

Volunteer role information:

Traffic 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

Do not lean into or place hands inside vehicles

Slow vehicles and maintain

Always ask the team lead if unsure

QUICK START

- Always stand to the side of vehicles
- Use clear hand signals and voice
- Direct pedestrians to use our safe walkways at all times

REQUEST ALL DRIVERS REVERSE PARK FOR THE SAFETY OF ALL VOLUNTEERS AND CUSTOMERS

volunteers@silverstoneschoolparking.co.uk

Volunteer role information: Traffic Management

YOUR ROLE

As Traffic Management, **you will be controlling vehicle flow from the scanning point into the car park**, ensuring smooth steady movement of vehicles and clear communication with drivers, Scanning and Car Parking teams.

Further guidance can be found overleaf

WHAT WE'LL PROVIDE

- Hi-viz vest, litter picking equipment, cutting tools 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.
Unfortunately if you are unable to stand / walk for the duration of your shift this role is not suitable. Please contact the volunteer co-ordinator if you have been assigned this role.

PARKING ALLOCATION

- Control vehicle flow from the scanning point.
- Maintain a steady flow of traffic, minimising congestion and queues.
- **Understand the car park and row layout**, including:
 - suitability for low vehicles/sports cars
 - row width restrictions
 - non standard vehicle locations
 - overall capacity
- Move parking team members between rows where required to maintain flow
- Anticipate space, flow and congestion before it builds.

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 confident and clear — **drivers will follow your lead.**
- Keep instructions short and consistent (e.g. “straight ahead”, “left lane”, “next row” “green cone”)
- Support a calm, organised entry experience for all drivers
- **Slow vehicles as they approach and encourage safe, controlled movement through the site**
- **Reinforce key instructions** where needed

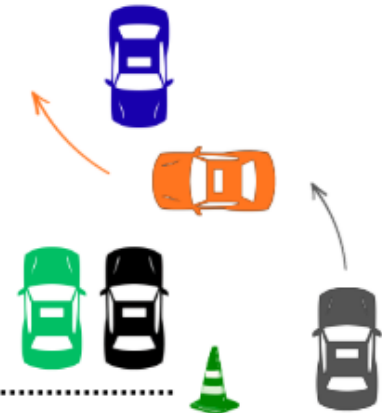


TRAFFIC MANAGEMENT GUIDANCE

- **During busy periods, you will manage multiple moving and waiting vehicles.** See the diagram opposite for tips on how to manage this with the car parking team.
- Use coloured cones at the end of rows to help drivers understand where to go.
- Maintain a steady flow of traffic minimising congestion or bottlenecks.
- Work closely with Scanning and Parking teams to balance vehicle distribution across the car park
- Direct vehicles based on size and suitability (e.g. larger vehicles to wider rows, low vehicles to appropriate ground conditions)

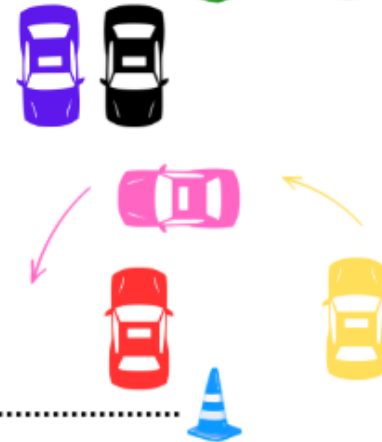
Row 2 a&b

Whilst the blue car is unloading, the green car is parked on the opposite row. The orange car will park alongside the blue car when they are finished unloading, and the grey car will wait their turn to park alongside the green car.



Row 1 a & b

Whilst the red car is unloading, the purple car is parked on the opposite row. The pink car will park alongside the red car when they are finished unloading, and the yellow car will wait their turn to park alongside the purple car.



The Traffic Management volunteer will direct the next car to the first available row using the coloured traffic cones as guides.

