

## **5.0 Environmental Issues**

### **5.1 INTRODUCTION**

Wing Parking understands the public's concern for the environment, both locally and globally and therefore has adopted an Environmental Policy to ensure that it acts according to those concerns.

The Company regards the promotion of environmentally friendly procedures as an important and forward-looking factor in its operations, and considers that this policy is in the mutual interest of management, employees, clients and the general public.

This document aims to set out, in clear but simple terms, the Company's policy with regard to general Environmental matters.

If any employee or sub-contractor has any questions or proposal regarding this document, they should contact Mark Austin.

Any breach of this policy will be treated as a disciplinary offence, and if considered to be serious enough, may result in the termination of employment of the offending party.

### **5.2 ENVIRONMENTAL ISSUES POLICY**

Wing Parking will ensure that its operations and its staff have a minimal effect upon the environment, both locally and globally. This will be achieved by:

- o Ensuring that staff are aware of the overall policy and of how their actions can affect it.
- o Ensuring no pollution is caused by Company waste.
- o Ensuring all motor vehicles are operated at optimum levels so as to ensure fuel economy and low levels of emissions.
- o Ensuring staff operate without causing any litter, noise, or nuisance.
- o Ensuring waste materials are disposed of in the correct manner, using specialist facilities where necessary.
- o Ensuring staff are encouraged to conserve resources and to recycle wherever possible.
- o Ensuring co-operation with other interested parties, including the public and clients.

## **4.0 Quality Control & Customer Care**

### **4.1 QUALITY CONTROL & CUSTOMER CARE POLICY**

Quality Control and Customer Care are important issues that affect the entire Company. The exercise of effective quality control and customer care systems will have benefits in terms of Company performance and overall appearance.

The Company regards the promotion of quality control and customer care measures as important factors in its operations, and considers that this policy is in the mutual interest of management, employees, clients and the general public.

This document aims to set out, in clear terms, this Company's policy with regard to quality control and customer care.

If anyone has any questions or proposal regarding this document, they should contact Mark Austin.

### **4.2 QUALITY CONTROL & CUSTOMER CARE OBJECTIVES**

The Company, through its quality control and customer care policy, aims to ensure that all members of staff as individuals, and the Company as a whole, meet the levels of service, conduct and responsibility expected of it by the various groups it has dealings with. These include:

- o Members of the public
- o Clients
- o Other business contacts
- o Management
- o Other employees
- o Statutory Bodies

### **4.3 QUALITY CONTROL & CUSTOMER CARE FACTORS**

The following factors will help to ensure that expected levels of quality control and customer care are achieved and maintained:

- o A clear knowledge of the target levels of quality and care expected by any single employee, department or company in order that the employee, department or company can be immediately aware of any failure to meet those levels.
- o The recruitment of the most qualified most experienced and best-suited staff available to fill any vacancy.
- o The provision of reasonable and suitable levels of remuneration and benefits in order to ensure that all staff are both satisfied with their working conditions and properly motivated to perform to the best of their abilities.
- o The provision of a structured and relevant training policy in order to allow staff to feel confident that they can meet the levels of quality expected.
- o Ongoing monitoring and assessment of staff, together with disciplinary procedures, retraining and opportunity for staff development and promotion as appropriate.
- o The provision and maintenance of the necessary tools, equipment and facilities in order to allow staff to meet the levels of quality and care expected.
- o A means of monitoring the levels of quality and care actually being provided, together with a method by which any shortfall can be identified, isolated, examined and redressed in order to ensure it will meet the quality and care levels expected in the future.

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- o Clear and purposeful guidance of employees by supervisors and management together with a clear indication of the intended purpose of any proposed actions.
- o A recognised means of employee feedback in order to ensure that all viewpoints are considered.
- o A clear management and departmental structure with recognised lines of authority and reporting.

### **4.4 STAFF UNIFORM & IDENTIFICATION**

Full uniform (including tie or safety clothing where appropriate) must be worn at all times whilst on duty. All uniform must be kept clean, tidy and in good repair. At all times staff should ensure they are easily identifiable as being employees of Wing Parking.

You must ensure that at least one badge showing the detail "Wing Parking" is clearly visible at all times whilst on duty.

I.D. Cards must be carried at all times whilst on duty. At all times staff should be easily identifiable as employees of Wing Parking. I.D. must be shown to any person who asks to see it, including members of the general public.

