

BOB POTTER LEISURE LTD
LAKESIDE COMPLEX

SAFE WORKING PROCEDURE

SWP Ref. No:	1058	Description of Task / Activity	Manage all traffic flow including visitors' cars, coaches and service vehicles.
Location / Area	Car Park	Equipment or machinery to be used	Two-way radio, torch
Date of Original Compilation	07.08.12	Date of Review	
Person owning process	Venue manager		
Related Risk Assessment ID No.(s)	1057 Car park attendant		

PLEASE PROVIDE DETAILS BELOW (AND ON FOLLOWING PAGE) REMEMBER TO INCLUDE CLEAR INSTRUCTIONS, PPE REQUIREMENTS etc TO PERFORM TASK SAFELY.

Personal Protective Equipment (PPE)

Sturdy comfortable footwear with good grip, sun glasses, high visibility vest and sun hat, make sure that PPE is maintained in good condition.

Car parking attendant's responsibilities:

1. Behaviour must reflect a positive attitude to customers and project the good image of Lakeside.
2. Be a welcoming and professional first point of contact for all visitors arriving to the site
3. Provide information to visitors to the park on general issues i.e. where the facilities are, to ensure visitors gain the most from their visit.
4. To carry out designated patrols of car parks
5. To identify if vehicles have the appropriate permit displayed in the car windscreen e.g. disabled blue badge.
6. To identify if all vehicles are parked in a safe manner within marked bays and with due to consideration to other car park users and are not blocking thoroughfares or exits.
7. To place warning notices on cars parked inappropriately or without a designated permit
8. To report any defects in the car park
9. Put out temporary signage and constantly ensure that signage is correct throughout the event and put away safely at the end.
10. Maintain safe traffic flow on site at all times – speed control etc
11. Be responsible for the safety of visitors walking in the car park
12. Assist visitors with any issues that arise (breakdowns, lost keys etc)
13. Maintain a constant patrolling presence in the car parks
14. Project a warm and professional last point of contact

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Parking cars

It is your responsibility as a car park marshal to ensure that each car is parked in marked bays as quickly as possible, in order to keep traffic queues as short as possible.

If it is not possible for cars to be parked in marked bays e.g. because bays are obscured by snow on the ground the following method will apply.

1. Park vehicles in two rows, one behind another "doubles". Parking in this way allows ample spacing between the parked double lines of cars, and allows the front line to drive out forwards and the back line to reverse out.
2. Cars are parked in a straight line as indicated by markers (cones, rope etc)
3. The first row is parked on the marked line; the second row is parked behind. The rear bumpers of the cars in the front row should be close to the front bumpers of the cars in the second row.
4. By parking the cars in double rows you ensure that every driver can leave the event site whenever they want to.
5. It is important to pay attention when parking vehicles to ensure that you do not create '3-ups' - this is when you park cars in rows of 3 instead of 2. 3-ups cause major problems as they completely block the middle row of cars in. Remember to be constantly aware of what is going on around you.
6. Keep the traffic moving at all times when safe to do so

Positioning yourself safely and communicating with drivers

1. Try to avoid talking to drivers who are on their way in - a 30 second chat can cause major hold-ups further down the line.
2. When you start guiding vehicles into parking spaces, make sure that you have made eye contact with the driver and that he/she has seen you.
3. At no point should you stand directly in front of moving vehicles – stand to the side and direct.
4. The obvious thing to remember is to stay visible to the driver. If they cannot see you then they will not know what you want them to do or where you want them to go.
5. Make sure the area you are directing the vehicle to, is free of pedestrians before you show the driver where he/she is to park.
6. When directing a vehicle, extend your arm and using a rigid palm, motion the vehicle to the area you want them to go. During the vehicle manoeuvre give clear and precise hand signals and/or verbal advice (where necessary). Do not touch vehicles i.e. banging on roofs or bonnets.
7. Never position yourself between a moving vehicle and a stationary one
8. When reversing vehicles, position yourself towards the rear of the vehicle, always on the drivers side. Never stand directly behind a moving vehicle.

