest medical help.

truck parking areas continually provide dynamic (real time) data on parking availability

...and the portal checks data quality, and sends it on...

...for distribution via the internet and on-board computers.
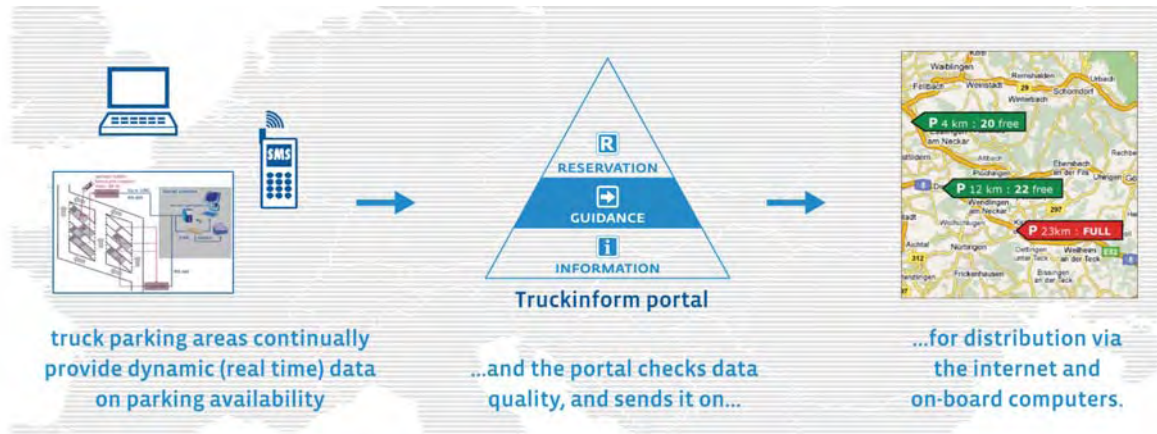
DRIVERS/DISPATCHERS

no time wasted going to an already full parking facility

As you (the driver) reach your drive-time limit, you can optimise your time and efficiency by precisely knowing which parking areas have available space. You can use Truckinform.eu to be guided to the next facility that actually has truck parking available.

TRUCKSTOP OPERATORS

it is easy to provide real time availability information

Contact Truckinform (support@truckinform.com, or fax +41-44 286 66 30) to become real-time-enabled, which is easier than you might imagine: Truckinform simply receiving a periodic SMS from your warden (example "34" for 34 still free); or the data comes from an automatic detection device; or via a web form.

As drivers approach their drive-time limits they are likely to give preference to stopping at parking sites where they know in advance that parking space is available.

Service 2: what drivers and dispatchers see

Illustration: Whenever a truck stop is Service 2 enabled, users can see availability information for it.

Service 2: what truck parking operators have to do

There is a choice of three methods for entering availability data.
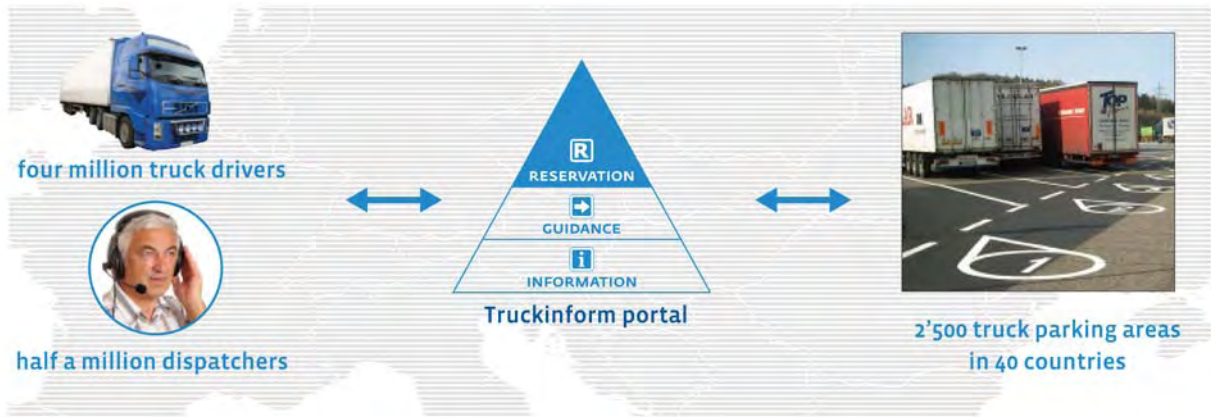
1) Web form

Illustration: You simply enter the currently valid figure in the web form.

2) SMS notification – The truck park manager or warden can send the current availability figure by SMS to **www.truckinform.eu (tpao@truckinform.eu)**.

