

**REGULATION FOR CERTIFICATION ACTIVITIES OF
SAFE AND SECURE PARKING AREAS ACCORDING
TO COMMISSION DELEGATED REGULATION (EU)
2022/1012 OF 7 APRIL 2022, SUPPLEMENTING
REGULATION (EC) NO. 561/2006 OF THE
EUROPEAN PARLIAMENT AND OF THE COUNCIL**

03	Inclusion of the link for submitting complaints to DEKRA regarding its services, together with the email address to be used in the communication required for STTPA activities: <i>eu-parking@dekra.com</i> .	30/07/2026	DT	DT	AD
02	Aggiornamento generale accreditamento Circolare tecnica DC N° 39/2025 Errata Corrige Circolare tecnica DC N° 31/2025	12/11/2025	DT	DT	TO
01	General accreditation update	25/07/2025	DT	DT	TO

00	First Issue	20/10/2024	DT	DT	TO
Rev.	Description	Date	Elaborate	Verified	Approved

1. PURPOSE AND SCOPE

These certification rules describe the DEKRA conditions and the certification process of safe parking areas referred to as SSTPAs, as set out in COMMISSION DELEGATED REGULATION (EU) 2022/1012 of 7 April 2022 supplementing Regulation (EC) No 561/2006 of the European Parliament and of the Council with regard to the establishment of rules specifying the level of service and safety of safe and secure parking areas and the procedures for their certification.

Article 8a(1) of Regulation (EC) No 561/2006 sets out a list of requirements that parking areas accessible to drivers carrying goods and passengers by road must meet in order to be certified as safe and secure in relation to their levels of service and safety.

The Safe and Secure Parking Areas for Commercial Means of Transport (trucks-coaches) called SSTPA is a broad voluntary level initiative. Safe and secure parking spaces for heavy goods vehicles are necessary to ensure socially fair conditions for drivers during breaks in accordance with Article 8 of Regulation (EC) No 561/2006. They are also needed to tackle problems such as freight-related crime and the inadvertent transport of illegal immigrants. However, safe and secure parking spaces remain too scarce and the services provided by existing facilities are often insufficient and uncoordinated. Establishing safe and secure parking spaces requires careful reflection on the different requirements to be imposed on different stakeholders, along with assessing the need for legislative changes or other supporting actions. In this context, DEKRA is a certification body (CB) that offers, among other things, SSTPA certification services to SSTPA operators. The Bodies are the gateway through which operators register their parking spaces on the European platform.

The scheme is developed in accordance with the following standards:

- Regulation (EC) No 561/2006 of the European Parliament and of the Council of 15 March 2006 on the harmonisation of certain social legislation relating to road transport, amending Council Regulations (EEC) No 3821/85 and (EC) No 2135/98 and repealing Council Regulation (EEC) No 3820/85 (1), and in particular Article 8a thereof, paragraph 2;
- COMMISSION DELEGATED REGULATION (EU) 2022/1012 of 7 April 2022 supplementing Regulation (EC) No 561/2006 of the European Parliament and of the Council with regard to laying down rules specifying the level of service and security of safe and secure parking areas and the procedures for their certification;
- RG -01 Regulation for the accreditation of Certification Bodies, Inspection; Validation and Verification – General Part;
- RG-01-01 Regulation for the accreditation of Management System Certification Bodies;
- RG-01-03 Regulation for the accreditation of Product/Service/Process Certification Bodies;
- RG-01-04 – Regulation for the accreditation of Inspection Bodies;
- UNI CEI EN ISO/IEC 17021-1:2015 - Conformity assessment - Requirements for bodies providing audits and certification of management systems - Part 1: Requirements;
- UNI CEI EN ISO/IEC 17020:2012 - Conformity assessment - Requirements for the operation of various types of bodies carrying out inspections;
- UNI CEI EN ISO/IEC 17065:2012 - Conformity assessment - Requirements for bodies certifying products, processes and services;
- LEGISLATIVE DECREE no. 8 of 9 April 2008.
- IAF MD 5:2023
- Technical Specification DC N° 31/2025 – Provisions on the ISO/IEC 17021-1 accreditation of Certification Bodies according to Commission Delegated Regulation (EU) 2022/1012 of 7 April 2022, supplementing Regulation (EC) No. 561/2006 of the European Parliament and of the Council;
- Technical Specification DC No. 39/2025 – Errata Corrigendum DC Technical Circular No. 31/2025 Provisions regarding the ISO/IEC 17021-1 accreditation of Certification Bodies pursuant to Commission Delegated Regulation (EU) 2022/1012 of 7 April 2022, supplementing Regulation (EC) No. 561/2006 of the European Parliament and of the Council.

2. GENERAL PRINCIPLES AND GUARANTEES FOR THE CUSTOMER

In its certification activities, in addition to the provisions of the General Terms and Conditions of Supply, DEKRA applies the following principles:

a) Absence of discrimination: access to certification services is allowed to any Organization that requests it, in compliance with these Regulations, without any discriminatory conditions of a commercial, financial nature or membership of particular associations

b) Impartiality and independence, ensured by the following measures:

- Carrying out certification activities assigned to personnel with no interest in the Organisation being certified, who are required to comply with the rules of conduct and independence established by DEKRA; on this point, DEKRA undertakes to accept any reasoned reports from the Customer regarding the existence of incompatibility of assignment, which could compromise impartiality or independence of judgment. Impartiality is also ensured through the involvement of dedicated supervisory bodies for the provision of DEKRA services;
- Clear separation between the staff who carry out the audit activities and those who participate in the certification decision;
- Total abstention from carrying out assistance activities in the definition and application of the requirements to obtain the Certification
- Timely management of complaints, appeals and disputes, as defined in § 17 of these Regulations;
- Confidentiality: *in* addition to what is regulated in the General Terms and Conditions of supply, DEKRA ensures that all personnel, including its Auditors, sign a confidentiality commitment, as well as a document in which the personnel undertakes to process any data they come into possession of in compliance with the provisions of the Privacy Act;
- Accreditations and Notifications: DEKRA undertakes to inform the Customer of any withdrawal, suspension or revocation of accreditation; in such cases, DEKRA shall not be liable in any way for any damage caused to the Customer by the renunciation, suspension or revocation of accreditation or notification; in such cases, the Customer shall be entitled to terminate the contractual relationship with DEKRA without prior notice and without additional charges.

