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SECURITY AND SERVICE AT TRUCK PARKING AREAS ALONG THE TRANS-EUROPEAN ROAD NETWORK

Handbook for Labelling

Directorate-General
for Mobility
and Transport



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Introduction

1 Introduction

1.1 The Need for Information on Truck Parking

Knowing the location of safe and secure rest areas is essential for truck drivers, who, for road safety reasons, must take regular breaks. However, the freight transport industry and associated stakeholders have highlighted both the lack of adequate parking facilities and the problem of criminals targeting their trucks at parking areas. This has led to several initiatives of the European Parliament and the European Commission being undertaken with the aim of boosting and coordinating efforts at a local and national level to provide truck drivers with information on the location of secure and comfortable rest areas. The LABEL pilot project is one of these initiatives. In addition, the SETPOS pilot project provided the foundations for LABEL to build upon, by supporting physical investments for secure parkings and creating a set of security standards. Both initiatives are co-financed by the European Union.

In addition to increasing numbers and improving the general quality of truck parking areas there is also a need for reliable location, security and service information to be made readily accessible to potential users to help decision making and support the appropriate use of Truck Parking Areas (TPAs). In order to develop this further, the LABEL project was launched. The result is a set of commonly acknowledged security and service criteria that parking sites should meet in order to correspond with the desired classification level.

1.2 How the Content of this Handbook was Developed

LABEL's broad-based operational group, supported by an equally broad-based advisory board, has developed a labelling approach for the provision of reliable information about the security and comfort levels of truck parking areas.

The development of the LABEL approach took place as follows:

- 1 Existing European initiatives for comfort as well as for secure parking were evaluated. This work was used as an input to formulate an initial framework of criteria and levels.

- 2 TPAs were invited to express their interest to be audited according to the LABEL criteria. More than 70 Truck Parking Areas were selected from the expressions of interest received.
- 3 Audits were undertaken and the approach was tested in practice. The audit results have been included in Annex 1.
- 4 Experience gained from undertaking the test audits was used to further fine-tune the LABEL approach.
- 5 Final criteria and security/service labelling levels were determined.

This handbook has arisen from the LABEL project. It has been designed to be concise and therefore does not aim to provide a detailed description of the issues. Based on LABEL's achievements, this handbook aims to provide information and guidance to stakeholders. The LABEL criteria and levels for TPAs concerning security and service are presented, together with some useful and practical tools.

1.3 Who is this Handbook Meant For?

This handbook has been designed for all stakeholders who are concerned with security and/or service at TPAs. This includes the following parties:

- Drivers
- Transport companies
- Shippers
- Truck Parking Areas owners / operators
- Insurers
- Policy makers at national and international level

All these stakeholders have an interest in Truck Parking, but their information needs are different. For shippers, transport companies, drivers and insurers it is generally the output that is important: where the TPA is located and what a TPA does in terms of providing security and/or service level. For these parties the handbook includes a brief overview of what the LABEL approach includes and the meaning of the LABEL logos.

TPAs and Certifiers are stakeholders that need more information. They need to know more about the way a certain security or service level

can be attained. For a TPA manager it is important to be familiar with the current status of his/her TPA and what needs to be done to be able to move up to a higher level. For a certifier it is important to have detailed knowledge about the LABEL criteria and how they should be applied. Expected costs and benefits are also important when making an investment decision. To support decisions made by TPA managers LABEL has developed practical tools such as a self-assessment test and a Business Case Tool.

1.4 Content of this Handbook

The handbook has been split into a number of different sections that each cover a certain viewpoint or theme:

- “The Benefits of Reliable information for Users”: Summarises advantages the LABEL approach brings to its different stakeholders.
- “Criteria and Levels for Secure and Service at TPAs”: Describes the criteria and different levels. This chapter is important for all stakeholders, in particular Shippers, Truck Companies, Drivers and Insurers.
- “TPA Self-Assessment”: Shows the process of the self-assessment test that TPA managers are invited to take. This test enables the TPA manager to get an idea of what rating they may achieve according the LABEL approach.
- “Formal TPA Certification”: focuses on the process of formal certification. The certification procedure as well as further steps that could be taken are described. Certifiers and TPA managers are the target groups of this chapter.
- “Cost Issues when Considering Upgrading a TPA”: Presents the different cost items that can be faced, while improving TPAs. The Business Case Tool, which aims at assisting TPA managers in making investment decisions is also described. A TPA manager considering an upgrade could use this tool to get an idea about the costs that may be incurred.

- “LABEL Achievements and How to Continue”: summarizes the main achievements of the LABEL project and provides information on the next steps required to be taken in order to guarantee sustainability of the LABEL approach.

More in-depth information, as well as the Self-Assessment Test and the Business Case Tool can be found on the LABEL website: www.truckparkinglabel.eu.



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Benefits of Reliable Information: What's in it for the Users?

2 Benefits of Reliable Information: What's in it for the Users?

The main objective of the LABEL project is to contribute to improving security and service at TPAs along the Trans European Road Network by providing primary users with reliable information on location and different security and service levels.

The approach used by LABEL is to provide a broad range of benefits, depending on the nature and key business of the user. For example, an

assessment of TPAs will give drivers confidence that when selecting a location to park that the chosen TPA will meet their individual requirements. Transport companies will save administrative costs and time when planning for truck parking and will have confidence that there is appropriate security for drivers and cargo. Shippers will be able to specify truck parking to an agreed higher standard and insurance companies may have more confidence in specifying a certain level of security using such an accreditation scheme. The following table explores the benefits for each stakeholder in more detail.

Stakeholder	Benefit
Driver	Improved dignity facilities result in a better work lifestyle.
	Less likely to be attacked.
	Enables drivers to make an informed decision on where to park.
Transport Company	Knowledge of a larger range of TPAs as the location and specifics are known.
	Ability to provide an added value service to customers with confidence that the facilities meet a certain level of service and security. Demonstrate best practice to industry.
	Potentially lower insurance premiums.
	Higher profits as less goods stolen, reputation preserved and contract disputes easily solved. It may also lead to increased revenue through increased contract wins.
	Single industry acclaimed database provides confidence.
Shipper	Ability to maintain driver workforce as good facilities can be guaranteed.
	Ability to specify truck parking to an agreed higher standard with confidence that goods are secure.
	Reduction in administration costs in self-auditing truck parks and updating individual databases.
	Higher profits as less goods stolen.
	Potentially lower insurance premiums and increased scope to negotiate premiums with insurance companies.
Truck Parking Areas	Single industry acclaimed database provides confidence.
	Europeanwide marketing platform enables TPA to increase its demand.
	Potentially, LABEL will act as a catalyst to drivers/transport companies using truck parking facilities thus increasing demand.
Insurer	Creates the demand to make improvements commercially viable.
	Ability to specify truck parking to an agreed higher standard with confidence that goods are secure thus reducing the potential risk.
	Reduction in claims.
	Higher profits as less pay outs.
Policy Makers at National and International level	Single industry acclaimed database provides confidence.
	Reduction in crime and reduced cost to society as a whole.
	Improved conditions for workforce. Amongst others, improved access to the profession for women.
	Potential increase in recruitment of drivers.



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Criteria and Levels for TPA Security and Service

3 Criteria and Levels for TPA Security and Service

3.1 Why Criteria and Levels?

The evaluation of TPAs within the framework of LABEL focuses on two aspects: security and service. It goes without saying that this can only be done if a TPA provides the relevant information on where it is located. But once this is the case, a common framework is needed for further assessment. This framework must contain the characteristics that are considered relevant for security or safety, as well as a practical ranking system, so that users can quickly understand a TPA's qualities. These are the criteria and the levels. This chapter will provide a summary, a more in-depth description can be found on the LABEL website www.truckparkinglabel.eu and in Annex 2 and 3.

3.2 Security

“Security” is measured by the steps that have been taken to create conditions for better security at a TPA. Security measures typically include the following TPA characteristics and are what the LABEL security levels are built upon:

Perimeter of TPA

The “Perimeter” subcategory covers the following aspects:

- Fencing, varying from existence of simple optical separation of a TPA and surroundings to the separation of a TPA by a continuous fence (or alternative barrier) and the existence of an anti-intrusion system;
- Visibility of perimeter area;
- CCTV (Closed Circuit Television), varying from existence of a CCTV system partly covering the TPA to a CCTV system which continuously covers 100% of the fence;
- Clear zone around fences;
- Secondary physical barriers, varying from barriers sufficient to protect the fence from unintentional damage to barriers able to withstand intentional damage; and
- Prevention of unauthorized entries at all entrances/exits.

Entrances and Exits of TPA

The “Perimeter entrances and exits” subcategory covers the following aspects:

- 100% coverage of entrances/exits by CCTV system;
- Lighting, varying from basic lighting to levels which allow identification of entry/exit movements through CCTV recordings;
- Clear signs specifying that only authorized freight and other vehicles can enter;
- Clear signs specifying that only authorized personnel and TPA users can enter;
- From monitoring of vehicle entries/exits by remote staff to verification by trained guards; and
- From simple monitoring to verification of pedestrian entries/exits.

Inner Area of TPA

The “Inner parking area of TPA” subcategory covers the following aspects:

- Lighting of the inner area, varying from basic lighting to a lighting level such that staff can detect and recognize all activities;
- 100% coverage of the parking inner area with CCTV system (monitoring view); and
- 100% coverage of the driving and pedestrian lanes with CCTV system (detection view).

Surveillance

The “Surveillance” subcategory covers the following aspects:

- Guarding, varying from regular security checks by operator/regular police to obligatory presence of guards during opening times;
- Patrols, varying from basic external patrols to surveillance provided by a professional organization;
- Security checks when staff is hired;
- A gatehouse which secures the staff from an external attack;
- Provision of guards with a personal distress system connected to (external) security control room;
- Availability of personal communication systems between staff and a (external) security control room;
- Different categories of staff with appropriate training on parking and transport security procedures; and
- Access to viewing CCTV images by authorized staff.