Any Employee who is found to be out of uniform or without I.D. cannot be considered able to carry out their duties and will therefore be suspended for the day without pay.

Repeated offences of being out of uniform or failing to produce I.D. when requested will lead to disciplinary action, including dismissal if the offence is serious enough.

Where applicable, staff should always ensure that a copy of the Authority to Act issued by the appropriate Council is available to be shown if required in order to prove that both yourself and the Company are authorised to carry out the work you are doing.

At no time must you indicate or imply that you are anything other than an employee of Wing Parking. Specifically, you must not indicate, or imply that you are a Police Officer, Council Official, or that you are operating Statutory Controls.

### **4.5 GENERAL STAFF CONDUCT AND COURTESY**

Employees will often have a high public profile, and must therefore present a professional and efficient public image, even in difficult circumstances. They must act with firmness, sensitivity and tact, coupled with common sense and patience, and must think clearly, and act sensibly, under pressure. All persons, be they other members of staff, client's staff or member of the public must be treated with respect, courtesy and politeness at all times.

All employees are instructed to ensure that they do not place themselves in circumstances that may lead to any damaging allegations being made against the Company or the staff of the Company or the Clients of the Company.

If the employee feels that any situation may be becoming out of hand, they are instructed to withdraw immediately, and they should not become involved in any lengthy debate over any one incident. All such matters must be referred to the office.

In view of the type of work being carried out, it is essential that the employee at all times, does quickly and efficiently, carry out the specific instructions given by their supervisor or by the office. Failure to carry out such instructions will be viewed as a serious offence.

In all instances where information is sought from the employee that they are unable to answer, they must refer the enquirer to the office.

### **4.6 RESPONSE TO VERBAL ENQUIRIES (NON APPEALS)**

It is our intention to ensure that any verbal complaint or enquiry would be answered to the best of our ability within a maximum response time of 4 hours.



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This time limit can only be guaranteed where the information requested is readily available to us. In circumstances where information is requested which is not within the normal boundaries of our operation, we are obviously be dependant upon the receipt of such information from outside sources, e.g. If we needed information from our Clients, or comments from a particular member of staff were needed but that person was unavailable.

In order to ensure that we are able to answer any verbal complaint within this two-hour time limit, we will operate the following system:

- a) We will maintain up to date information and will make this information readily available to any member of staff who may require it in order to respond to any query.
- b) Any PCN Issue Incident will be recorded upon a networked computer database that has been specifically designed to record such incidents. The database will allow any user to bring up any record, or group of records, at any time, thereby allowing any member of staff who is free to be able to deal with any query at any time.
- c) The database allows for the immediate recording and recall of extensive data regarding any incident allowing any member of staff to be able to respond very quickly to any verbal query. Most enquiries will be able to be dealt with immediately upon receipt.
- d) In the event that the above information is insufficient to provide an effective response, our communications system in place will allow quick and effective contact to any member of staff who may have had dealings with the incident.
- e) In the event that circumstances should arise where it appears that a full response cannot be made within the time limits, e.g. where additional information is being sought from an outside source, then we will reply within the maximum time limit with as much detail as possible, and at the very least with an enquiry acknowledgement. This will be done with a commitment to provide the necessary information by means of a return call as soon as possible.

### **4.7 RESPONSE TO WRITTEN ENQUIRIES (INCLUDING EMAIL) (NON APPEAL)**

It is our intention to ensure that any written complaint or enquiry would be answered to the best of our ability within five working days.

This time limit can only be guaranteed where the information requested is readily available to us. In circumstances where information is requested which is not within the normal boundaries of our operation, we are obviously be dependant upon the receipt of such information from outside sources, e.g. If we needed information from our Clients, or comments from a particular member of staff were needed but that person was unavailable.

In order to ensure that we are able to answer any written complaint within the time limits, we operate the following system:

- a) We will maintain up to date information and will make this information readily available to any member of staff who may require it in order to respond to any query.
- b) Any PCN Issue Incident will be recorded upon a networked computer database that has been specifically designed to record such incidents. The database will allow any user to bring up any record, or group of records, at any time, thereby allowing any member of staff who is free to be able to deal with any query at any time.
- c) The database allows for the immediate recording and recall of extensive data regarding any incident allowing any member of staff to be able to respond very quickly to any written query. Most enquiries will be able to be dealt with on the day of receipt or within 48 hours.
- d) All incoming mail is date stamped upon arrival. Any mail delivered on a Saturday is not opened or date stamped until Monday (Tuesday after a Bank holiday) and is therefore not considered to have arrived until the date it is stamped. All mail is then sorted and delivered to the appropriate person.

