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Directorate-General  
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# *LABEL Service Criteria*

The LABEL Project Partners are:



<b>Service Level 1:</b>	<b>Providing the Basics</b>  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.
<b>No.</b>	<b>Requirements in detail</b>
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

<p><b>Service Level 2:</b></p>	<p><b>Also Providing Washing Facilities and a More Convenient Lay-out of the Parking Area</b></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>
<p><b>No.</b></p>	<p><b>Requirements in detail</b></p>
<p>SV 2.1</p>	<p>Washing facilities available and working</p> <p>More than just water tap. To give an idea, recommended: 2 basins &lt; 75 slots, 4 basins 76 - 125 slots, 6 basins &gt; 125 slots</p>
<p>SV 2.2</p>	<p>Clear signs that promote a safe traffic situation at the TPA</p> <p>Signs preferably with pictograms</p>
<p>SV 2.3</p>	<p>Safe deceleration at entrance/ acceleration at exit</p>
<p>SV 2.4</p>	<p>Separate parking for cars and HGVs clearly indicated</p>
<p>SV 2.5</p>	<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>

<b>Service Level 3:</b>	<b>Providing Service for Personal Hygiene and Shop/ Fuel Station</b> <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>
<b>No.</b>	<b>Requirements in detail</b>
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)

<b>Service Level 4:</b>	<p><b>Providing Full Service for Driver and Vehicle.</b></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 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>
<b>No.</b>	<b>Requirements in detail</b>
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

<b>Service Level 5:</b>	<p><b>Providing the High End of Comfort Levels.</b></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>
<b>No.</b>	<b>Requirements in detail</b>
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