CCTV

The “CCTV” subcategory covers the following aspects:

- Availability of CCTV images, varying from just recording to monitoring real time;
- Controlling access to CCTV systems;
- Minimum retention time of CCTV recordings; and
- Condition of CCTV system.

Procedures

The “Procedures” subcategory covers the following aspects which can vary:

- Incident procedures;
- Registration procedures for incoming vehicles;
- Registration procedures for exiting vehicles;
- Entry/exit movements, varying from only monitoring to having all entry/exit movements logged;
- Record keeping for all entries and exits;
- Different levels of alarm procedures testing and documenting;
- Availability of the pre-booking system; and






- Existence of contingency systems in case of power failure.

For every LABEL security level, certain requirements need to be fulfilled. These requirements are based on the aspects that are above listed. The more requirements a TPA satisfies, the higher the security level. The levels range from 1 to 5, of which security level 1 is the basic level and 5 is the high end level.

The different levels for security and service are expressed in easy to remember units. For security, we have chosen the lock symbol, indicated as below. The more “locks” a TPA has, the more secure it is.



It must be highlighted that the implementation of measures should always comply with Member States’ national legislation. In case of a conflicting

<p>Security Level 1</p> 	<p>Providing the Basics</p> <p>Level 1 Truck Parking Areas (TPAs) offer some basic security features. A requirement is that the site is recognisable as a parking area. Driving and pedestrian areas are well-lit. Elementary security checks take place.</p>
<p>Security Level 2</p> 	<p>Technical Measures to Improve Security</p> <p>Security level 2 adds to the level 1 requirement that the TPA is either surrounded by a continuous fence or that there is a CCTV system that monitors the perimeter. The parking is well-lit. Vehicles that are allowed to park are indicated by a sign. A CCTV monitors entrances/exits. Security checks take place by TPA staff or a professional organisation. CCTV images are clear and stored safely.</p>
<p>Security Level 3</p> 	<p>Security Measures are Combined, Access of Persons Restricted</p> <p>Security level 3 adds to the level 2 requirement that both a fence and a CCTV system monitoring the perimeter need to be in place. The site is set up for good visibility. Constant measures are taken to keep the fence in a good condition. Only truck parking users or staff are allowed access. Criminal incidents are reported.</p>
<p>Security Level 4</p> 	<p>Real Time Monitoring of Vehicles and Persons by Professional Staff</p> <p>Security level 4 adds to the level 3 requirement that on-site or remote staff monitor vehicles and pedestrians real time. Registration of vehicles and drivers takes place. Guards and staff are trained professionals, their references are checked. They are equipped to be able to react quickly to an alarm situation. Pre-booking is possible. Gates are closed.</p>
<p>Security Level 5</p> 	<p>Verification of Vehicles and Persons by Professional Staff, Site Manned Around the Clock</p> <p>Security level 5 adds to level 4 that the site is manned around the clock. The identity of all vehicles or persons that enter is verified and logged. The fence is equipped with an anti-intrusion system and protected against a truck intentionally driving through. CCTV covers the entire area of the TPA.</p>

situation, the national legislation of a Member State takes precedence.

The previous table presents the measures to be satisfied for each security level. Full criteria lists are to be found in Annex 2. For every level the extra requirements compared with the previous levels are described. This means that to satisfy a certain level these criteria need to be fulfilled, as well as those of a lower security level.

3.3 Service

As in the case with security, "service level" is measured by the amount of characteristics that are considered service-enhancing. However, the term "service level" can be divided into a number of subcategories:

Comfort and Dignity

The "Comfort and Dignity" subcategory covers the following aspects:

- Toilets, varying from basic availability to regularly checked and cleaned;
- Washing facilities, varying from basic water taps to more elaborate facilities that are regularly checked and cleaned;
- Showers, varying from basic availability to proven regularly checked and cleaned; and
- Shelter for rain or sun near TPA or an equivalent alternative.

Food and Shopping

The "Food and shopping" subcategory covers the following aspects:

- Provision of meals, varying from a snack-bar to availability of restaurants with more extended choice;
- Availability of a shop;
- Availability of a vending machine.

Other Services

The "Other Services" subcategory covers availability of the following characteristics:

- Fuel station;
- Fax/copier;
- Cash dispenser;
- Internet;
- Reservation system;
- Laundry;
- Truck wash;
- Spare parts;

- Shop;
- Emergency assistance;
- Leisure facilities;
- Electricity for trucks; and
- Snow/ice removal equipment.

Safety

The "Safety" subcategory covers the following aspects:

- Pedestrian safety on TPA;
- Safe driving situation at TPA;
- Safe deceleration/acceleration at entrance/exit;
- Separate parking for cars and HGVs;
- Presence of a contingency plan; and
- Presence of a separate dangerous goods parking and cargo registration.

For the service level, we have chosen the star symbol, as illustrated below. The more stars a TPA has, the better the level of service it will provide. The levels range from 1 to 5, of which service level 1 is the basic level and 5 is the high end level.








To ensure that facilities not on the TPA, but within normal reach of the users, are not excluded, a "nearby" element is allowed. A parking provider may not consider developing a restaurant when there is one in close proximity to the TPA area. Also, for the driver it generally does not matter whether such a facility is on the TPA or if it is close to the TPA. "Nearby", includes within view of a TPA, or at a walking distance of approximately 2 minutes.

Again, it must be highlighted that implementation of measures should always comply with Member States' national legislation. As in the case of security, in conflicting situations the national legislation prevails. The amount of stars will not be influenced.

The table below presents a summary of the measures required for each service level. Full criteria lists are to be found in Annex 3. For every level the particular requirements are described. This

means that to satisfy a certain level these criteria need to be fulfilled, in addition to those from a lower service level.

<p>Service Level 1</p> 	<p>Providing the Basics</p> <p>Level 1 Truck Parking Areas (TPAs) offer some basic service features: toilets, water taps, waste bins. Walking and driving across the area should be safe.</p>
<p>Service Level 2</p> 	<p>Also Providing Washing Facilities and a More Convenient Lay-out of the Parking Area</p> <p>In addition to the service criteria of Level 1, Level 2 Truck Parking Areas (TPAs) offer washing facilities and a more convenient lay-out of the parking area. Level 2 is more geared to a truck driver making a longer stop.</p> <p>Moreover, service Level 2 is an intermediate category between Level 1 (basic) and Level 3 (providing a much broader range of services).</p>
<p>Service Level 3</p> 	<p>Providing Service for Personal Hygiene and Shop/ Fuel Station</p> <p>In addition to the service criteria of Level 2, Level 3 Truck Parking Areas (TPAs) offer more services, of which the most important: showers, a shop and a fuel station.</p>
<p>Service Level 4</p> 	<p>Providing Full Service for Driver and Vehicle.</p> <p>In addition to the service of Level 3, Level 4 Truck Parking Areas (TPAs) offer more services, of which the most important: a snack bar, laundry, spare parts shop and leisure facilities.</p>
<p>Service Level 5</p> 	<p>Providing the High End of Comfort Levels</p> <p>In addition to the service of Level 4, Level 5 Truck Parking Areas (TPAs) offer more services, of which the most important: a restaurant, truck wash, electricity and snow/ice removal equipment. Level 5 is the highest comfort level.</p>



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TPA Self-Assessment

4 TPA Self-Assessment

4.1 Why TPA Self-Assessment?

LABEL provides TPA managers with the ability to perform an internet self-assessment test of their parking areas, thus providing information about the location of the TPA and the security and comfort level. The test can be of assistance in several ways. It can be used as a stand-alone instrument in order to evaluate their TPAs according to LABEL requirements and determine the security and service level of the status of a TPA. It can also be used as preparation to a more formal assessment by a certifier by giving a better understanding of LABEL requirements and what would need to be improved in order to be in accordance with a desired LABEL ranking.

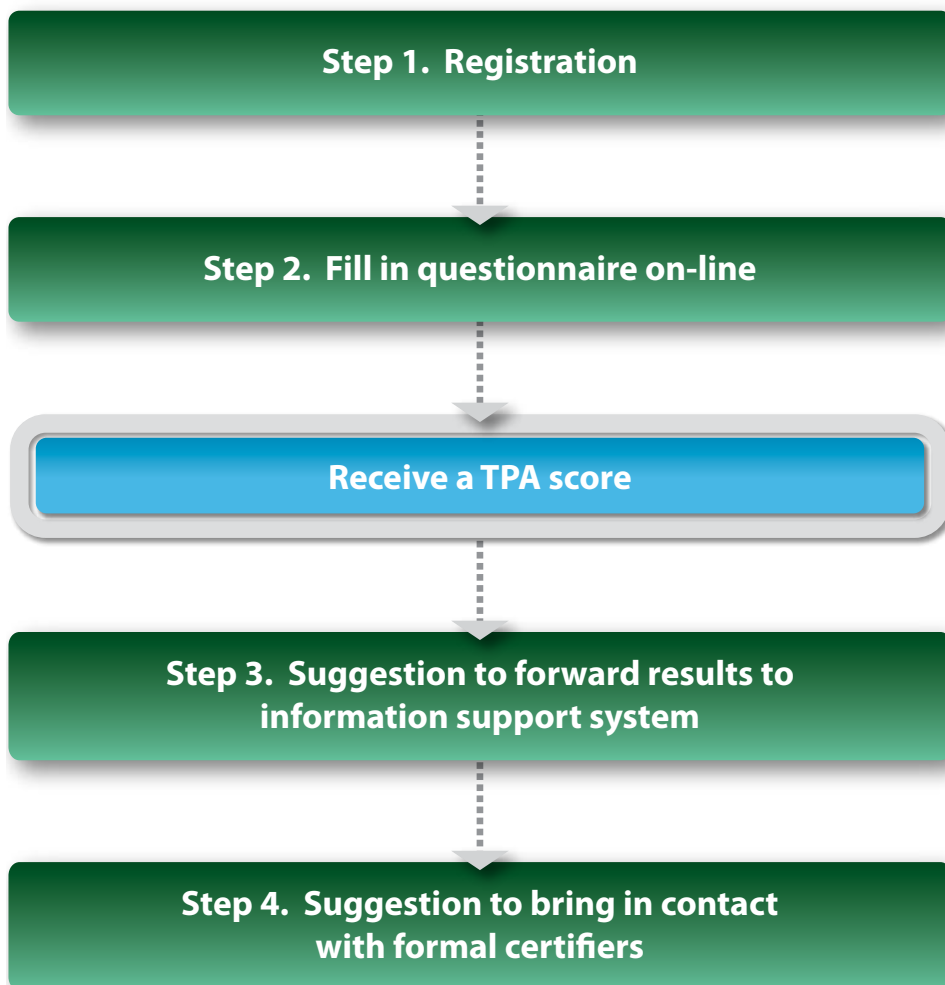
At the end of the test, TPA managers are given an opportunity to have the results of the self-assessment included in special TPA information support systems. These support systems allow truck drivers and transport companies to find the