- e) in the event that the recorded information is insufficient to provide an effective response, our communications system will allow quick and effective contact to any member of staff who may have had dealings with the incident.
- f) In the event that circumstances should arise where it appears that a full response cannot be made within the time limits, e.g. where additional information is being sought from an outside source, then we will reply within the maximum time limit with as much detail as possible, and at the very least with an enquiry acknowledgement. This will be done with a commitment to provide the necessary information by means of a second letter as soon as possible.

#### **4.8 APPEALS PROCEDURE**

##### **4.8.1 General principles**

The Appeals Procedure is applied in all cases in a non discriminatory manner. Appeals are usually answered by specialist appeals staff and are undertaken according to the wishes of the individual clients. The operating instructions of the clients are adhered to in all cases. No information regarding appeals is kept on individual workstation computers. All information is regarded as private and confidential and is not shared with anyone outside the organization except relevant personnel of the respective clients or other recognized authorities or advisors. Company information relating to appeals is considered to be subject to the Data Protection Act.

##### **4.8.2 Appeal information**

Details of how to access the Appeal process are written on the PCN that are issued to customers. It is company policy that appeals are accepted only if submitted by post or email. All appeals are dealt with in strict chronological order and emails do not receive any priority over posted appeals.

##### **4.8.3 Appeal Timescale**

A written or emailed reply will be sent within 10 working days of receipt although the majority will be sent within 5 working days of receipt. If there are queries that require extra investigation, an acknowledgement is sent to confirm that an investigation is underway. Appeals are answered as soon as possible, deliberate delays in order to escalate charges are not permitted. Email appeals are replied to by email and postal appeals are replied to by post.

##### **4.8.4 Stage 1 Appeal**

- a) All appeals are logged on the relevant computer system.
- b) All information pertaining to the incident is reviewed - this may include inspection or contacting of one or more of the following: photographs, telephone call logs, emails from estate managers, parking attendants, log of temporary instructions (this is not a finite list and from time to time other reviews may be necessary). For complex appeals, a Director would be consulted.
- c) Letters are prepared according to clients wishes.
- d) Copies of all letters (incoming and outgoing) are kept as scanned computer files for a period of 2 years. Paper copies are not stored.
- e) A copy of relevant photographs may be sent with replies if necessary but will not be done in all cases. No charge is made for photographs sent out with appeal replies however where customers request copies of photographs for their own purposes, a charge may be made according to the provisions of the Data Protection Act.
- f) If appeals are received for clients who carry out their own appeal process, scanned copies are sent onto the client within 5 working days. Original copies are not kept.
- g) For clients who carry out their own Stage 2 appeals, the information on how to do this is included in the Stage 1 Rejection Reply.
- h) If an appeal is upheld and a refund is required, this will be done at the time and sent with the reply or within 2 working days if a credit card refund is required. If a PCN cancellation is required, this will be done at the time.

##### **4.8.5 Stage 2 Appeal**

- a) It is usual for Stage 2 appeals to be carried out directly by the Client and these will be subject to the Client's own appeal handling policies.

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- b) All necessary assistance will be given to the Client in order to allow them to respond to the Appeal. This includes supplying copies of the Stage 1 appeal and Rejection Reply.

#### **4.8.6 Stage 3 Appeal**

- a) If the appeal is rejected at Stage 2, a final appeal may be made at Stage 3.
- b) Stage 3 appeals will be carried out by an Independent Appeals Service. Current this service is provided by POPLA (Parking On Private Land Appeals).
- c) Stage 3 appeals will be handled according to instructions and policies laid down by the Independent Appeals Service.
- d) Details on how appeals may be made to the Independent Appeals Service will be included in the Stage 2 Rejection Reply.

#### **4.8.6 Discount Period and Appeals**

Where a discount period is offered allowing a reduced payment for early settlement of any PCN, in order to take advantage of that discount, the customer should still submit payment within the discount period.

In the event of an unsuccessful appeal, the relevant discount period must still be allowed, such period commencing from the date of the Rejection Reply.