

# Parking & Traffic Management Process & Procedures

## Objective:

This document sets out how Raya for **Buildings Development & Management** will manage and operate car parking facilities and control traffic management. Free-flowing roads and well-managed space are necessary for the properties to function efficiently and safely.

The Major outcome of the parking process & procedures are:

- Manage parking areas and land through enforcement, thus reducing congestion, parking in non-designated areas, and improving traffic flow and safety for everyone,
- Provide an efficient and courteous service for staff, tenants & visitors,
- Improve the safety and security of car parks for vehicle drivers by reducing theft of and from vehicles,
- Monitor the tenants' satisfaction surveys (parking part) and take appropriate action, where survey indicates under-performance,
- Ensure the car parking equipment is regularly maintained and cleaned reporting any faults to the **Maintenance Department**.

The procedures within this document cover all **Raya for Buildings Development & Management** staff members, tenants & visitors of its properties.

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## 1. General Rules

1. Raya for Buildings Development & Management promotes the use of sustainable transport. All staff, tenants & visitors are encouraged to walk, cycle, use public transport, or motorcycles to visit our properties,
2. The management of car parks is part of the **Operations Management** aiming to maintain a car parking allocation and management protocol,
3. Employees and tenants are allowed to park their cars overnight for a fee listed in the price list,
4. Employees and tenants should use B2 park while visitors are allowed to park in B1 only on normal days and can use B2 park in case B1 is fully occupied in rush periods,
5. In case a visitor parked the car and left the property without showing up for 48 hours, the **Operations Management** will report the case to the police station (محضر رسمي),
6. The Parking Manager is responsible to align with the Security & Safety team members to manage the street parking and set the cones and restricted areas of the street,
7. The **Parking Manager** should note any issues in the parking systems and report them to the responsible parties,
8. The **Parking Team** should ensure the tenants and visitors surveys include a part for the parking by aligning with the **Tenants & Guests Relationship Team**,
9. Any broken or faulty equipment in the parks must be reported to the concerned parties to take action as soon as possible, and follow up to make sure that all equipment and facilities are working properly.

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## 2. Parking Kiosks & Cashiers

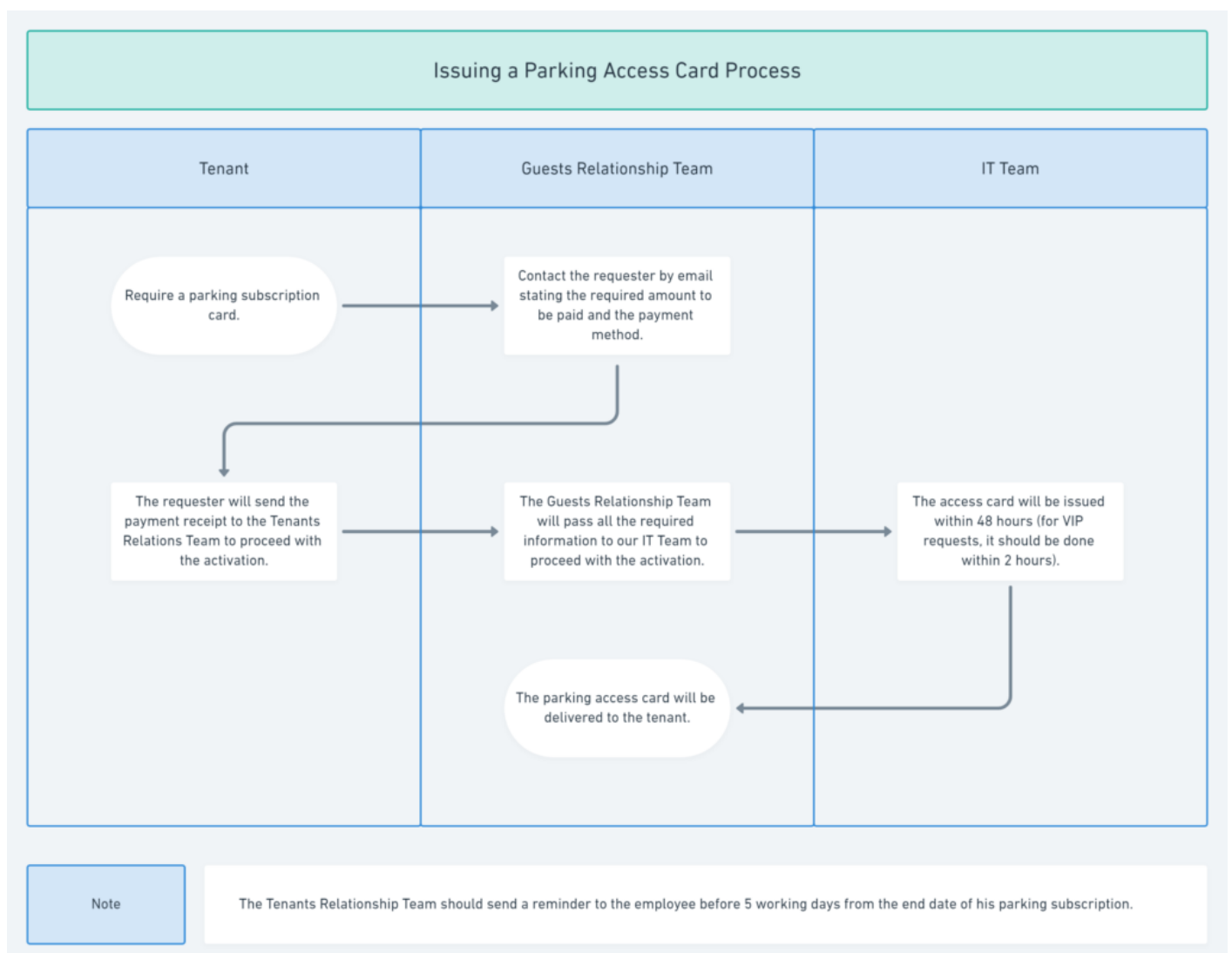
1. The cashiers must be available at the scheduled shifts,
2. The cashiers must be well-groomed and adhering to the dress code and hygiene requirements,
3. It's a must to provide the visitors and employees with a smile and a friendly greeting to make them feel welcome,
4. The cashiers should use positive language and avoid jargon words,
5. We should understand the visitors' body language to identify who is lost, unhappy, irritated, or confused to help them the right way,
6. The cashiers should listen more than speaking to avoid escalating the visitor's emotions,