location of a TPA that matches specific needs, and as a result, more users will know how to find a TPA and what security and comfort level it offers.

TPA managers and users need to be aware that the internet self-assessment test is not a formal assessment validated by a certifier. It is a tool to give TPA managers a way to provide information about their TPA's ranking. However, as the assessment is based on the personal perceptions/judgments of the TPA manager, the produced LABEL score does not guarantee any outcome of a later potential formal certification.

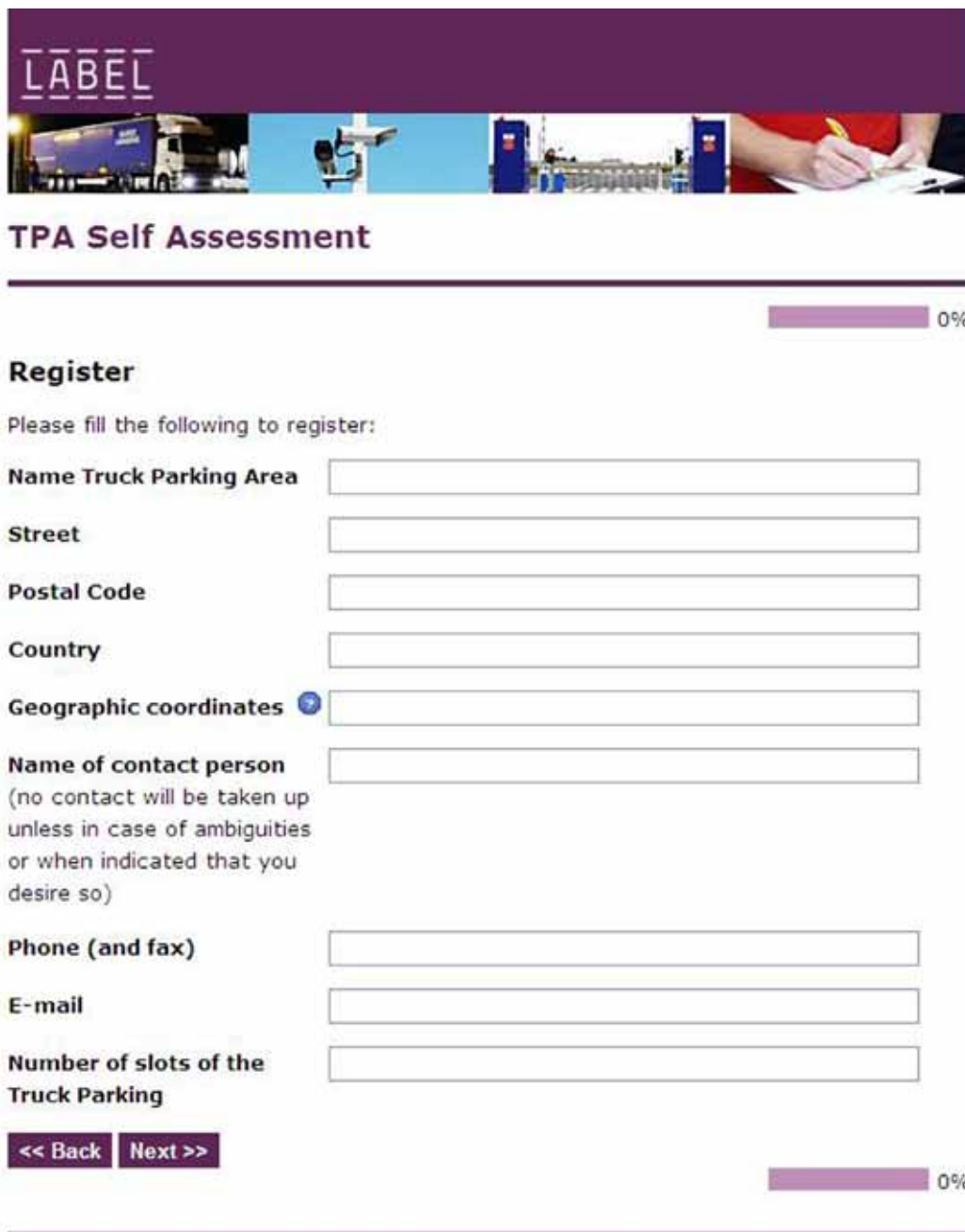
4.2 Online TPA Self-Assessment Questionnaire

The internet TPA self-assessment questionnaire is a simple but powerful support tool for TPA managers. It is organised in several sequential steps that lead to a ranking of a TPA according to the LABEL approach and suggests future steps that TPA managers can take towards formal certification, if so desired.



To start the process, TPA managers are asked to register by providing information such as name, address/location, contact data etc. After filling in the required data fields, the system proceeds to the

questionnaire. Any personal data that is provided by the TPAs, is treated according to the legislation on the protection of personal data.



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TPA Self Assessment

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Register

Please fill the following to register:

Name Truck Parking Area

Street

Postal Code

Country

Geographic coordinates

Name of contact person
(no contact will be taken up unless in case of ambiguities or when indicated that you desire so)

Phone (and fax)

E-mail

Number of slots of the Truck Parking

0%

The questionnaire is divided into two independent parts, dealing separately with security and service criteria. In each part TPA managers need to

answer (in yes/no format) questions about different security/service levels on his/her TPA.



TPA Self Assessment

15%

Security Level 2: Technical Measures to Improve Security

Security level 2 adds to the level 1 requirement that the TPA is either surrounded by a continuous fence or that there is a CCTV system that monitors the perimeter. The parking is well-lit. Vehicles that are allowed to park are indicated by a sign. A CCTV monitors entrances/exits. Security checks take place by TPA staff or a professional organisation. CCTV images are clear and stored safely.

Implementation of measures should comply with Member States' national legislation.

Is there a continuous fence around the parking area? Or is there a CCTV system that covers the whole perimeter of the site?

- Yes
- No

Is the perimeter well-lit? And are bushes kept low for good visibility?

- Yes
- No

Is there a CCTV system that covers the entrances/exits?

- Yes
- No

Are the entrances and the exits well-lit?

- Yes
- No

Is there a sign showing that only freight vehicles and certain other vehicles are allowed to park?

- Yes
- No

When security checks are done by none-TPA staff, is it a professional organization doing them?

- Yes
- No
- Not relevant

Do CCTV systems record at least at 25 frames per second?

- Yes
- No

Is the access to the CCTV recordings controlled?

- Yes

As a support for the manager, this internet tool gives a more elaborate explanation of the criteria

and illustrates with photographic examples of good practices that could add value.



TPA Self Assessment

15%

Security Level 2: Technical Measures to Improve Security

Security level 2 adds to the level 1 requirement that the TPA is either surrounded by a continuous fence or that there is a CCTV system that monitors the perimeter. The parking is well-lit. Vehicles that are allowed to park are indicated by a sign. A CCTV monitors entrances/exits. Security checks take place by TPA staff or a professional organisation. CCTV images are clear and stored safely.

Implementation of measures should comply with Member States' national legislation.

Is there a continuous fence around the parking area? Or is there a CCTV system that covers the whole perimeter of the site?

Requirements in detail, formal text of the criterion:

The parking is protected by continuous fences or alternative barriers in order to prevent easy access from the surrounding area. Not necessary in case a CCTV system is in place that covers the whole perimeter of the site.

Further explanation:

Basically here are two options: either a fence or a CCTV monitoring the perimeter. It is not necessary to have them both. In case of cameras they should cover the whole perimeter, not just a small piece.

Good practices:



- Yes
- No

After completing the security, as well as the service level questionnaire, the self-assessment tool provides the user with the results of the self-evaluation. It clearly states the level of security and level of service that in principle could be reached in case of a certification audit and the measures that should be taken in order to reach the next level.

Next, the TPA manager is advised to allow the data to be forwarded to the information support systems. Examples of current information support systems, through which TPA characteristics can be visible for the users, are TRANSPark and Truckinform. The self-assessment test is not a formal

certification. Therefore, support systems will show whether the TPA data are based on a formal certification or a self-assessment. To be sure that the source of the TPA information can be traced and that it is actually provided by the TPA, the internet tool requests the confirmation of receipt of the test results through a specially generated confirmation e-mail.