If changes to the certification requirements are necessary as a result of changes in the mandatory legislative landscape, DEKRA will notify the Customers in writing of the date on which they will come into force. By that date, it will be necessary to carry out the adjustments with supplementary assessments to be carried out and planned by that date.

If a customer does not comply with the objectives set within the established timeframe, DEKRA Testing and Certification may suspend or revoke the certification.

DEKRA may legitimately refuse to accept requests concerning organizations and/or their products/activities that are subject to restrictions, suspensions or prohibitions by a public authority or that are not in line with company policies or that do not comply with the general ethical principles of EU Regulation 1012/2022 or that in its technical opinion do not comply with the fundamental criteria of the Regulation contained in Annex I.

3. ADMISSION REQUIREMENTS FOR CERTIFICATION

The Organization, before embarking on the Certification process, must meet the following requirements:

- Accept the conditions set out in these Regulations;
- Ensuring assistance to the DEKRA Audit Team during all Audit activities;
- Authorize access to the premises, safe and secure rest areas, areas and information necessary to carry out the Audit;
- Be responsible for the application of the requirements of current regulations on safety in the workplace. In the absence of mandatory provisions, the Organization undertakes to provide DEKRA with complete and detailed information regarding the specific risks that exist in the environment in which DEKRA personnel are intended to work. The Organization therefore undertakes to implement, as well as promote, through the appropriate designated appointee, the measures of protection and prevention from risks in the workplace that affect the activities of DEKRA Auditors and that require the protection of both workers and all other subjects who work or who are in any case present in the same work environment;

Accept, at no additional cost, the presence of:

- Assessors of the accreditation/control body ACCREDIA, who will be notified by DEKRA with a clear illustration of roles. The purpose of this presence is to ensure that the assessment methods adopted by DEKRA comply with the requirements for accreditation;
- DEKRA assessors in training;
- DEKRA assessors as observers, who have the purpose of carrying out on-site monitoring activities on the correctness of the evaluations and the service provided to Customers.

4. CERTIFICATION PROCESS

The certificate may be issued to an enterprise that has demonstrated that it meets the requirements for issuing the certification.

Prior to the initial issuance of a certificate, one or more of the following points must have been successfully completed:

- Review of the documentation (procedures, instructions, forms, etc.) supplied to the company;
- Safe and secure rest area inspection
- Resolution of any surveys issued (NCM, NMm) with related documented evidence

Throughout the certification process, DEKRA verifies that the company:

- provides services in accordance with the relevant legislation and current legislation;
- is in possession of the legislative authorizations necessary for the performance of the services;
- it makes use of trained/informed personnel and in sufficient numbers to cover the workload assumed, possibly with the collaboration of subcontractors;
- has a technological structure (tools, equipment, infrastructures, etc.) suitable for ensuring the correct performance of activities;
- uses appropriate procedures and instructions for the control and coordination of the activities themselves

In the event of non-compliance, the relevant corrective actions must be carried out by the applicant and their implementation will be verified by DEKRA before the certificate is issued.

5. CERTIFICATION APPLICATION

Following a request for quotation from an applicant, DEKRA will review the information received.

The request must contain information on the applicant and information on the services provided by the company, the level of certification required, the area to be certified, including knowing the number of personnel involved in the entire process of providing the activities subject to certification. DEKRA examines the information on the applicant, if this information is deemed sufficient, proceeds with the listing of the asset.

Once the scope of the required certification activity has been defined and understood, DEKRA will send the applicant a listing of the activity by collecting sufficient information.

6. PLANNING

DEKRA will define a plan for the assessment activities to enable all parties involved to manage the certification process.

7. PRE-CHECK OR PRE-AUDIT

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An applicant who considers himself or herself not ready for the initial may ask DEKRA to carry out a preliminary assessment (pre-audit).

The preliminary assessments will provide the applicant with an indication of whether the relevant aspects of the standard requirements have been adequately addressed. Preliminary assessment is a service offered to applicants before the start of the certification process. It is optional and is in no way part of the certification process and/or replaces the audit activities provided for in the scheme.

8. EXAMINATION OF DOCUMENTATION AND PROCEDURES PROVIDED TO THE COMPANY

Before the initial on-site inspection, DEKRA must verify the correct implementation of the applicable requirements described by COMMISSION DELEGATED REGULATION (EU) 2022/1012 of 7 April 2022 through a Phase 1 verification that can be carried out on-site (also after verification of the conditions and availability of connection), or off-site. The company must provide DEKRA with the following documentation sufficiently in advance:

- General plan of the area affected by the SSTPA safe and secure parking area
- Certificates: training of the personnel involved in the entire process of providing the activities covered by the certification (operational staff and video surveillance);
- Lighting report/surveys/test report of the brightness level on the perimeter, parking area and entrance/exit area;
- Video surveillance report showing coverage of the perimeter areas, parking area, entrance/exit area, where required by the required level of certification;
- Company documentation relating to procedures, operating instructions, registration forms, risk assessment required according to the required level (bronze, silver, gold or platinum)
- SSTPA safe and secure parking area regulations, where provided for or present
- Privacy policy or internal documents highlighting the established timeframes for maintaining and archiving video surveillance system recordings

This documentation may also be made available, in agreement with the DEKRA inspector, directly on the occasion of the phase 1 documentary verification.