7. If the visitor asked a question and the cashier is not sure about the answer, he/she should ask for help from his direct manager,
8. The kiosks must be clean and well maintained all the time.

### 3. Staff & Tenants Parking

1. Each office has free parking slots based on a ratio of 1 Card / 150 SQM of space (or as stated in their contract),
2. In case the tenant wants more parking slots for his employees, he can subscribe for a monthly fee according to the price list by sending his request to the **Tenants Relations Team**,
3. The **Tenants Relations Team** will contact the requester by email stating the required amount to be paid and the payment method,
4. Once paid the requester will send the payment receipt to the **Tenants Relations Team** to proceed with the activation with our **IT Team** to issue a parking card (or activate the parking feature on the employee's access card),
5. The parking access activation process should be done within 48 hours, and for the VIP requests (CEOs & Top Managers of our tenants), it should be done within 2 hours,
6. The issued card will be delivered to the tenant by the **Tenants Relation Team** (or will communicate that the feature is activated on the existing card),
7. The **Tenants Relationship Team** should send a reminder to the employee before 5 working days from the end date of his parking subscription,
8. If the subscription is expired without renewal, the employee will have to use the visitors' park and pay hourly,
9. In case of any technical issues with the parking card, the **Parking Team** will open the gate to the employee and report the case with full details to our IT Team.



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## **4. Visitors Parking**

1. The **Parking Team** will refill the entrance coins bank once every two hours (once every one hour in case of rush time),
2. The visitor will press on the coins machine during the entrance to receive the parking coin,
3. While leaving, the visitor will deliver this coin to the **Parking Cashier** to pay the parking fees,
4. The **Parking Cashier** will put the coin in the parking payment machine, then he will get the coin back with a receipt,
5. The Parking Cashier will deliver the coin and the receipt back to the visitor, so he can pay the parking ticket and use the coin to open the exit gate,
6. The cashiers' shifts must adhere to the working hours of the property, the first shift should start with the earliest operation of the property, and the last shift must be present till the last car leaves the parking,
7. It is forbidden to handle/collect money, coins, vouchers, or use the cashier system by anyone except the parking cashiers,
8. The **Parking Team** will collect all the parking revenue of each shift in an envelope to be [delivered to the Finance Team](#).