Finally, TPA managers are given the opportunity to be brought into contact with professional certifiers if they decide to carry out a formal labelling procedure. The TPA self-assessment questionnaire, is available on the LABEL website: www.truckparkinglabel.eu

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TPA Self Assessment

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Would you like us to forward your result to information support systems?

Current information systems we supply your data to, are:

- TRANSPark
- Truckinform

Please have a look at these sites by following the respective links.
As this test is not a formal certification, this would be indicated together with your results.

Yes
 No

<< Back **Next >>**

41%



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Formal TPA Assessment

5 Formal TPA Assessment

5.1 Why Formal Labelling of a TPA?

A formal labelling of a TPA brings a scope of advantages. The formal TPA label is proof that information on the security and service level that a TPA offers has been verified by an independent certifier and thus reliable. Also, an experienced auditor will advise the TPA manager on how to improve in the most efficient way, in order to reach the desired level of security or/and service. Furthermore, the LABEL certificate can be used as a marketing tool in order to contribute to increased turnover. Certification also implies additional costs. However, LABEL has developed the audit procedure against the background of being a minimal burden in terms of time and cost.

5.2 Voluntary Certification and Audit Procedure

The scheme overleaf presents the main steps in the voluntary certification and audit procedure.

Preparation

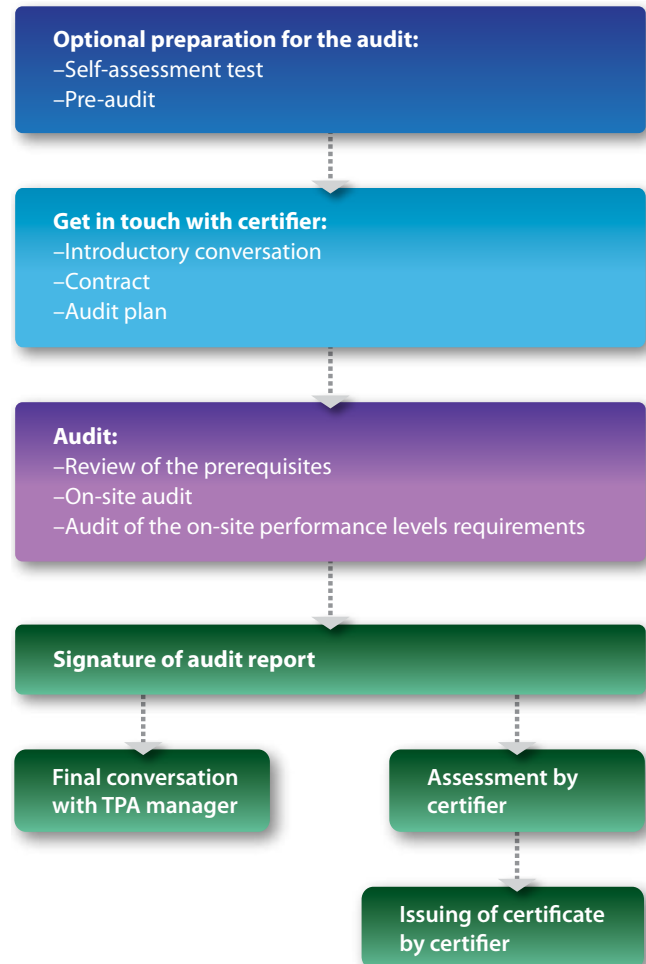
As described in the previous chapter a TPA self-assessment test can be a useful tool to give TPA managers an indication of the ranking of their TPAs against the LABEL approach and make this available to other users. An additional possibility is for the TPA to request a pre-audit to be performed by a certifier. The purpose of the pre-audit is to show the TPA the condition of their management system and whether it can be certified. Both of these steps are suggested, but are not obligatory prior to a formal assessment by a certifier.

Get in Touch with a Certifier

To select a certifier the TPA manager can choose from the list of approved certifiers on the LABEL website: www.truckparkinglabel.eu. To date, these certifiers include DEKRA GmbH and Atlantis International SA. Other certifiers will be included in due course.

A valid contract between the client-TPA and the certifier must be concluded for the whole term of

the labelling process. In order to do this, the TPA owner/operator must fill in a registration form. After concluding a contract with the certifier the audit can be planned. Two weeks before the on-site audit (at the latest) the auditor will send an audit plan to the TPA.



Audit

The certification audit consists of three elements as illustrated below.



First of all, the auditor checks if the documents that are required for participation in the certification procedure are satisfactory (registration form, contract, result of the self-assessment test). If this information has not been provided the certification audit cannot be performed.

During the on-site audit the auditor will check and assess all requirements according to the assigned security/service level. In the event of a criterion to meet a certain level of security or service not being met, the result sheet can be used to fix this deviation and agree on measures to remedy this in a verifiable and timely manner. The maximum number of deviations to reach a certain level is two. In case of more deviations the next lower level has to be chosen as the basis for the audit result.

Signature of the Audit Report

After completion of the audit, an audit report, consisting of check list, result sheet and pictures, is prepared. All deviations are described in this report. The result sheet must be signed both by the TPA owner/operator and the auditor. Subsequently, this information is sent to the certifier.

Final Conversation with the TPA Manager

During the final conversation with the client-TPA, the auditor explains the deviations (if any were discovered) and discusses the remaining procedure.

Assessment by Certifier

In the event that:

- All necessary requirements according to the performance level (security, service) are fully complied with; and
 - There are no open deviations;
- the auditor will advise the certifier to grant the certificate/label to the TPA. The certifier will then proceed to determine the level of the TPA for security and service.

Issuing of Certificate

The certifier takes the final decision regarding granting the certificate. It sets up a committee to decide on the results of the audit (at least three members with at least one member who has LABEL knowledge). The TPA owner/operator will be notified of the certification body's decision and has 14 days to object to this decision.

The certifier's final decision contains the results of the completed certification audit with corresponding conditions or measures that must be implemented within 60 days.

5.3 Audit Documents

To perform the audit procedure, the following documents are necessary:

- Registration form
- Audit plan
- List of participants
- Check list (performance levels security, quality)
- Result sheet
- Pictures report

Samples and templates of these documents can be downloaded at www.truckparkinglabel.eu

5.4 Maintenance of the Certificate

Validity and Lifespan of the Certificate

Ideally, the validity period of the initial certificate is 3 years. Within this time, at least 2 surveillance audits should be performed in order to justify the maintenance of the certificate. The surveillance audits should be performed at regular intervals of 12 months. If surveillance audits are not carried out with sufficient regularity the certificate will be invalidated.

If there are any complaints or when there is other information regarding the performance level (e.g. from driver feedback), the certifier can perform an ad hoc audit in order to verify whether the performance level is still maintained. In serious cases, the certificate/label can be downgraded or withdrawn. Should this happen, the TPA operator /owner is no longer allowed to use the certificate/label in advertisements and in general as a marketing tool.

Maintenance and Upgrade of the Certificate

Ideally, a re-certification should take place after three years in order to maintain the certificate. After performing the follow-up audit the certificate will be granted for an additional three year period.

The objective of the surveillance audit is to check whether the requirements are met for maintaining the certificate/label, according to the performance level. Any determinations/deviations are recorded and subsequent measures are looked at by the certifier.

Within a certification procedure the TPA owner/operator may at any time apply for an upgrade to a higher security or service level. An upgrade can take place at any time.



TRUCK
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Considering Cost Issues when Deve- loping or Upgrading Truck Parking Areas

6 Considering Cost Issues when Developing or Upgrading Truck Parking Areas

6.1 Why Develop a Business Case Tool?

LABEL provides Truck Parking Area (TPA) owners and developers with the opportunity to consider the different aspects of building or amending an existing facility. This includes consideration of cost issues, the appropriate LABEL level to aim for and potential benefits. LABEL has developed a Business Case Tool that is editable to allow flexibility and different scenarios to be tested. This accounts for each TPA's individual set of current circumstances and future revenue projections compared to the potential cost of reaching different LABEL service and security levels. This will help provide a research process to generate realistic business cases for TPA, and identifies that:

- Different levels for service and security are required for different purposes or target markets;
- Upgrading a TPA requires an investment;
- The cost of achieving a certain level of service and security for the TPA should relate to expected market demand;
- Testing different scenarios in the editable Business Case Tool will help identify the best way forward in terms of investment risk and payback period.

6.2 Balancing the Costs – Is It Worth It?

The cost associated with developing a new or upgrading an existing TPA depends on a range of factors and each TPA will have its own unique set of circumstances. Consideration will have to be given to determine whether the venture will be a financially viable option. The following process will help determine whether the potential reward (increase in revenue) can be balanced with the associated investment cost.

Undertaking Preliminary Research

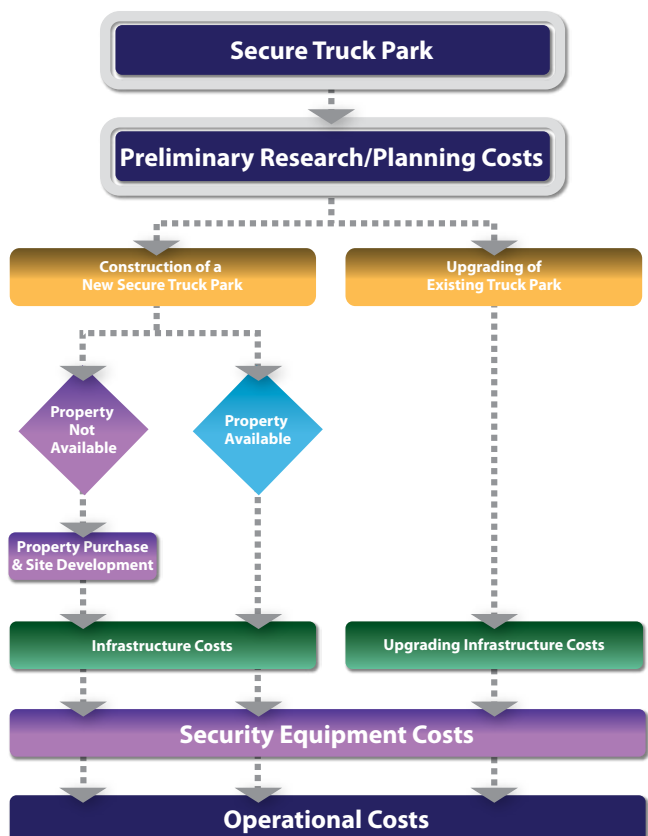
- Location: Analyse the amount of trade expected

from the planned/current location (traffic trends, surrounding business and infrastructure). National data may already be available or independent freight surveys could be commissioned.