In the event of findings, DEKRA will inform the applicant of the non-conformities and request appropriate corrective actions and an updated version of the documents.

Once the adequacy of the documentation has been verified, the date for the inspection that will be carried out on site is agreed with the parties, at least for the inspection of the parking area (verification of plant functionality).

9. INITIAL INSPECTION AT THE SAFE AND SECURE REST AREA AND ON-SITE INSPECTION

During the initial audit at the safe and secure SSTPA rest area, DEKRA will assess the application of the operating procedures provided for the defined certification level.

During the inspections, the procedures and their correspondence with the provision of the service, the state of the infrastructures, the presence of the declared services, the verification of the communication of information and the necessary skills of the personnel involved, etc., will be verified.

Inspections are planned at the safe and secure SSTPA parking area covered by the contract and certification.

The inspection and inspections will be documented in a completed verification report containing a list of the findings found.

In addition, it is considered that failure to achieve the level of certification required and confirmed in the contractual phase does not allow the issuance of the certification or its maintenance for a different level and requires a new certification audit.

In addition, the Non-Conformities detected must be managed as required by points 9.4.5.4 of UNI CEI EN ISO/IEC 17021-1:2015 and points 7.4.6, 7.4.7 and 7.4.8 of UNI CEI EN ISO/IEC 17065:2012. Therefore, once the customer has been informed about the Non-Conformities detected and accepted by him, the

additional assessment methods necessary to verify that the Non-Conformities have been corrected will be communicated.

On the basis of the type (severe NC) or a substantial number, additional follow-up activities may be envisaged, according to the procedures set out in the technical-economic offer signed by the customer.

It is also specified that, as indicated by the "Resolution on the accreditation for CABs certifying operators of safe and secure parking areas" of 2024, any non-compliance related to the physical requirements for parking areas must be handled as a major non-conformity. Any such requirements must be met (e.g., remediation implementation and corrective action must be reviewed, accepted, and verified) before certification can be granted.

In addition to the above, any Non-Conformities found during the initial inspection and subsequent maintenance inspections are classified as follows:

- A major non-compliance is objective evidence of an extensive, repeated and continuous failure to satisfy, beyond any interpretative doubt, a legislative or authorization requirement applicable to the reference standard under the management or responsibility of the Organization, or a requirement of the reference standard, such as to limit the effectiveness of the Management System and its reliability and credibility for the Organization or with the Interested Parties and such as to demonstrate the unwillingness or ability of the Organization to meet these requirements or to continuously provide its services while maintaining the defined level of security and service
- A minor non-compliance is objective evidence of a failure to meet a requirement of the reference standard to which, however, the characteristics defined above for major NCs do not apply and not applicable to physical deficiencies of the safe and secure parking area
- A recommendation is issued in the case of objective evidence of a managerial, organizational or operational situation or condition which, if not properly identified, evaluated, managed or improved, may in the future have the risk of giving rise to a non-conformity.
- Any major or minor non-conformance is considered closed if the evidence supporting the resolution is successfully verified.
- For the initial audit and subsequent audits, major and minor non-conformities must be closed within the established period and in any case no later than 90 days from the last day of the audit. If the non-conformities cannot be closed within the deadline indicated above, the certificate must be suspended and then withdrawn, unless evidence is provided that highlights the need for longer times not due to the direct responsibility of the manager of the safe and protected area (e.g.: permits from the public administration for the execution of works, modifications, delays in the supply of materials and technological equipment, etc.). In any case more than 6 months from the last day of the phase 2 or Renewal audit, if the CN is not closed with evidence, the audit must be repeated.

At a technical level, the safe and secure parking area will have to comply with the service and security criteria defined by ANNEX I - UNION RULES SPECIFYING THE LEVEL OF SERVICE AND SECURITY RELATED TO SAFE AND SECURE PARKING AREAS of Commission DELEGATED REGULATION (EU) 2022/1012 of 7 April 2022, below are the minimum service and security requirements applicable for all levels and security requirements, additional and specific infrastructural and procedural for each of the 4 levels: Bronze, Silver, Gold and Platinum.

Minimum service level

Safe and secure parking areas certified according to Union standards shall meet the minimum level of service described in Table 1.

Gender-sensitive toilets

- Separate working showers and toilets are available for men and women. Showers provide hot water.
- Working water taps are available that provide hot water. Hand soap is provided free of charge.
- Waste containers are available on site and are emptied regularly.
- The toilets, showers and sinks are cleaned and checked daily at regular intervals. The cleaning schedule is displayed.

Possibility of purchasing and consuming food and beverages

- Snacks and drinks can be purchased 24/7.
- A catering room is available for drivers.

Connections that enable communication

- The internet is accessible free of charge.

Power supply

- Electrical outlets are available for personal use.
- Electric charging stations for refrigerated road transport vehicles shall be available on-site by 31 December 2026.

Contact points and procedures in emergencies

- There are clear signs for safe circulation in the car park.
- Emergency contacts are displayed in the parking lot in at least the official national language and English. They are supplemented by easily understandable pictograms.

