

Volunteer role information:

Pedestrian Management

Thank you for volunteering!

STAYING SAFE



Wear a **YELLOW** Hi-viz vest at **ALL** times.

DO NOT stand in front or behind a moving vehicle

Be aware of uneven ground AND trip hazards.

Be alert to moving vehicles

Ask a team lead or another volunteer if unsure

QUICK START

- Keep pedestrian routes clear and visible
- Use simple, clear instructions at all times
- Direct customers towards the correct entrance and exit routes

volunteers@silverstoneschoolparking.co.uk

Volunteer role information:

Pedestrian Management

YOUR ROLE

Safely manage pedestrian movements within and around the car park maintaining safe separation between vehicles and pedestrians.

You'll also be a point of contact for customers requiring directions or assistance

 Perform regular H&S checks in your area ie pick up litter, debris, fill holes, replace damaged barrier tape etc.

WHAT WE'LL PROVIDE

- Hi-viz vest, litter picking equipment, etc. **Please use all provided equipment safely.**
- Portaloos, refreshments and bottles of water will be available too.

WHAT TO BRING

- Weather appropriate clothing
 - Closed toe footwear
 - Gardening gloves
- Limited shade is available. In hot weather please bring sun protection (hat, sun screen etc)

WHERE WE NEED YOU AND WHEN!

The rota will show where you need to be and when. Please check the rota regularly as changes may happen.

PEDESTRIAN MANAGEMENT

- Familiarise yourself with the car park layout and pedestrian routes before your shift.
- Encourage or direct customers to remain on these routes at all times.
- Manage pinch points safely. Where pedestrians and vehicles may conflict, hold either pedestrians or vehicles briefly to maintain a safe flow and reduce congestion.

NEED HELP?

1. **Traffic or customer issue:** contact team lead
2. **Unsafe situation:** step back and report to team lead.
3. **Incident:** escalate immediately.

CUSTOMER EXPERIENCE

- Be friendly, welcoming and visible.
- Provide clear directions (i.e route to circuit, return route to car park etc)
- Remind customers of car park closing times

P	Opening & Closing Times					
	Friday		Saturday		Sunday	
	Gates open	Gates locked	Gates open	Gates locked	Gates open	Gates locked
Church St	06:30	23:30	06:30	23:30	05:30	21:30
Green Lane	06:30	23:30	06:30	23:30	05:30	21:30
The Firs	06:30	23:30	06:30	23:30	05:30	21:30
The School	X	X	06:30	23:30	05:30	21:30

Please be respectful of our neighbours when using our car parks