- Customers: Establish the target audience and scope of the customer base. This may be linked to looking at the characteristics of the traffic trends and types of operation in the prospective area. Decide the level of resource required for Active Customer Acquisition to secure business, compared to Passive Customer Acquisition.
- Level: Analyse the customer base and determine the level of security and service required to attract business. The higher the value of the load the higher the security level required. This will affect the pricing structure.
- Communication: Contact the relevant authorities to brief them of the plans. This will help to establish any unforeseen problems and could also provide added value e.g. funding, policy, publicity, political backing, signage requirements.

Costing

Once preliminary research has been conducted (identifying the amount and type of custom and appropriate level of security and facilities) the costs of meeting these levels can be analysed. The following costs (including preliminary research) will need to be considered:



Benefits

Due to the rise of targeted criminal activity, the demand for secure parking with adequate facilities has risen in recent years. Improved secure parking and facilities has wider benefits for the European Union internal market beyond TPA owners, including driver safety, securing high value loads and attracting new employees to the industry. Specific benefits for the TPA from becoming an accredited truck park could include:

- Satisfy existing service requirements;
- Increase a truck park's demand;
- Increase tariffs for real secure parking with decent facilities;
- Create regular predicted trade;
- Use the LABEL accreditation as a marketing tool;
- Become a destination and transfer point for hauliers;
- Secure long term contracts with major European hauliers;
- Become an insurer's recommended destination;
- Generate business growth in different streams by offering added value services; and
- Become a European leader in best practice truck parking facilities.

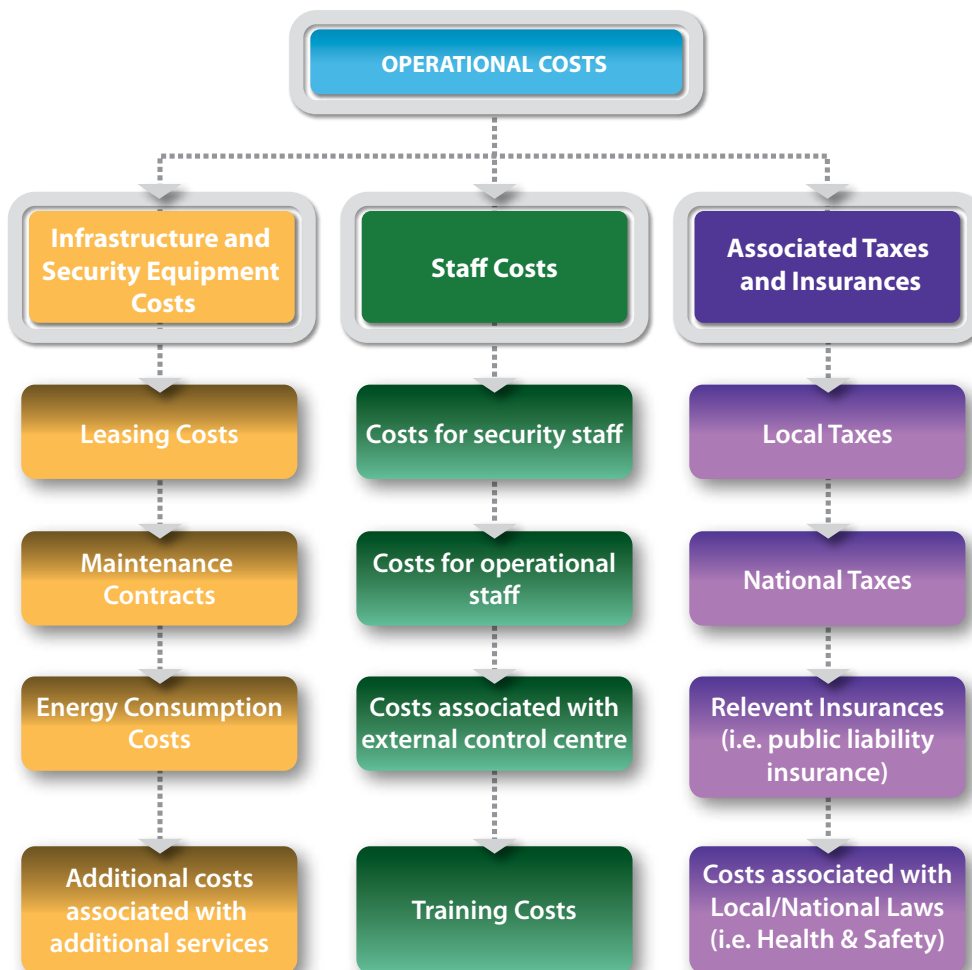
6.3 The Business Case Tool (Model)

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 means the LABEL business case tool can adapt and be amended to suit the developer's own purpose/vision. The tool is available and downloadable on the LABEL website as a web based application:

www.truckparkinglabel.eu

If constructing a brand new truck park, then all the data will be applicable. If upgrading a current truck park, then only some sections of the tool may be relevant. The tool can differentiate between new and upgraded sites and will help inform investment decisions and evaluate the costs associated with the LABEL standards for security and dignity.

A full user guide for the Business Case Tool is available in Annex 4.





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LABEL Achievements and How to Continue

7 LABEL Achievements and How to Continue

7.1 LABEL Achievements

The LABEL pilot project has formulated a framework for the collection and provision of reliable information for users on the security and service levels of TPAs. LABEL delivered levels and criteria for service and security, a self-assessment tool, a certification procedure and a number of other instruments that provide TPA managers, transport operators, planners and drivers with crucial information for their decision-making.

The LABEL labelling scheme is a process consisting of a range of steps. These aim to maintain the objectives of LABEL also in the future. TPA managers are advised to do an internet TPA self-assessment test which ensures that information is gathered about the location of hopefully, all TPAs in the EU and as well will give the TPA information about the level (LABEL security and comfort standard) of their TPA. This is a step that also can be used by TPA managers to make decisions about further investments needed to improve their service and security levels and to move forward to formal certification if the TPA wants to pursue this option.

If TPA managers decide to obtain an official certified LABEL score, a formal certification process will have to be launched and carried out by authorized certifiers.

7.2 LABEL Recommendations

LABEL is a project that has a defined beginning and end. After the LABEL project itself has been completed, a roll-out of the system should be undertaken, parallel to ensuring that the responsible authorities report on the location of already existing TPAs while at the same time making existing and new TPAs more secure. To do so, a more permanent TPA Labelling Scheme is needed that will take care of:

Keeping the Criteria up to Date

The LABEL criteria in this handbook are not fixed.

Over time, the need for certain criteria may decrease, while the need for additional criteria may arise. In order for LABEL to be a success it is vital that as many TPAs as possible join the system and provide information about their location and also determine the comfort and security criteria relevant for their TPA.

Providing Guidelines for Assessment

The self-assessment tool of LABEL describes the LABEL criteria in a way that allows for little interpretation and best practices examples are available that show in what different ways a criterion can be satisfied. However, there is a need for such best practice criteria to be updated according to developments of new technologies and approaches.

Monitoring the Quality of Reported Data by TPAs

Data submitted by the user should include the location of the TPA and correspond accurately to conditions at the site. As TPAs determine their own security and comfort level there is a risk of bias when inputting data. The set-up of a complaints desk to be used by groups such as commercial vehicle drivers and ad hoc controls through random sampling would ensure that the risk remains limited. Also, specific procedures need to be put in place to mitigate the risks of manipulation of the self assessment.

Voluntary Certification

Those TPAs that wish to be officially certified should have this opportunity. It should be ensured that access of certifiers to the scheme should be based on reasonable requirements that have to be set by an impartial body.

Receiving and Processing User Feedback

Self-assessment or certification based on an audit represents snapshots of a current situation. The situation at a TPA could change and an important tool to determine whether the labelling is correct is to enable users to provide feedback. Such feedback has to be collected and further analysed by a impartial body.

Making the TPA Data Visible for the Users

The data from the self-assessments and/or the result from the voluntary certification will have to be collected and recorded before being made

available to information support systems used by the actual end-users of the information (mainly the transport companies and drivers).

7.3 Next Steps

It is envisaged that the proposal for a permanent TPA labelling scheme will require coordination at European level, and potentially also nationally. Therefore, the LABEL project recommends that a permanent TPA Labelling Scheme should be represented by committees at both EU level and, where required, at the level of the National Member States, involving key stakeholders such as transport operators, drivers, police, truck parking operators and insurers.

In these committees, all parties that have an interest in secure and comfortable truck parking should join forces and play a leading role in maintaining and developing this viable and sustainable labelling scheme for TPAs. This will ensure that accurate location, security and service level information of all TPAs are known to all potential users across the European Union.