Security Levels

- Safe and secure parking areas certified in accordance with Union standards meet the criteria of one of the security levels described in tables 2 to 5 below
- In safe and secure parking areas, the equipment and procedures indicated for each level of security are fully operational
- The rules laid down in this Regulation are without prejudice to national legislation relating to the duties of authorised and trained security personnel, whether internal or external. All security personnel have also received appropriate training, where required by national legislation
- The retention periods of the data collected through the video surveillance system (CCTV) are without prejudice to national law or Union legislation on the matter. They apply to all mandatory and voluntary requirements under these standards
- The illumination values (Lux) indicated in the different safety levels are average values.
- Without prejudice to national legislation that may lay down additional training requirements, operators of safe and secure parking areas shall ensure that their on-site and remote staff working in those areas, as well as the parking operator, undergo training on Union rules on safe and secure parking areas
- Newly recruited staff shall follow this training course within six months of entering service. The training course covers the following topics:
 - staff training and supervision;
 - episode management;
 - surveillance and monitoring;
 - technology.

- In the safe and secure parking areas, information for users on how to lodge complaints with the relevant certification body is displayed giving information of the dedicated email address: eu-parking@dekra.com

BRONZE Level Requirements – Table 2

Perimeter	• The perimeter of the safe and secure parking area is protected by a visual deterrent. The visual deterrent shall be placed on the ground to indicate the perimeter of the safe and secure parking area and to signal that only goods vehicles and authorised vehicles are allowed in the parking area • The perimeter of the safe and secure parking area is illuminated at 15 Lux • Any form of vegetation around the perimeter of the safe and secure parking area is pruned to ensure good visibility.
Parking area	• Appropriate signage indicates that only goods vehicles and authorised vehicles are allowed in the parking area • At least once every 24 hours, physical or remote surveillance checks are carried out. • Any vegetation in the parking area is pruned to ensure good visibility. • All vehicle lanes and pedestrian paths in the parking area are illuminated at 15 lux.
Entry/exit	• The entry and exit points of the safe and secure parking area are illuminated at 25 Lux • A CCTV system is installed and operating at all entry and exit points of the parking area that provides good quality images • The CCTV system performs minimal continuous digital recording (5 frames per second) or motion detection based with pre- and post-recording and clear image cameras day and night with HD resolution and 720 pixels. • The operator of the safe and secure parking area shall carry out a routine check of the CCTV system once a week, of which a record shall be kept for one week. The operator of the safe and secure parking area shall carry out a check of the operation of the CCTV system at least every 48 hours • The data collected by the CCTV system shall be stored for a period of 30 days, unless a shorter retention period is provided for by applicable national or Union legislation. In this case, the longest retention period permitted by law shall apply • The safe and secure parking area has a CCTV system warranty or service level agreement, or it is proven that it has its own resources for maintenance. CCTV systems in the safe and secure parking area are always operated by qualified technicians.

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Personnel
Procedures

- On the basis of an annual risk assessment and without prejudice to national legislation that may establish further requirements, a security plan shall be in place covering all aspects from risk prevention and mitigation to response in cooperation with law enforcement agencies
- The safe and secure parking area appoints a person responsible for staff procedures in case of incidents concerning safety. Safe and secure parking area staff have access to a comprehensive list of local law enforcement agencies at all times
- A procedure is in place for cases where unauthorized vehicles are parked in the safe and secure parking area. This procedure is clearly displayed in the safe and secure parking area
- Reporting incidents and offences to staff and police is facilitated by displaying a clear procedure in the safe and secure parking area.

SILVER Level Requirements – Table 3

Perimeter

- The perimeter of the safe and secure parking area shall be protected by at least a physical deterrent that obstructs passage and allows entry and exit from the safe and secure parking area only through the defined entry and exit points. The perimeter of the safe and secure parking area is protected through continuous video monitoring and recording and visual deterrent
- The CCTV system performs a minimum continuous digital recording of 5 frames per second or based on motion detection with pre- and post-recording and clear image cameras day and night with HD resolution and 720 pixels
- The operator of the safe and secure parking area carries out a routine check of the CCTV system every 72 hours, the recording of which is kept for one week
- The operator of the safe and secure parking area shall carry out a check of the operation of the CCTV system at least every 48 hours
- The data collected by the CCTV system shall be stored for a period of 30 days, unless a shorter retention period is provided for by applicable national or Union legislation. In this case, the longest retention period permitted by law shall apply
- The safe and secure parking area has a CCTV system warranty or service level agreement, or it is proven that it has its own resources for maintenance. CCTV systems in the safe and secure parking area are always operated by qualified technicians
- The perimeter of the safe and secure parking area is illuminated at 20 Lux
- Any form of vegetation around the perimeter of the safe and secure parking area is pruned to ensure good visibility.

Parking area

- Appropriate signage indicates that only goods vehicles and authorised vehicles are allowed in the parking area
- Physical or remote surveillance checks are carried out at least twice every 24 hours and at least once during the day and once during the night
- All vehicle lanes and pedestrian paths in the parking area are illuminated at 15 Lux
- Any vegetation in the parking area is pruned to ensure good visibility.

Entry/exit	- The entry and exit points of the safe and secure parking area are illuminated at 25 Lux and protected by barriers. These barriers are equipped with a voice intercom system and a ticketing system - A CCTV system is installed and operating at all entry and exit points of the safe and secure parking area that provides good quality images. The requirements for the CCTV system in the 'perimeter' section of this security level also apply to the purposes of the CCTV system at the entry and exit points.
Personnel Procedures	- On the basis of an annual risk assessment and without prejudice to national legislation setting out additional requirements, a safety plan shall be in place to examine the particular risks faced by the safe and secure parking area due to factors such as its location, types of users, traffic safety conditions, crime rates and general safety considerations - The safe and secure parking area appoints a person responsible for staff procedures in case of incidents concerning safety. Safe and secure parking area staff have access to a comprehensive list of local law enforcement agencies at all times - A procedure is in place for cases where unauthorized vehicles are parked in the safe and secure parking area. This procedure is clearly displayed in the safe and secure parking area - Reporting incidents and offences to staff and police is facilitated by displaying a clear procedure in the safe and secure parking area - User support is available 24/7.