Be aware

1. Always be prepared for a driver doing the unexpected e.g. turning left when indicating right.
2. Be aware that drivers will sometimes do exactly the opposite to what you have asked them to do.
3. Be aware that vehicles handle differently in bad weather conditions i.e. on wet surface they may slide or get stuck - try to keep them moving.

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Teamwork

1. Parking cars is very much a team effort and one person can undo all the good work of the rest of the team if they do not pay attention.
2. Clear instructions to drivers and good communication between you and your team, the biggest problem for hold ups is most commonly the sheer volume of traffic. If there are hold ups, try to explain to drivers who lose their patience why it is taking some time for them to leave the site.

Vehicles exiting

Factors that can create traffic congestion are:

1. Vehicle exit point onto the highways, which could well be busy
2. Rush hour traffic can cause major hold-ups
3. An incident on the highway may quickly cause a backlog of vehicles, which may then affect exiting vehicles from the site.
4. There may be a large number of pedestrians also leaving the site

A brief explanation of one or all of the above points to most drivers will be enough to satisfy them. Try to explain to as many drivers as you can - people feel better if they are kept informed.

There will inevitably be occasions when you encounter verbal abuse from drivers. It is important not to retaliate in any way - just walk away from their vehicle, and inform your Manager as soon as possible.

Do not lose your temper at any time. There is nothing you can do to help the situation in these circumstances, other than being as polite and helpful as you can be.

Slips and Trips

1. Wear sturdy and comfortable footwear with a good grip
2. Pay attention to wet surfaces
3. Maintain good house keeping standards and use bins provided
4. Report pot holes so they can be repaired

Adverse Weather

1. Wear personal protective equipment (PPE) to provide protection against adverse weather conditions.
2. Wear sun screen provided to protect against continuous exposure to sunlight

Lone Working

1. Use two-way radio provided when working alone in case of unplanned events such as, physical violence, sudden illnesses or accidents that may arise and pose difficulty.
2. Follow procedure for confrontational situation and violence and robbery
3. Periodic calling to manager, informing colleagues of your whereabouts
4. Log in at start of shift and out at the end of your shift

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Vehicle movement

1. Keep alert and use high visible/reflective clothing at all times due to the risks of colliding with a moving vehicle.
2. Try to stay in a visible locations at all times including when taking vehicle details
3. Be alert to reckless driver behaviour
4. Avoid walking where you cannot be easily seen especially after darker

Briefing

1. Attend safety briefing at start of shift
2. Book out a radio and carry out a check of the radio
3. Check that pocket book has sufficient blank pages for the shift
4. If a torch is necessary check that this has charged batteries and is operating

Confrontational situations

1. When dealing with irate customers focus on the emotions first, remain calm, and try to calm the other person.
2. Listen carefully and try to put yourself in the customer's shoes, so you can better understand how to solve the problem.
3. If you cannot calm the person, ask for help

Violence and robbery

1. Do not become physically involved with the robber
2. Listen carefully to what the robbers say, and obey them. Don't be a hero
3. Don't fight or jeopardize your own safety
4. Be careful not to stare or fix your gaze too long on the robbers, but observe what they look like, what they are wearing, their size, and the type and colour of weapons. Listen carefully to what they say.

Patrolling

1. Patrol the assigned area at the required frequency
2. Aim to cover car park in ½ hour
3. Be alert to reckless driver behaviour e.g. speeding, inattention to driving, and disregard for pedestrians, signs and signals.
4. Whilst patrolling, note all parking contraventions, any hazards (such as potholes) any missing/incorrect signs and/or lines and any noteworthy incidents.
5. Any potential health hazards should be reported immediately
6. Avoid walking where you cannot be seen
7. Always look very carefully when crossing the road from behind or in front of stationary vehicles.
8. Use provision for crossing where provided e.g. pedestrian crossing point
9. Do not adopt the attitude that because you have the right of way at pedestrian crossing, you are automatically safe to cross
10. Cross where there is a clear view in both directions
11. Look and listen for warning signals e.g. horn of motor vehicles

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Disabled badges

1. Check that the displayed badge is numbered and within date
2. EU badges (from Europe), as well as our own existing blue badge holders are exempted and are allowed to use the designated disabled bays.

Emergency Vehicle access

1. Ensure that areas designated for the emergency services vehicles e.g. Police, fire and ambulance are kept clear at all times.