Annex 1: First Batch of Truck Parking Areas Certified by the LABEL Project

	Level Security	Level Service
Austria		
Rastplatz Allhaming Nord		★★
Raststation Voralpenkreuz		★★★
Rastplatz Engerwitzdorf		★★
Rastplatz Herzogberg Nord		★★
Raststation Guntramsdorf		★★★
Raststation Wien Schwechat		★★★
Oldtimer Autohof Oed		★
M-Rast		★★
Belgium		
S.A. Michel Logistics		★★
Truckstop 26		★★★
Bulgaria		
Nira Complex		★★★
Comco Sped TB		★★★
Motel Ihtiman		★★★★
Czech Republic		
Areal Vatex		★
CDS Nachod - Beloves		★
France		
Aire de Millau-Larzac		★★
All4Trucks		★★★★
Securit Park "La Creche"		★★★
Truck Etape Beziers		★★★★
Truck Etape Valenciennes		★★
Vemars		★★★
Germany		
Maxi-Autohof Malsfeld		★
Maxi-Autohof Lauenau		★★★★
Maxi-Autohof Gießen		★★★
Rasthof Wörth		★★
Autohof Aurach		★★★★
Autohof Wörnitz		★★★★
Autohof Münchberg		
Esso Autohof Linthe		★★
Kreling Tank-Service GmbH		
Autohof Uhrleben		★★★★
Autohof Lohfeldener Rüssel		★★★
24-Shell Gramschatzer Wald		★★
24-Shell Hohenwarsleben		★★★
24-Shell Autohof Neumarkt		

	Level Security	Level Service
Germany (cont'd)		
Euro Rastpark Regensburg-Ost		
Autohof Salzbergen		★★★★
Euro Rastpark Schweitenkirchen		★★
Shell Autohof Soltau Süd		
Italy		
Autoparco Brescia Est		★★★★★
Autoparco Consorzio S.A.V.O.		★
Truck Point Fai Service		★★★
The Netherlands		
Truck Stop Acht B.V.		★★★★
Goudreinet De Wildenberg		★
Kantens Restaurant		★★★
Truck Inn Nobis		★★★★
Op de Vos		★★
De Barrière Wegrestaurant		★
Wegrestaurant Malden BV		★★★
Truckparking Nieuwland		★
Routiers Venlo		★★
Rest. Hotel Frans op de Bult		★★★
Wegrestaurant de Goudreinet		★★
Truckstop Trade Port West Venlo		★★★★
Spain		
CIM Valles		★★★★
ARASUR		★★★★
PADROSA Services Center		★★★★★
United Kingdom		
Stracathro Service Area		★
Orwell Crossing Lorry Park		★
Ron Perry + Son LTD South		★
Dover Truck Stop		★★
Ashford International Truckstop		★★★
Carlisle Truckstop		★★★
Heywood Truck Stop		★★
Junction 29 Truckstop LTD		★★★★
Rugby Truckstop		★★
Truckhaven Carnforth LTD		★★★★

Security & service levels range from 1 to 5 locks & stars
 In total 71 Truck Parking Areas were audited, of which the ones in this table scored at least level 1 on security or service.
 Truck Parking Areas with no score on security or service were found in Germany (1), the Netherlands (1) and the United Kingdom (2).

Annex 2: Security Criteria and Levels

Security Level 1	<p>Providing the Basics</p> <p>Level 1 Truck Parking Areas (TPAs) offer some basic security features. A requirement is that the site is recognizable as a parking area. Driving and pedestrian areas are well-lit. Elementary security checks take place.</p> <p>Implementation of measures should comply with Member States' national legislation.</p>
No.	Requirements in detail
SC 1.1	A continuous optical separation of TPA and surrounding has to be in place (fence, alternative barrier, signs, lines or ditch).
SC 1.2	Driving and pedestrian lanes well lighted everywhere at all times.
SC 1.3	Site surveillance through regular security checks (either by operator or by police visits and patrols or by external guards). Bushes are to be kept low to enable surveys. A phone number to emergency services should be present.

Security Level 2	<p>Technical Measures to Improve Security</p> <p>Security level 2 adds to the level 1 requirement that the TPA is either surrounded by a continuous fence or that there is a CCTV system that monitors the perimeter. The parking is well-lit. Vehicles that are allowed to park are indicated by a sign. A CCTV monitors entrances/exits. Security checks take place by TPA staff or a professional organisation. CCTV images are clear and stored safely.</p> <p>Implementation of measures should comply with Member States' national legislation.</p>
No.	Requirements in detail
SC 2.1	The parking is protected by continuous fences or alternative barriers in order to prevent easy access from the surrounding area. Not necessary in case a CCTV system is in place that covers the whole perimeter of the site.
SC 2.2	Perimeter is well-lit everywhere at all times. The number and size of bushes and trees on the perimeter area should be kept at a minimum, ensuring visibility of people at all time.
SC 2.3	CCTV system to cover all inbound and outbound traffic at all entrances/exits ensuring all vehicles, drivers and pedestrians (in case they use the vehicle entry and exit point) are identifiable (CCTV identification view).
SC 2.4	Lighting has to support the entry and exit movements at all times.
SC 2.5	Only freight vehicles and authorized vehicles are allowed to enter the secure parking area (entrance control or at least signs should make clear that unauthorized entry of the parking is forbidden).
SC 2.6	In case of site surveillance by external patrols, the patrol has to be carried out by a professional organisation.
SC 2.7	Digital recording (at least 25fps) in place. System records either continuously or in motion detection mode.
SC 2.8	Access (physical/via network) to the CCTV recording and controlling hardware and software elements is tightly controlled. (Security) staff must not be able to edit or delete recordings.
SC 2.9	CCTV recordings stored for min 30 days unless restricted by law. Storage of images must be adequate (physically secure and where applicable, network security as well).
SC 2.10	CCTV fully functioning with quality images that allow for clear visibility. Preventative maintenance program in place for CCTV system.

Security Level 3	<p>Security Measures are Combined, Access of Persons Restricted</p> <p>Security level 3 adds to the level 2 requirement that both a fence and a CCTV system monitoring the perimeter both need to be in place. The site is set up for good visibility. Constant measures are taken to keep the fence in a good condition. Only truck parking users or staff are allowed access. Criminal incidents are reported.</p> <p>Implementation of measures should comply with Member States' national legislation.</p>
No.	Requirements in detail
SC 3.1	The parking is separated by continuous fences or alternative barriers (e.g. fence man high, ditch filled with water 1,0 m deep, 1,5 m wide) which prevents casual entry and intentional unlawful entry or delays the entry.
SC 3.2	CCTV system that has the possibility to cover the whole fence ensuring that all activities near or at the fence can be clearly recorded (CCTV recording view). 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.
SC 3.3	A clear zone, at least on the inner side of the truck parking area, must be kept between the fence/barrier and structures/vehicles/vegetation.
SC 3.4	Secondary physical barrier which is sufficient to protect the fence from unintentional damage. Alternatively the integrity of the fence/barrier has to be checked regularly.
SC 3.5	Only users of the truck parking area and truck parking area staff are to be given access to the parking (entrance control or at least signs should make clear that unauthorized entry of the parking is forbidden).
SC 3.6	Each crime incident shall be reported to the truck parking area staff and the police. If possible 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, the police do not attend, then the incident has to be fully recorded and signed by the truck parking area staff and driver.

Security Level 4	<p>Real Time Monitoring of Vehicles and Persons by Professional Staff</p> <p>Security level 4 adds to the level 3 requirement that on-site or remote staff monitor vehicles and pedestrians real time. Registration of vehicles and drivers takes place. Guards and staff are trained professionals, their references are checked. They are equipped to be able to react quickly to an alarm situation. Pre-booking is possible. Gates are closed.</p> <p>Implementation of measures should comply with Member States' national legislation.</p>
No.	Requirements in detail
SC 4.1	All entrances/exits must be designed in a way that provides a protection level comparable to the physical barrier at the perimeter. Gates have to be closed.
SC 4.2	At all times, all vehicle entrances/exits are monitored real-time by on-site or remote staff to ensure that only authorized entries/exits are taking place.
SC 4.3	At all times, all pedestrian entrances/exits are monitored real-time by on-site or remote staff to ensure that only authorized entries/exits are taking place.
SC 4.4	If guards are to be provided by a security company they must be regulated/certified by the authorities.
SC 4.5	Security checks when hiring personnel or as a minimum requirement references should be taken according to local legislation.
SC 4.6	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. Door has to be closed.
SC 4.7	Where site staff is in place it has to be equipped with a personal distress system which generates an alarm at the (external) control room or to a responsible person on duty which shall coordinate the follow-up.
SC 4.8	Personal communication system (available and operational at all times) between staff and (external) control room, where on-site staff is used.
SC 4.9	Remote staff has received appropriate training, covering: entry/exit control & registration procedures, alarm response and communication procedures and confidentiality.
SC 4.10	Viewing access required if staff is remote controlling entry and exit.
SC 4.11	Registration procedures at a minimum cover logging of license plate number of truck/ tractor and name/ picture of the driver. Driver and vehicle are clearly linked by this to be able to verify that the driver does not leave with a different vehicle.
SC 4.12	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.
SC 4.13	A monitoring procedure for entry/exit movements has to be in place.
SC 4.14	Records for all entries and exits shall be kept for a minimum of 3 months.
SC 4.15	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.
SC 4.16	Pre-booking system has to be available.
SC 4.17	Procedures/ measures must be in place to ensure security contingency in case of power failure.