GOLD Level Requirements – Table 4

Perimeter	- The perimeter of the safe and secure parking area is protected by a physical barrier that is at least 1.8 meters high. There is a 1-meter free zone between the barrier and the parking area - Measures are in place to prevent unintentional damage to barriers - The perimeter of the safe and secure parking area is illuminated at 25 Lux - The entire perimeter of the safe and secure parking area is monitored by continuous video surveillance with no blind spots - The CCTV system performs a minimum continuous recording of 5 frames per second or based on motion detection with pre- and post-recording and clear image cameras day and night with HD resolution and 720 pixels - The operator of the safe and secure parking area carries out a routine check of the CCTV system every 48 hours, the recording of which is kept for one week - The operator of the safe and secure parking area shall carry out a check of the operation of the CCTV system at least every 24 hours - The data collected by the CCTV system shall be stored for a period of 30 days, unless a shorter retention period is provided for by applicable national or Union legislation. In this case, the longest possible retention period permitted by law shall apply - The safe and secure parking area shall be provided with a CCTV system guarantee or a service level agreement providing for at least one service visit per year by a qualified specialist organisation, or shall demonstrate its own maintenance capabilities. CCTV systems in the safe and secure parking area are always operated by qualified technicians - CCTV system and access events are synchronized through common notification software - In the event of network unavailability, all events related to the CCTV system and access are stored locally and uploaded once connections are re-established in the central recording equipment - Any form of vegetation around the perimeter of the safe and secure parking area is pruned to ensure good visibility.
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Parking area	• Appropriate signage indicates that only goods vehicles and authorised vehicles are allowed in the parking area • Physical or remote surveillance checks are carried out at least twice every 24 hours and at least once during the day and once during the night • Parking area lanes and pedestrian paths are marked and illuminated at 15 Lux • Any vegetation in the parking area is pruned to ensure good visibility.
Entry/exit	• The entry and exit points of the safe and secure parking area are illuminated at 25 lux, protected by barriers with anti-climb and anti-intrusion protection from below and regulated by traffic lights • A CCTV system is installed and operating at all entry and exit points of the safe and secure parking area that provides good quality images. The entry and exit points are equipped with license plate recognition technology. Records of incoming and outgoing vehicles shall be saved in accordance with applicable national or Union legislation • The entry and exit points of the safe and secure parking area are protected through intrusion prevention and detection mechanisms, such as turnstiles at least 1.80 meters high for pedestrians. Access points to amenities such as toilets, restaurants, and shops are equipped with tripod turnstiles when those amenities are accessible directly from the parking lot.
Personnel Procedures	• On the basis of an annual risk assessment and without prejudice to national legislation that may lay down further requirements, a safety plan shall be in place to examine the particular risks associated with the safe and secure parking area due to factors such as its location, type of clientele, traffic safety conditions, Crime rates and general security considerations • On the basis of an annual risk assessment and without prejudice to national legislation that may lay down further requirements, a business continuity plan shall be in place which shall include detailed measures on how to react in the event of disruption and how to maintain the provision of essential activities even during such incidents. Safe and secure parking area managers are able to demonstrate the implementation of such measures • A procedure is in place for cases where unauthorized vehicles are parked in the safe and secure parking area. This procedure is clearly displayed in the safe and secure parking area • User support is available 24/7 • Reporting incidents and offences to staff and police is facilitated by displaying a clear procedure in the safe and secure parking area • A person responsible for personnel procedures shall be appointed • The parking area management system is prepared for DATEX II data transfer

PLATINUM Level Requirements – Table 5

Perimeter	• The perimeter of the safe and secure parking area is protected by a continuous barrier at least 1.8 meters high with anti-climb deterrents. There is a 1-meter free zone between the barrier and the parking area • Measures are in place to prevent intentional or unintentional damage to barriers • The perimeter of the safe and secure parking area is illuminated at 25 Lux • The entire perimeter of the safe and secure parking area is monitored by continuous video surveillance with no blind spots • The CCTV system performs a minimum continuous digital recording of 5 frames per second or based on motion detection with pre- and post-recording and clear image cameras day and night with HD resolution and 720 pixels • The operator of the safe and secure parking area carries out a routine check of the CCTV system every 48 hours, the recording of which is kept for one week • The operator of the safe and secure parking area shall carry out a check of the operation of the CCTV system at least every 24 hours
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- The data collected by the CCTV system shall be stored for a period of 30 days, unless a shorter retention period is provided for by applicable national or Union legislation. In this case, the longest retention period permitted by law shall apply
- The safe and secure parking area has a CCTV system warranty or service level agreement that provides for at least two service visits per year by a specialized and qualified organization, or it is demonstrated that it has its own maintenance resources. CCTV systems in the safe and secure parking area are always operated by qualified technicians
- CCTV system and access events are synchronized through common notification software
- Security events related to the CCTV system at the car park are reviewed by staff using web-based clients. In the event of network unavailability, all CCTV system and access events are stored locally, and then uploaded once connections with the central recording equipment have been re-established
- CCTV system images are remotely controlled (24/7) by an external alarm monitoring and receiving centre, unless security personnel are present on site
- The CCTV system transmits intrusion and overflight alarms via audible or light signals at the car park and in alarm monitoring and receiving centres.
- Any form of vegetation around the perimeter of the safe and secure parking area is pruned to ensure good visibility

Parking area

- Appropriate signage indicates that only goods vehicles and authorised vehicles are allowed in the parking area
- Parking area lanes and pedestrian paths are marked and illuminated at 15 Lux
- Any vegetation in the parking area is pruned to ensure good visibility
- The site is manned or video monitored 24/7
- The requirements prescribed for the CCTV system in the "Perimeter" section of the respective security level also apply to the CCTV system in the parking area.

