



Approved Operators Scheme Evidence of Compliance Report 2009

❖ Please refer to the notes at the bottom of the document before completing the form

Please supply a copy each of the following documents in electronic (pdf) format as separate files to <aos@britishparking.co.uk>	Tick as enclosed or sent
Please provide ONE of the following, dependant upon your company's business status: Certificate of Incorporation plus VAT registration number; OR Declaration showing business partnership status; OR HMRC Sole Trader registration certificate	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please provide ONE of the following, dependant upon your company's business status: List of Directors' names and addresses List of partners' names and addresses Sole trader owner's name and address Note: This information will be treated as highly confidential and shall not be accessible to any member of staff except the AOS Manager and an authorised administrator.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please provide certificate of Insurance for Public Liability @ £5million minimum	<input type="checkbox"/>
Please provide certificate of Insurance for Employers Liability @ £10 million minimum	<input type="checkbox"/>
Please provide ONE of the following: Three years of registered accounts (dependant on age of company) 5 Year business plan (if new business)	<input type="checkbox"/> <input type="checkbox"/>
Copy of template used when entering into a contractual agreement (see note 3 below).	<input type="checkbox"/>
Registered address (if Limited Company)	<input type="checkbox"/>
Postal Address for receipt of appeals/complaints etc	<input type="checkbox"/>
Operational Address	<input type="checkbox"/>
Please provide all Operational Addresses from where applications (electronic OR postal) may be sent to DVLA to apply for vehicle keeper details (see note 4 below).	<input type="checkbox"/>
Proof of other names or brand names used in the operation of the car parking business. Note: businesses that are separately registered with Companies House and are involved in car park management must register separately with the Approved Operator Scheme.	<input type="checkbox"/>
Proof of membership to other bodies such as ATA's, and standards attained, such as ISO 9001.	<input type="checkbox"/>
Certificate of Registration with the Data Protection Act (if registration with the Data Commissioner is relevant to your business).	<input type="checkbox"/>
Example template of confidentiality agreement signed by employees stating that all information received from DVLA will be treated as confidential and will not be misused (see note 5 below).	<input type="checkbox"/>



Example copies of identification cards used by operatives.	
Breakdown of nature of employment of staff by type of employment and number so employed (at time of application).	
Copy document of staff training policy/strategy.	
The Dispute Management and/or Complaints Procedure adopted and in use by the Company/Organisation or Operator	
Contact details of complaints specialist for complaints correspondence purposes	
Contact details of compliance specialist for compliance correspondence purposes	
Proof of application of grace period in ANPR sites (ANPR operators only)	
Any and All Notices that might be issued from time to time as part of the enforcement action:	
a) 'STOP' Notices to be attached to immobilised vehicles (if relevant to your operation)	
b) Parking Tickets	
c) Notice to Owner	
d) Reminder letter (if you use one)	
e) Final Notice	
f) Dispute Resolution Form	
g) Receipts for payment	
A list of (25) nominated sites that may be used for random audit purposes. (If you do not manage 25 sites, a lower figure may be negotiated).	
A list of nominated impounds at which removed vehicles are stored. Average distance and travelling times of storage pounds from sites served by those pounds.	
Proof of risk assessment policy for managed sites (see note 6 below).	
Example documents of proof of records showing positioning of signage at each site	
Please supply photographs illustrating the following in electronic format (pdf) to <aos@britishparking.co.uk>	
Correctly Uniformed and Identifiable operational persons (where relevant)	
Correctly Liveried and Identifiable operational vehicles (where relevant)	
Correct design and display of representative Warning Signs in use by the Company, Organisation, Operator or Individuals at one or more of its operational sites. <i>(It is not required to file copies of all signs or at all sites; just representative examples).</i>	
Type and Design of Vehicle Immobilisation devices employed (for wheelclamps only)	



I declare that that information provided in this report is correct at the time of sending. I also acknowledge that any information that is knowingly submitted that is untrue or misleading will lead to immediate and instant expulsion from the Scheme.

Sign and Print name	
	Date
Position	
Company	
Registered Address	

Notes for completion of the form

1. Please fill in the form as completely as you are able to. If any sections do not apply to your operation, please state why in an accompanying document.
2. All documents must be accounted for in the application in order for them to be processed. Only then will probationary membership to the BPA be confirmed.
3. Where there is a request of a copy of the template to be used for your contractual agreement, it is not necessary to send a copy of a completed contract: when your operation is physically audited, you will be required to show evidence of your operational contracts at that point.
4. In order to ensure that your dedicated DVLA account is not abused, you must give us each address location from where you are likely to apply for vehicle keeper details. This information will be checked from time to time by DVLA, to ensure that 'other' operators are not accessing the database using your account.
5. It is important that staff with the responsibility of handling data from DVLA's vehicle keeper details database are aware of that responsibility, and that there is a consequence for abusing the privilege that they have. Therefore BPA recommends that there is a clause in contractual agreements stating that information received by DVLA will be treated confidentially, and will not be abused in any way.
6. When you take on a site, you should be aware of the risks associated with managing that site, particularly those associated with staff operation. It is not necessary to send completed risk assessments at this stage, but we would like to see a copy of your risk assessment policy and/or schedule. When your operation is physically audited, you will be required to show evidence of your risk assessments at that point.
7. All applicants to the Approved Operator Scheme will complete a 6 month probationary period. During this time the applicant will be expected to complete a site audit using an approved compliance auditor, and also to ensure that at least one nominated person completes a mandatory training session using a BPA accredited trainer. Once this has been completed, and BPA are satisfied with the conduct of the applicant, they may be granted full membership to the Approved Operator Scheme.
8. Evidence may be supplied by hard copy in the first instance, however all subsequent evidence (eg certificate or policy renewals etc) must be sent via e-mail in .pdf format to aos@britishparking.co.uk. Exemptions may be considered in exceptional circumstances.
9. Please note that membership fees mentioned in the application literature are **exclusive** of VAT, and are in addition to any fees applicable to membership of the BPA itself.