3) Notification by parking management system – If there is a parking management system on site the gate or barrier can be connected to www.truckinform.eu and have the availability data sent automatically. If not, please write to **tpao@truckinform.eu** to discuss an offer for a fully automated solution.

four million truck drivers

half a million dispatchers

R RESERVATION

GUIDANCE

INFORMATION

Truckinform portal

2'500 truck parking areas in 40 countries
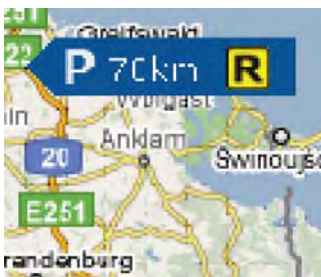
DRIVERS/DISPATCHERS

it is very easy to book a parking

1. register on www.truckinform.eu (for free!)
2. search for bookable truck parking area (marked with **R**)
3. enter arrival and departure time — done!

TRUCKSTOP OPERATORS

sign in for Truckinform, Service 3

1. You can offer an additional service, relevant to many
2. You are able to receive bookings from drivers and dispatchers from all over Europe, and drivers might choose your truckstop specifically because he/she was able to reserve
3. You can choose from two methods of handling reservations on your site
   a) by handling access control manually (a reservation list is forwarded to your e-mail address)
   b) by connecting your parking management system (gate, barrier)

Service 3: what drivers and dispatchers see

By the arrow with the yellow R drivers and dispatchers can see that the truck stop has spaces that are available to reserve..

They can then simply click the button

MAKE RESERVATION

Service 3: what truck parking operators have to do

In order to enable drivers and dispatchers to make reservations for a space, the truck parking operator must set up a reservation profile. This can be done very quickly, through the four following steps.

Step 1: Find the reservation model

i. Please login using your ID and password

ii. Click on the "blue P flag" of the truck stop for which you want to make parking spaces reservable

iii. Click the option "Make reservable"
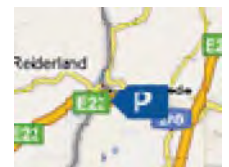
EDIT   DELETE   MAKE RESERVABLE

Step 2: Fill in the options in the reservation model (Availability)

The reservation model consists of only three pages. This is the first page.

Fill in the number of spaces that will be set aside for reservation per weekday and check/amend closure days.

Truck Parking Area Reservation Profile: 1/3 - Availability

Please enter the number of truck parking spaces you will set aside for reservation

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Places*:	10	10	10	10	10	10	10

Please check and if necessary make changes to your closure days for the next 12 months

| March 2009	April 2009	May 2009	June 2009
1	1 2 3 4 5	1 2 3	1 2 3 4 5 6 7
2 3 4 5 6 7 8	6 7 8 9 10 11 12	4 5 6 7 8 9 10	8 9 10 11 12 13 14
9 10 11 12 13 14 15	13 14 15 16 17 18 19	11 12 13 14 15 16 17	15 16 17 18 19 20 21
16 17 18 19 20 21 22	20 21 22 23 24 25 26	18 19 20 21 22 23 24	22 23 24 25 26 27 28
23 24 25 26 27 28 29	27 28 29 30	25 26 27 28 29 30 31	29 30
30 31			

CANCEL   NEXT

Step 3: Fill in the options in the reservation model (Basic conditions)

On the second page of the reservation model you can determine under what conditions drivers and dispatchers can reserve spaces at your truck stop.

Please note: if there is no e-mail address you can pick from the drop-down menu, please go to your personal profile and enter your e-mail address there. To do this click the button,

ACTION ON MY ACCOUNT ▼

then choose

EDIT MY PROFILE
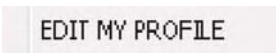
Truck Parking Area Reservation Profile: 2/3 - Reservation

You can activate a reservation closing time. No reservation will be accepted after this time.

☑ Activate reservation closing time

at*: [16 ▼] [00 ▼] hh:mm

You can activate a latest cancellation time. No cancellations will be accepted after this time.

☑ Activate latest cancellation time

Cancellation allowed until*: [12 ▼] hours before the reservation begins

You can always see your reservation status by clicking the RESERVATION LIST button when you are logged in to the Truckinform website. Would you in addition like to be notified, daily at the reservation closing time?

☑ Send me a list of all reservations for the day

Step 4: Fill in the options in the reservation model (how to claim reservation)

This is the last page of the reservation model. The information filled in here will later help the driver to claim the reservation and to make use of any "goodies" you offer them in connection with the reservation.

Truck Parking Area Reservation Profile: 3/3 - Claiming Reservation

The reservation list sent to you will contain the truck license numbers if available and unique reservation codes so your warden can identify the drivers.

How does the driver claim a reservation?

○ Contact the warden
○ Simply drive to the clearly signposted "reserved for Truckinform" area
● Other - specify below

How to claim

English text*: [Please go to the cashier at the restaurant.]
French text: [ ]
German text: [Bitte gehen Sie zur Kassierin im Restaurant.]
Russian text: [ ]

As a reward for the online reservation you can give the driver a meal or services voucher.

☑ Activate voucher