Entry/exit

- The entry and exit points of the safe and secure parking area are illuminated at 25 Lux and protected by means of gates with anti-climb and anti-intrusion protection from below or barriers with the same type of protection supplemented by bollards
- A CCTV system is installed and operating at all entry and exit points of the safe and secure parking area that provides good quality images. Entry and exit points, including pedestrian points, are monitored in real-time
- The requirements prescribed for the CCTV system in the 'Perimeter' section of the respective security level also apply to the CCTV system at the entry and exit points
- The entry and exit points of the safe and secure parking area are protected through intrusion prevention and detection mechanisms, such as turnstiles at least 1.80 meters high for pedestrians. Access points to services such as toilets, restaurants and shops are equipped with tripod turnstiles when these services are accessible directly from the car park
- The entry and exit points of the safe and secure parking area are equipped with license plate recognition technology. When exiting the safe and secure parking area, security personnel check whether the license plate matches the identifier of the entry and exit verification system, such as tickets, RFID readers, or QR codes. Registrations of vehicles entering/exiting the safe and secure parking area shall be saved in accordance with applicable national or Union legislation
- The entry and exit points of the safe and secure parking area shall be protected by a two-stage verification system including license plate checks and another appropriate method chosen by the parking area managers, allowing for the identification and verification of drivers, companions and any other person authorised to enter the parking lot
- Any concierge is able to withstand an external attack, even by means of a door closing mechanism.

Personnel Procedures

- On the basis of an annual risk assessment and without prejudice to national legislation that may lay down further requirements, a safety plan shall be in place to examine the particular risks associated with the safe and secure parking area due to factors such as its location, type of clientele, traffic safety conditions, crime rates and general security considerations
- On the basis of an annual risk assessment and without prejudice to national legislation that may lay down further requirements, a business continuity plan shall be in place which shall include detailed measures on how to react in the event of disruption and how to maintain the provision of essential activities even during such incidents. Safe and secure parking area managers are able to demonstrate the implementation of such measures
- A procedure is in place for cases where unauthorized vehicles are parked in the safe and secure parking area. This procedure is clearly displayed in the safe and secure parking area
- User support is available 24/7
- Reporting incidents and offences to security and police personnel is facilitated by displaying a clear procedure in the safe and secure parking area
- A person responsible for personnel procedures shall be appointed
- A technical user manual is used
- Alarm response procedures are in place
- The parking area management system is prepared for DATEX II data transfer.
- Secure pre-booking is available via phone, contact forms, email, apps or booking platforms. If pre-booking can be carried out via an app or similar booking systems, the data must be transmitted in real time.

10. ISSUANCE OF THE CERTIFICATE

When the respective activities of documentary examination, initial audit and inspections, or renewal audits have been concluded with compliance with the requirements of the reference standards (with evidence of the resolution of any major or minor non-conformities), the certificate is issued.

If non-conformities have been detected, they must be dealt with to DEKRA's satisfaction before the certificate is issued. In this case, DEKRA will review the internal documentation before the certificate is issued.

The certificate will be approved upon the fulfilment of the conditions, as established by the standard. The certificate will have a unique number and contains the following information:

- The name and address of the applicant;
- identification of the address of the safe and secure SSTPA parking area;
- Statement that the management system has ensured that the parking area meets:
 - all minimum service level standards set out in Section A of Annex I to Delegated Regulation (EU) 2022/1012;
 - all standards of one of the safety levels set out in Section B of Annex I to Delegated Regulation (EU) 2022/1012.
- The start date of validity of the certificate;
- The expiration date of the certificate;
- The date of issue of the certificate;
- The name and signature of the DEKRA representative

The certificate will have a validity period of 3 years from the date of approval by the technical committee.

DEKRA also informs the Commission if audit certificates have been revoked or the level of security of safe and secure parking areas has changed as a result of an audit.

In addition, the Commission shall, in accordance with Article 8a(1) of Regulation (EC) No 561/2006, ensure that information on safe and secure parking areas certified in accordance with the rules set out in Annex I to Delegated Regulation (EU) 2022/1012 is available and up-to-date on the single official website.

11. SURVEILLANCE

During the three-year validity of the safe and secure parking area certification, the competent certification body, as provided in point B.4 of Annex II of the Delegated Regulation, the CB will perform a certification audit, at least one unannounced audit, and a renewal audit, including an inspection of the parking area to ensure compliance with the specific requirements of Annex I of EU Delegated Regulation 2022/1012, in accordance with the EA Resolution.

In addition to the above, the CB must apply all the provisions set out in points B and C of Annex II of EU Delegated Regulation 2022/1012.

During the unannounced audit, DEKRA will verify the maintenance of the documentation, services, and declared security levels, and the operational continuity of the activities.

If the unannounced audit reveals nonconformities and that the requirements are not met, the certificate holder must immediately take appropriate corrective actions and, if necessary, discontinue use of the certification mark following the withdrawal of the certificate.

DEKRA will inform the certificate holder about the results of the unannounced audit, which will be documented in an audit report. DEKRA will decide whether the certificate will remain valid on the basis of the results of the verification.

DEKRA may decide to carry out additional follow-up audit if serious deficiencies are identified during the inspection, in order to verify the correct implementation and resolution.

In the event of failure to take appropriate corrective action or continued non-compliance, DEKRA will inform the certificate holder of the action it intends to take.

DEKRA may decide to suspend or withdraw the certificate if the requirements are not met. In this case, a new certificate can only be issued on the basis of a new inspection.

12. RENEWAL

The certificate will have a validity period of 3 years from the date of approval by the technical committee.