Pocket book

Examples of notes recorded in pocket books include:

1. Any conversations with the motorist and give an accurate record of words and circumstances.
2. Details of any notes displayed on windscreen
3. Location of vehicle, including diagram if necessary
4. Entries in pocket books should be made either at the time or as soon as practicable. The information must be accurate, legible, and not written from memory at a later time.
5. Pocket books must be stored in the office

Children

Be especially aware of children running around in the car parks and look out for their safety

Crowd Safety/Management

Any occurrence during the event in the car parks which gives cause for concern (e.g. drunkenness, organised protests, ticket touts etc.) should be reported to your Manager.

Emergencies

In an emergency, contact anyone with a radio i.e. Security or your Manager. Be very clear and precise with your details. You may also call 999 if the need arises.

Vehicle fire

1. Notify your manager over the radio to contact the emergency services
2. Ask people to clear the immediate area and proceed to the nearest available exit
3. Ask drivers not to return to their vehicles

First Aid

There is always First Aid provision at events, be sure that you are aware of who the first aider are from the start.

Hazards

If you come across a hazard such as broken glass or a build up of waste materials, please report this immediately to your Manager, be clear and precise with the details. Please be observant and look out for hazards that may put visitors at risk – litter, cones etc. If you cannot remove or make good the hazard yourself, contact your Manager who will arrange to have the hazard removed.

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Hospitality /VIP /Guests

There will usually be an area set aside to accommodate such visitors, your Manager will tell you where this area is.

Accidents

If there is an accident along the route the traffic is taking within the car park, you should take the following actions:

1. Contact your Manager immediately
2. If there are no injuries, and it is safe to do so, direct other traffic around the incident, so as to minimise delay.
3. Do not offer first aid (unless you are trained) - if this is required your Manager will dispatch a trained first aider or contact the emergency services.
4. If you are involved in any way with an incident or accident contact your Manager immediately and he/she will deal with the situation.

If a pedestrian is injured, immediately contact your Manager or the nearest first aider, they will record the incident and will require information if you witnessed the injury occurring. In such cases, be clear and precise when giving details.

Lost & Found

Hand over any items you find to your Manager, visitors who have lost items should be directed to the reception desk.

Anyone who is lost should be placed in the care of your Manager who will organise for someone to care for them.

Radio Contact

Any urgent information that needs to be relayed, speak to your Manager or Security with a radio. If you have to give instructions, be clear and precise.

Security

If there is a security issue, forward any information to your Manager or Security. Be clear and precise.

Abandoned Vehicles

If there is an unattended vehicle causing an obstruction, try to resolve the situation or inform your Manager who will seek to resolve the issue.

Drinking

There is a strict no alcohol policy while working, anyone found to be drinking or under the influence of alcohol when on duty will be instantly told to cease work.

Fitness for work

It is important that if you are not fit for work or you are on medication be it prescription or shop brought which may impair your performance to make this known to your manager.

Similarly, if you are under the influence of any other substance (such as alcohol or drugs) while at work you must make this known to your manager.

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Eating

You are not permitted to eat while on duty, breaks are provided at appropriate times

Mobile phones

Mobile phone use when on duty is not permitted, except in an emergency, a car park can be a dangerous place of work and you need to be fully attentive at all times.

Smoking

You are not permitted to smoke when on duty except in designated area and with the permission of your manager.

General

It is not only people that cause a disturbance - their vehicles can also create noise through stereos, slamming doors, revving engines, the horn or screeching tyres for example.

Noise from car parks and access roads normally only becomes an issue when patrons are leaving a venue during the later part of the evening or night.

It should be ensured that car parks do not become areas for congregation of patrons with associated playing of car-stereos and anti-social behaviour etc.

Questions you may be asked by visitors

The following is a list of the questions you are most likely to be asked during your shift - try to ensure that you find out the answers as soon as you start work:

1. What time does the event open
2. What time does the event close
3. Where are the toilets
4. Where can I buy a programme
5. Where can I buy food/drink
6. Where is the box office/ticket office
7. Where can I get a taxi/bus/train
8. Where is the nearest first aid point
9. Is there a cash point on site
10. Where is lost and found
11. Where is my car!!