Security Level 5	<p>Verification of Vehicles and Persons by Professional Staff, Site Manned Around the Clock</p> <p>Security level 5 especially adds to level 4 that the site is manned around the clock. The identity of all vehicles or persons that enter is verified and logged. The fence is equipped with an anti-intrusion system and protected against a truck intentionally driving through. CCTV covers the entire area of the TPA.</p> <p>Implementation of measures should comply with Member States' national legislation.</p>
No.	Requirements in detail
SC 5.1	The parking is separated by a continuous fence (or alternative barriers) which prevents casual entry and intentional unlawful entry or delays the entry for the time required for a security intervention. An anti-intrusion system has to be in place (i.e. passive infra-red detector (PIR), trembler, electrified topping).
SC 5.2	CCTV system to cover the whole fence at all times ensuring all activities near or at the fence can be clearly recorded (CCTV recording view).
SC 5.3	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, trees, green field, river, rocks, gras verge).
SC 5.4	At all times, all vehicle entrances/exits are verified 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.
SC 5.5	At all times, all pedestrian entrances/exits are verified 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.
SC 5.6	CCTV system to cover the entire surface of the parking area (CCTV monitoring view).
SC 5.7	CCTV system to cover all driving and pedestrian lanes (CCTV detection view).
SC 5.8	Site has to be manned around the clock. Guards have to be present during opening times, at least site staff during closure times.
SC 5.9	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 that it secures the staff from an external attack (in terms of unauthorized access to the gatehouse). Door has to be closed.
SC 5.10	All security staff has to be equipped with a personal distress system which generates an alarm at the local gatehouse and control room or responsible person on duty which shall coordinate the follow-up.
SC 5.11	Personal communication system (available and operational at all times) between security staff and (external) control room.
SC 5.12	Guards and site staff have received appropriate training covering: entry/exit control & registration procedures, security patrols, alarm response and communication procedures and confidentiality.
SC 5.13	The gatehouse must provide the security staff the ability to monitor the CCTV images.
SC 5.14	All entry/exit movements are to be logged. Similar registration procedures to 4.11 and 4.12 shall apply for any authorized person entering the truck parking area.
SC 5.15	Alarm response procedures have to be in place and cover at least the following: who has to activate the alarm, when has the alarm to be activated, evaluation and follow up procedures by (external) control room, escalation procedures and contacts (e.g. police). Procedures need to be documented and tested regularly.

Annex 3: Service Criteria and Levels

Service Level 1	<p>Providing the Basics</p> <p>Level 1 Truck Parking Areas (TPAs) offer some basic service features: toilets, water taps, waste bins. Walking and driving across the area should be safe.</p> <p>Implementation of measures should comply with Member States' national legislation.</p>
No.	Requirements in detail
SV 1.1	Toilets available and working. To give an idea, recommendation: 2 toilets < 75 slots, 4 toilets 76 - 125 slots, 6 toilets > 125 slots.
SV 1.2	Water taps available and working.
SV 1.3	Waste bins available in reasonable amount with enough capacity.
SV 1.4	Pedestrian safety on TPA.
SV 1.5	Safe traffic: even surface enables safe truck manoeuvring.
SV 1.6	Indication of availability of services and opening times.

Service Level 2	<p>Also Providing Washing Facilities and a More Convenient Lay-out of the Parking Area</p> <p>In addition to the service criteria of Level 1, Level 2 Truck Parking Areas (TPAs) offer washing facilities and a more convenient lay-out of the parking area. Level 2 is more geared to a truck driver making a longer stop.</p> <p>Moreover, service Level 2 is an intermediate category between Level 1 (basic) and Level 3 (providing a much broader range of services).</p> <p>In a number of cases "nearby" is permitted for the location of certain facilities. This is to avoid discounting those facilities not on the TPA, but within easy reach of the users. An indication for "nearby": facilities located within range of sight, walking distance about two minutes.</p> <p>Implementation of measures should comply with Member States' national legislation.</p>
No.	Requirements in detail
SV 2.1	Washing facilities available and working More than just water tap. To give an idea, recommended: 2 basins < 75 slots, 4 basins 76 - 125 slots, 6 basins > 125 slots.
SV 2.2	Clear signs that promote a safe traffic situation at the TPA Signs preferably with pictograms.
SV 2.3	Safe deceleration at entrance/ acceleration at exit.
SV 2.4	Separate parking for cars and HGVs clearly indicated.
SV 2.5	Picnic table present at the TPA or alternative. Alternatives may be: a place to sit at shop, snack-bar or restaurant or elsewhere nearby.

Service Level 3	<p>Providing Service for Personal Hygiene and Shop/ Fuel Station</p> <p>In addition to the service criteria of Level 2, Level 3 Truck Parking Areas (TPAs) offer more services, of which the most important: showers, a shop and a fuel station.</p> <p>In a number of cases “nearby” is permitted for the location of certain facilities. This is to avoid discounting those facilities not on the TPA, but within easy reach of the users. An indication for “nearby”: facilities located within range of sight, walking distance about two minutes.</p> <p>Implementation of measures should comply with Member States’ national legislation.</p>
No.	Requirements in detail
SV 3.1	Toilets are clean and checked at regular intervals.
SV 3.2	Washing facilities are clean and checked at regular intervals.
SV 3.3	Showers are available and working.
SV 3.4	Showers are clean and checked at regular intervals.
SV 3.5	Shelter against rain or sun near parking area. Alternatives may be: snack bar or restaurant.
SV 3.6	Contingency plan/ management available/ emergency contacts known to the staff Examples of contacts: police, fire brigade, first aid, doctor.
SV 3.7	Shop present with bigger variety (food, beverages etc.) at the site or nearby.
SV 3.8	Fuel station at the site or nearby.
SV 3.9	Fax/ copier.
SV 3.10	Cash dispenser or alternative at the shop.
SV 3.11	Vending machines for drinks operating permanently or alternative. Alternative may be shop, snack bar or restaurant with longer opening time to also provide service during evening hours (around 16 hrs/day for example).

Service Level 4	<p>Providing Full Service for Driver and Vehicle.</p> <p>In addition to the service of Level 3, Level 4 Truck Parking Areas (TPAs) offer more services, of which the most important: a snack bar, laundry, spare parts shop and leisure facilities.</p> <p>In a number of cases “nearby” is permitted for the location of certain facilities. This is to avoid discounting those facilities not on the TPA, but within easy reach of the users. An indication for “nearby”: facilities located within range of sight, walking distance about two minutes.</p> <p>Implementation of measures should comply with Member States’ national legislation.</p>
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No.	Requirements in detail
SV 4.1	Snack bar with simple meals, snacks, i.e. coffee bars, at the site or nearby.
SV 4.2	Fuel station at the site with fuel operating permanently or nearby.
SV 4.3	Internet provided by TPA operator.
SV 4.4	Reservation system.
SV 4.5	Laundry at the site or nearby.
SV 4.6	Spare parts shop (basics) at the site or nearby.
SV 4.7	Emergency assistance/ (partnership with a) repair shop.
SV 4.8	Leisure facilities.

Service Level 5	<p>Providing the High End of Comfort Levels.</p> <p>In addition to the service of Level 4, Level 5 Truck Parking Areas (TPAs) offer more services, of which the most important: a restaurant, truck wash, electricity and snow/ice removal equipment. Level 5 is the highest comfort level.</p> <p>In a number of cases “nearby” is permitted for the location of certain facilities. This is to avoid discounting those facilities not on the TPA, but within easy reach of the users. An indication for “nearby”: facilities located within range of sight, walking distance about two minutes.</p> <p>Implementation of measures should comply with Member States’ national legislation.</p>
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No.	Requirements in detail
SV 5.1	Separate dangerous goods parking and cargo registration.
SV 5.2	Restaurant with more choice; breakfast/ lunch/ dinner) at the site or nearby.
SV 5.3	Truck wash at the site or nearby.
SV 5.4	Electricity present (for truck: cooling, etc).
SV 5.5	Snow/ ice removal equipment present.

Annex 4: User Guide to the Business Case Tool

Main Menu

On opening the LABEL Business Case Tool (which can be downloaded from www.truckparkinglabel.eu) the user will be confronted with the main menu. This page provides the user with a link to both the LABEL security and service criteria. It also provides a link for further assistance if the user has any problems with the tool. Once familiar with the standards the user can then progress and "Get Started".



Getting Started

The first step on the "Get Started" screen is to determine how large the developer would like the truck park to be. The options available are:

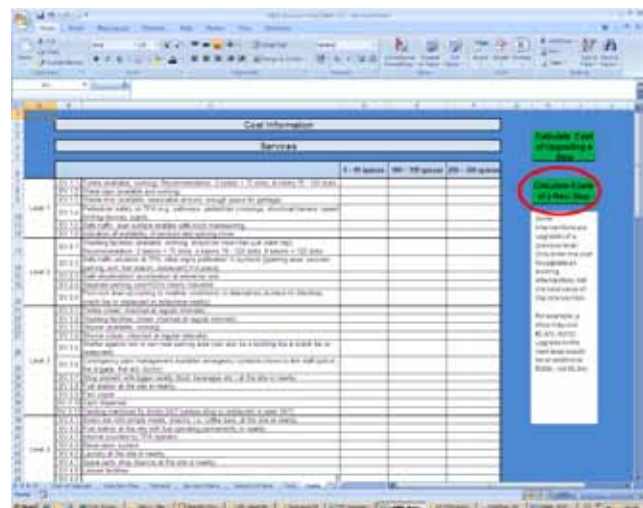
- 1-99 spaces
- 100-199 spaces; and
- 200-300 spaces

The user must then determine whether they are an existing Truck Parking Area or if they wish to develop a brand new TPA. On selecting an option the user will be directed to the relevant next page as further discussed below.