Three months before the end of the certificate's validity, operators of safe and secure parking areas who wish to renew their certification request a new audit from the certification body of their choice. The certification renewal audit is then organised, the results of which are communicated to the operator of the parking area before the expiry date of the valid certificate.

Before the certificate can be renewed for another 3-year period, DEKRA will verify that the following requirements are met:

- Unannounced audits performed and all identified nonconformities properly addressed; Confirmation of data relating to the organization, services and maintenance of the declared certification level;
- Confirmation of data relating to the organization, services and maintenance of the declared certification level

During the renewal audit, the following point will be verify:

- A complete verification of documentation/procedures;
- An inspection at the safe and secure truck parking area

Where the operator of the safe and secure parking areas is unable to carry out the required renewal audit of the certification due to exceptional circumstances that could not have been foreseen by it or by the operator of the safe and secure parking area itself, the certification body may decide to extend the validity of the existing certificate for a maximum of six months. This extension can only be renewed once, as provided for in Delegated Regulation (EU) 2022/1012.

The reasons for this extension shall be communicated to the Commission by DEKRA and the relevant information shall be made available on the single official website referred to in Article 8a(1) of Regulation (EC) No 561/2006.

If DEKRA determines, following a certification renewal audit or a maintenance or unannounced audit, that the safe and secure parking area no longer meets one or more of the requirements of the certificate, DEKRA shall

inform the operator in detail of the Non-Conformities found. DEKRA allows the operator to implement appropriate corrective actions within a set period, taking into account the severity of the deficiencies identified. The operator shall inform DEKRA of the measures taken to remedy these deficiencies and shall provide all necessary details before the end of the planned period

DEKRA assesses the corrective actions applied by the operator within four weeks. If it determines that the safe and secure parking area meets all the minimum service requirements set out in Annex I and all the security requirements set out in the certificate, it shall confirm or issue a new audit certificate for the required level. In the event of an unannounced audit, the same audit certificate continues to apply until it expires.

If DEKRA determines that the safe and secure parking area meets all the minimum service requirements set out in Annex I and the security requirements at a different level of security than that provided for in the existing certificate, the certification body issues a new audit certificate that reflects the appropriate level of security. In the event of an unannounced audit, it issues a new audit certificate with the appropriate level of security and the same expiration date as the audit certificate it replaces.

Where the certification body determines, following a recertification audit or a maintenance or unannounced audit and the assessment of any subsequent corrective measures, that the safe and secure parking area does not meet the minimum service requirements or one or more of the security requirements set out in the existing certificate, it shall revoke the certificate. DEKRA shall immediately inform the operator, who shall be responsible for removing any reference to Union regulations on safe and secure parking areas on its site.

The operator of the safe and secure parking area has the opportunity to appeal to DEKRA who carried out the audit if he does not agree with the outcome of the audit, in accordance with the UNI EN ISO 17021 standard. After examining the appeal, DEKRA may decide not to revoke the audit certificate or to issue a new audit certificate for a different level of security.

13. CERTIFICATION EXTENSIONS OR CHANGES AND CERTIFICATION TRANSFER

When the certificate holder wishes to change the service level of the certificate (upgrade), the following steps are taken:

- a) Documentary verification;
- b) Inspection for the verification of new infrastructures/services

If non-conformities have been detected, they must be dealt with to DEKRA's satisfaction before the new certificate is issued.

Transfers of certificates from another Certification Body are made according to the relevant applicable IAF documents

14. TERMINATION, REDUCTION, SUSPENSION AND WITHDRAWAL OF CERTIFICATION

a. Certification termination at the request of the certificate holder

The certificate holder may request the termination of the certificate at any time provided that DEKRA receives written notice at least 60 days before the requested expiry date, authorising DEKRA to invoice all activity up to that date.

The certificate holder is obliged to return the certificate to DEKRA when he has closed the certification. At the end of the stipulated period, the certificate holder must stop all references to the certification in the public documentation relating to the safe and secure parking area.

DEKRA will remove the certificate from the list of certified customers.

b. Reduction of certification

DEKRA must be informed by written request if the certificate holder intends to reduce the level of certification. DEKRA will confirm the request and make the corresponding changes to the certification documents, public information, etc.

c. Suspension of certification

The suspension of a certification is normally initiated as a first step, followed by a withdrawal if the cause of the suspension is not resolved within the stipulated timeframe. However, depending on the seriousness of the situation, DEKRA may decide to withdraw the certification.

When a certification is suspended, DEKRA will notify the customer in writing of the following:

- confirmation of suspension;
- the agreed period and the conditions for the withdrawal of the suspension;

During the suspension period, the following shall apply:

- no inspections will be performed;
- all references to certification in advertising or other public documents must be removed;
- the certificate holder has lost the right to use the DEKRA certificate, all references to the certification in advertising or other public documents affected by the suspension.
- The certificate holder is required to inform all relevant parties (customers) of the suspension.

DEKRA will assess and review the corrective actions taken by the certificate holder, either by documentary audit or by on site audit, and will decide whether or not to reinstate the certification or whether to do so on a reduced basis.

The suspension of certification will be lifted when the conditions of the rules are met and they return to comply with the requirements of the standards.

d. Reasons for suspension

- The certificate may be suspended at the request of the certificate holder when there is a temporary interruption in the provision of services
- The certificate is misused
- The certificate was issued incorrectly
- DEKRA has reported any deficiencies or defects, and these have not been properly corrected.
- Violation of the terms of the certification agreement signed, including non-payment of taxes or refusal to perform periodic or unannounced audit
- Corrective actions not implemented within the agreed timeframe
- Tests not completed
- The certificate holder voluntarily requests temporary suspension
- Information from customers that may affect certificate status (e.g., compliance with regulatory requirements)

e. Certification Withdrawal

DEKRA may decide to withdraw the certification and, in this case, the certificate holder will be informed immediately.

