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Directorate-General
for Mobility
and Transport



TRUCK
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LABEL Service Criteria

The LABEL Project Partners are:



Service Level 1:	Providing the Basics 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. Implementation of measures should comply with Member States' national legislation.
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 allowed for the location of certain facilities. This is to avoid that facilities not on the TPA, but within easy reach of the users, are excluded. An indication for "nearby": within the 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	<p>Washing facilities available and working</p> <p>More than just water tap. To give an idea, recommended: 2 basins < 75 slots, 4 basins 76 - 125 slots, 6 basins > 125 slots</p>
SV 2.2	<p>Clear signs that promote a safe traffic situation at the TPA</p> <p>Signs preferably with pictograms</p>
SV 2.3	<p>Safe deceleration at entrance/ acceleration at exit</p>
SV 2.4	<p>Separate parking for cars and HGVs clearly indicated</p>
SV 2.5	<p>Picnic table present at the TPA or alternative.</p> <p>Alternatives may be: a place to sit at shop, snack-bar or restaurant or elsewhere nearby</p>

Service Level 3:	Providing Service for Personal Hygiene and Shop/ Fuel Station
	<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 allowed for the location of certain facilities. This is to avoid that facilities not on the TPA, but within easy reach of the users, are excluded. An indication for "nearby": within the 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	<p>Shelter against rain or sun near parking area.</p> <p>Alternatives may be: snack-bar or restaurant</p>
SV 3.6	<p>Contingency plan/ management available/ emergency contacts known to the staff</p> <p>Examples of contacts: police, fire brigade, first aid, doctor.</p>
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:	Providing Full Service for Driver and Vehicle. 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. In a number of cases "nearby" is allowed for the location of certain facilities. This is to avoid that facilities not on the TPA, but within easy reach of the users, are excluded. An indication for "nearby": within the range of sight, walking distance about two minutes. Implementation of measures should comply with Member States' national legislation.
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 allowed for the location of certain facilities. This is to avoid that facilities not on the TPA, but within easy reach of the users, are excluded. An indication for "nearby": within the 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 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

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LABEL Security Criteria

The LABEL Project Partners are:



Security Level 1:	Providing the Basics 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. Implementation of measures should comply with Member States' national legislation.
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 patrols or by external guards). Bushes are to be kept low to enable surveys. An indication of a phone number to emergency services should be present.

Security Level 2	Technical Measures to Improve Security
	<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	Security Measures are Combined, Access of Persons Restricted 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. Implementation of measures should comply with Member States' national legislation.
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 <u>unintentional</u> 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	Real Time Monitoring of Vehicles and Persons by Professional Staff
<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	Verification of Vehicles and Persons by Professional Staff, Site Manned Around the Clock 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. Implementation of measures should comply with Member States' national legislation.
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 <u>any authorized person</u> 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.