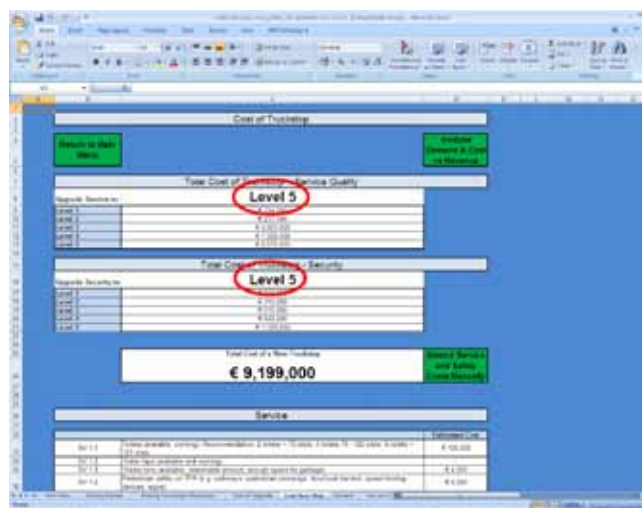


Determine Costs for a New Truck Parking Area

If the user is a new TPA, the option selected on the previous screen will direct the user to the following screen:



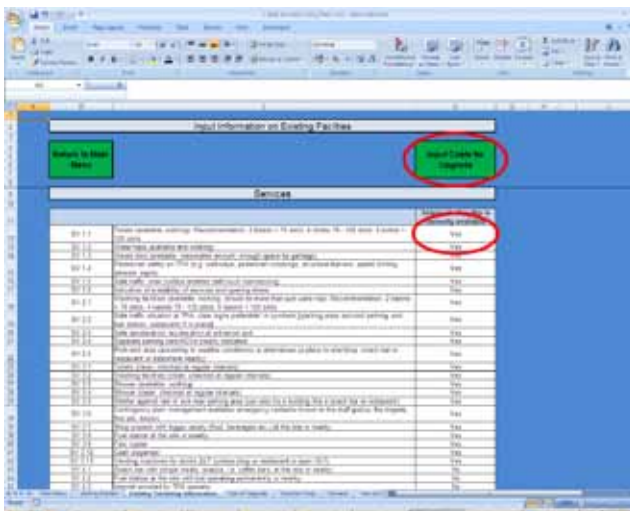
The user then needs to input their estimated costs for the infrastructure they wish to include at their site.



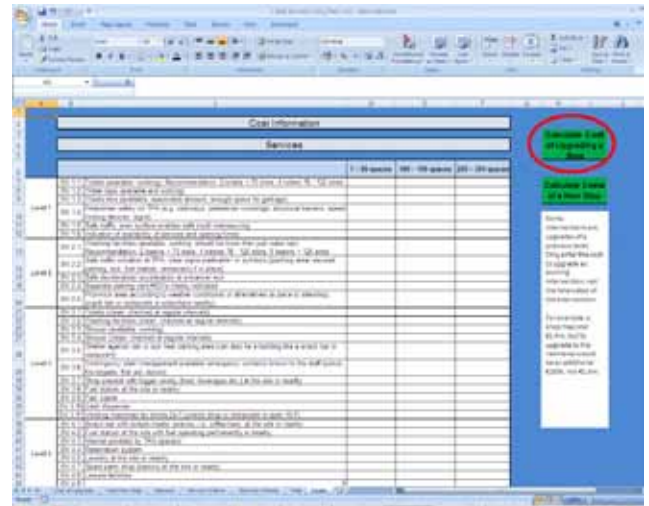
The user then needs to select the LABEL levels they want to meet. They do this by selecting the dropdown level for both security and service quality. This enables the user to test the costs of different levels. Once your level is selected the costs for upgrade/construction will appear. The user can also return to edit the costs if the developer believes they can secure cheaper deals. This option takes you back to the “costs tables”.

Determine Costs for Upgrade of an Existing Truck Stop

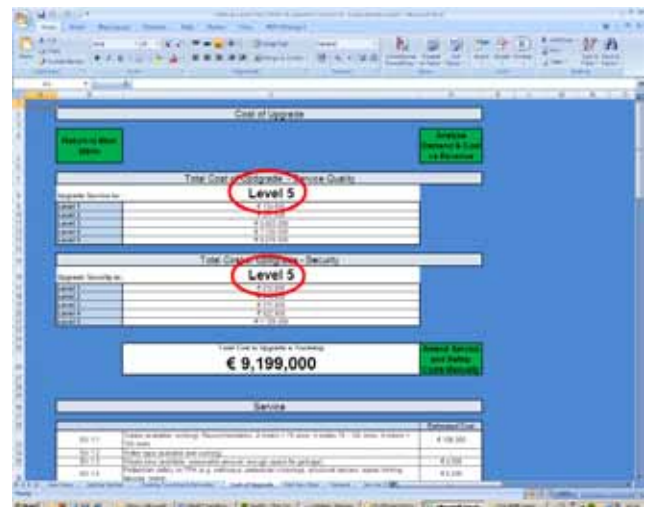
If the user is an existing TPA, the option selected on the previous screen will direct the user to the following screen:



The previous screen presents the user with the LABEL standards. They then have to select whether the facilities/security/procedures are currently available or not by selecting “Yes” or “No” from the dropdown menus. Once this assessment has been completed the user then selects “Input the Costs of Upgrade” which sends the user to the “cost tables”:



The user then needs to input their estimated costs for the infrastructure they wish to include at their site. If you wish to change a cost it is important to not duplicate costs. For example, some interventions are upgrades of a previous level. When inputting cost values, only enter the cost to upgrade an existing intervention, not the total value of the intervention. For example, a shop may cost €1.4m, but to upgrade to the next level would be an additional €200k, not €1.6m.

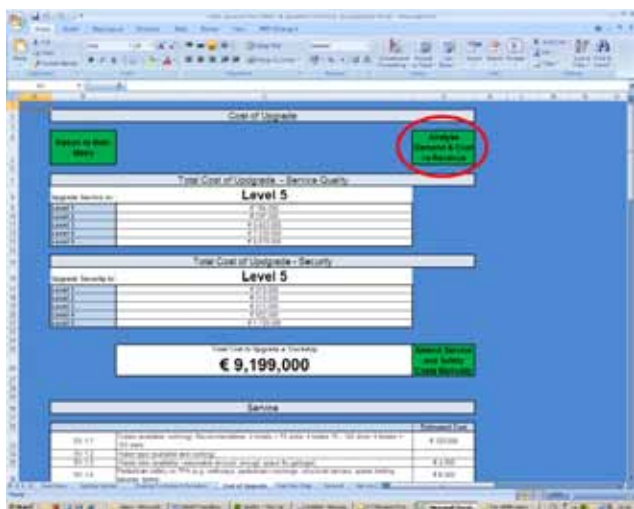


This process establishes a baseline for the current user’s facilities on which the cost of upgrading to a new level can be calculated. By selecting the dropdown menu the user can select which level they wish to attain as illustrated in the picture above.

Once the user has selected the LABEL level they desire the screen will highlight the cost of upgrade and demonstrate the amendments needed in order to meet the required LABEL level. Again, an additional option is also available to edit the

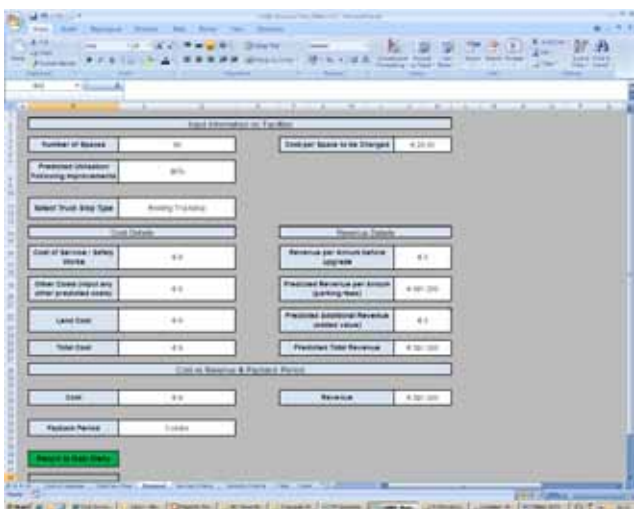
costs if the developer believes they can secure cheaper deals. This option takes you to the “costs tables” which are editable.

Analyse Demand & Cost vs Revenue



In addition to the processes described above, the tool enables the user (both for upgrade and new Truck Park) to analyse demand and cost versus revenue. This function is for informative purposes only and specialist advice should be sought to guarantee the pay-back period. The option to analyse this data can be found at the top right hand side of the “Cost of Upgrade Truckstop” page as highlighted above.

Once the function has been selected the user can choose from the following options:




Firstly, the user must enter the number of truck parking spaces that they wish to create. Importantly, this number must be within the spectrum originally specified. For example, if originally the user selected the 1-99 spaces option, the number of spaces must be between 1-99. The user must then specify the likely utilisation that they believe they will get once the upgrades have been completed (i.e. 90%). The cost to be charged per space also needs entering and then the user must also select whether it is an upgrade or a new truck stop.

Once this information has been entered the cost and revenue details will be automatically generated from the information that was previously entered by the user. However, the tool enables the user to further add any additional costs (i.e. land costs, research reports, etc.) and additional revenue (i.e. revenue generated by the shop, etc.). This information will then create a final “Total Cost” and a final “Total Revenue” from which an estimated pay-back period will be calculated.

Summary

Chapter 6 and Annex 4 have highlighted the considerations one should give to potential costs. It is important that one seeks professional assistance in precisely valuing works. However, Chapter 6 and the tool provide a basis for assessment and enable a Truck Parking Area or developer to quickly assess the likely cost of developing or upgrading a Truck Parking Area to meet the LABEL standards.



Disclaimer: While every effort has been made to ensure that the information in this document is accurate, neither NEA nor the European Commission guarantee the accuracy, completeness or usefulness of that information and cannot accept liability for any loss or damages of any kind resulting from reliance on the information or guidance this document contains.

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