When a certification is withdrawn, DEKRA will notify the certificate holder in writing as soon as possible:

- the certificate holder has lost the right to use the DEKRA certification mark and to be able to refer to the certification;
- the certificate holder is obliged to stop using references to the certification in advertising or other public documentation;
- the certificate holder is required to inform all interested parties (customers) of the withdrawal of the certificate;

The new certificate can only be issued after a new certification process.

f. Reasons for withdrawal:

DEKRA has the right to withdraw a certification in the following cases:

- when the problems that led to a suspension have not been resolved within the established deadlines;
- in the event of non-payment of certification costs;
- Certificate holder insolvent or in liquidation
- Lapse of the minimum service requirements or one or more security requirements provided for by the existing certificate

DEKRA will also withdraw certification when:

- the certification scheme has been revised and the certificate holder is unwilling or unable to meet the changed requirements within the defined transition period;
- DEKRA is denied access to the sites where the activities are delivered, to relevant information on certified services

15. CHANGES AFFECTING CERTIFICATION

DEKRA will manage changes affecting certification according to the applicable parts of the certification process.

a. Changes in certification documents

When new requirements or existing requirements are introduced into the certification scheme or the standards applied, DEKRA will notify the certificate holder. DEKRA will verify the implementation of the changes with an on-site audit.

DEKRA will evaluate and review the implementation of the changes made by the certificate holder and decide whether or not the certification can be approved.

b. Changes made by the certificate holder

The certificate holder must report to DEKRA all organisational changes (e.g. changes in organisation, ownership, location, services, etc.) that can reasonably be considered to have an effect on the certification. The report must be made within a reasonable time and preferably before the implementation of such a change. DEKRA will evaluate and review the implementation of the changes made by the certificate holder and decide whether or not the certification can be approved or whether an extraordinary audit is required to confirm the changes.

It is also specified that in the event of management of the safe and protected parking area under subcontracting by another legal entity, other than the one requesting the certification activities to DEKRA, the existing contracts (e.g. award of tenders, etc.) and all the related management documentation will be verified. In addition, the company holding the contract with DEKRA is required to promptly inform the CAB in the event of termination, modification or change of the company that manages the safe and protected parking area, to proceed with a new verification to ensure that the necessary requirements and required by COMMISSION DELEGATED REGULATION (EU) 2022/1012 are maintained.

16. COMPLAINTS, APPEALS AND LITIGATION

This chapter analyses the process of handling complaints and appeals in the face of dissatisfaction of interested parties in the management of the administrative or technical aspects of the activities carried out. The responsibility for providing all the necessary support to acquire information on the cases highlighted for the immediate resolution of the problems is entrusted to the Management, specifically to the Scheme Manager and the Quality Manager.

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All interested parties have the right to submit complaints or appeals to DEKRA's headquarters in writing. A complaint is defined as an express communication of dissatisfaction with one or more elements related to administrative, technical and/or performance aspects of the activities carried out by DEKRA. An appeal, on the other hand, is defined as the clear and documented communication of non-acceptance of the decisions taken by DEKRA in the context of inspection activities, thus creating a dispute: non-acceptance by the customer of the decisions communicated in response to the appeals.

Complaints can be addressed to DEKRA's headquarters or using the link <https://www.dekra.it/it/reclami-ricorsi/>

Any complaints must be made within 30 days of the event that is the subject of the complaint. The dispute is investigated within 30 days of receipt of the complaint. Within this period, the Scheme Manager and the Quality Manager will give a formal response to the Customer, communicating the results of the assessment.

The official who will analyze the complaint will be an independent resource with respect to the subject of the complaint. The appeal can be addressed to DEKRA's headquarters. Any appeals must be submitted within 30 days of the event that is the subject of the appeal. The dispute is examined within 60 days of receipt of the appeal. Within this period, the Technical Manager and the Quality Manager will give a formal response to the Customer, communicating the results of the assessment. The official who will analyse the appeal will be an independent resource with respect to the subject matter of the appeal.

Any dispute relating to the results of the appeal is the exclusive competence of the Judicial Authority of the Court of Milan.

All complaints/appeals concerning DEKRA's certification activities (including third-party complaints about the work of certified companies) and the related corrective actions taken and/or in the process of being finalized are reported to the Committee for the Safeguarding Impartiality by the Data Processor. In order to ensure the impartiality of judgment in the dispute, the staff in charge of the management of the Complaints/Appeals must not have any type of personal involvement in the management of the dispute in question.

Technical support provides:

- Inform the Management that it will have to call a meeting to assess the dissatisfaction complained of by the customer;
- The scheme manager, with the support of the Quality Manager, must: contact the complainant to understand in detail the facts covered by the report, confirm that the problem has been taken care of, provide precise references of the reference person in the management of the file;
- Scheme Manager, with the support of the Quality Manager, informs the Management and registers the complaint, analyzes the situation of dissatisfaction described and gives a written response to the writer within 30 days of receipt.
- If the complaint or appeal is not accepted, precise evidence of the requirements disregarded is provided, providing a copy of the objective evidence attesting to the results obtained; A copy of this documentation is preserved.

If the complaint is well-founded, the appropriate corrective actions are activated; The complainant is constantly informed of the actions taken. Depending on the seriousness of the problem, a commission specifically set up by technical experts independent of the activities under judgment and legal experts may be set up by the Management to request an objective report on the incident.

DEKRA may decide to carry out the activities covered by the initial assignment at its own expense or to compensate the complainant in accordance with the damage received and within the maximum limit set by the contractual liability clauses.