

## ASTPAR4.2.1

### Direct drivers of vehicles to and within parking areas



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#### Overview

This standard is about physically directing drivers to and within parking areas using appropriate hand and arm movements, and also verbal directions where appropriate. It includes making efficient use of the parking areas available whilst ensuring that traffic movement can proceed readily, and that personnel can also enter and leave their vehicles readily. It also includes taking appropriate actions towards maintaining the safety of yourself and others.

There is one element:

- 1 Direct drivers of vehicles to and within parking areas

#### Target group

This standard is recommended for those whose responsibilities include directing traffic to and within parking areas through the use of arms / hand movements and, as appropriate, verbal signals.

This standard has been developed by the British Parking Association.

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#### Performance criteria

- You must be able to:*
- P1 identify the parking areas within your responsibility that are available to drivers, including whether there are any areas restricted for the use of particular categories of driver
  - P2 identify the routes to the available parking areas along which you are to direct drivers
  - P3 ensure that the surface, visibility and any other relevant conditions within the parking areas are safe and appropriate, alerting promptly the necessary person(s) where conditions are inappropriate
  - P4 ensure that any signage guiding drivers is positioned safely and correctly, taking the necessary action to address any unsafe, incorrect or ambiguous signage
  - P5 provide directions to drivers which are clear, unambiguous and correct
  - P6 wear appropriate protective clothing in line with your organisation's procedures
  - P7 ensure that you remain clearly visible to drivers, and are positioned safely, taking into account the type of vehicle and the driving manoeuvres being undertaken
  - P8 maintain traffic flow, taking all relevant actions to minimise queuing, in line with your responsibilities
  - P9 make efficient use of the parking space available, whilst ensuring that drivers and passengers can leave and gain entry to their vehicles readily and safely
  - P10 ensure that appropriate space is maintained around parked vehicles to allow ready access to and from vehicles for those drivers and passengers with disabilities affecting their mobility, where relevant
  - P11 ensure that there is sufficient space available to enable drivers to manoeuvre their vehicles readily in and out of parking bays, and to manoeuvre readily around the parking site
  - P12 be alert to the presence of hazards, and take the actions necessary to maintain the safety of yourself and others where such hazards occur
  - P13 record any damage caused by vehicles being parked where appropriate, and in line with your organisation's procedures

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#### Knowledge and understanding

*You need to know and understand:*

#### Legislative, regulatory and organisational requirements

- K1 legal, regulatory and organisational requirements relating to directing drivers of vehicles where this concerns parking provision, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and the parking services which it provides
- K4 your organisation's requirements regarding the use of protective clothing when directing vehicles
- K5 the limits of your authority and responsibility, and the actions to take if these are exceeded

#### Requirements particular to directing vehicles to and within parking areas

*You need to know and understand:*

- K6 the importance of providing clear and correct physical directions to drivers and how to do this using hand/arm movements correctly
- K7 correct and safe positioning of yourself to ensure that you remain visible to drivers whilst maintaining your own personal safety when directing vehicles, including outside vehicles, and when the vehicles are moving forwards and also reversing
- K8 the importance of positioning parked cars correctly so that efficient use is made of the available space, whilst ensuring that safe and ready access to vehicles is available, and that manoeuvrability around the site is maintained, and how to do this
- K9 the importance of ensuring that drivers and passengers with disabilities affecting their mobility have sufficient space to allow them to leave and enter their vehicles readily
- K10 factors which might render a parking area inappropriate, and the actions to take where these occur
- K11 the importance of being alert to potential hazards that might occur within a parking site
- K12 the importance of recording information of any damage caused by vehicles being parked, and how to do this

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