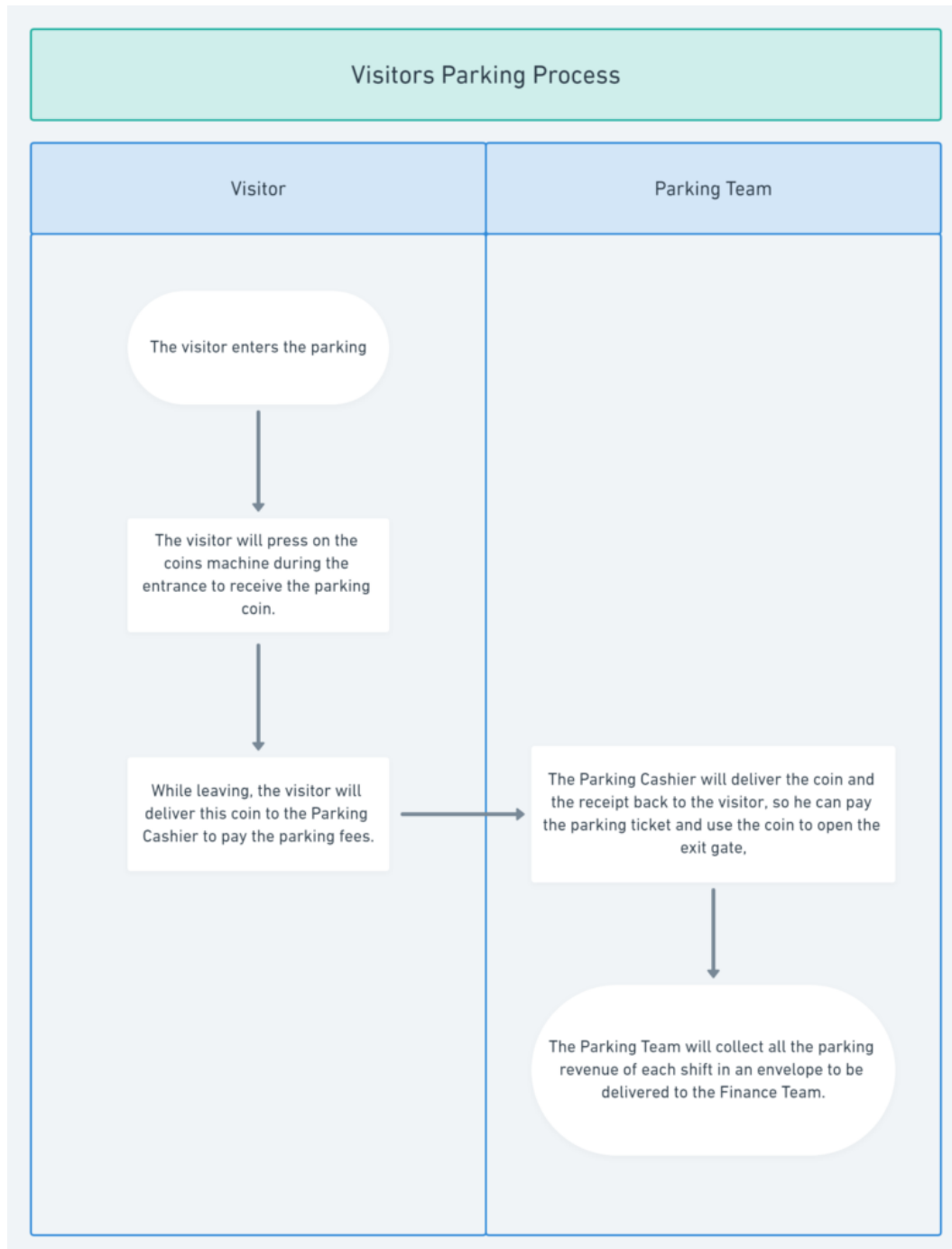
### **Lost Coins**

1. If the visitor lost the coin, the **Parking Cashier** will ask him to pay 150 EGP,
2. The **Parking Team** should maintain at least 500 coins available on site and the ratio may vary based on the available parking slots.

### **Visitor Refused To Pay**

If the visitor refused to pay the parking fees, the Parking Manager or the Duty will have to handle the customer.

It's very important to handle the situation professionally and avoid escalating it.



## 5. Valet Parking

### Insurance Required

1. An insurance policy for public liability risk with the amount of (ONLY One Hundred Thousand Egyptian Pounds) (EGP 100,000) per incident and in aggregate (EGP 500,000). The insurance policy limit might be revised according to the business needs,
2. The Parking Manager shall ensure the installation of the garage signs & way findings (speed, directions...ext.),
3. Insurance coverage on all cars except what is inside,
4. In case of any accident give rise to a claim according to the Insurance Policy, the Parking Manager or the delegated one should:
  - Informing/documenting the accident in detail with the Causing the accident, the deceased, injured and the names of witnesses (if any) to the Insurance Company with giving the Insurance Company the right to conduct the necessary inspections,
  - Notify the competent authorities immediately,

- Providing the Insurance Company within 15 days from the accident date & on his own expense with the detailed accurate report with all damages with the cost of it in the same time of the accident documented with invoices without adding any profit,
- Taking on considerations all the requirements to decrease the losses and maintaining things hit by damage or those that remain intact with giving the Insurance Company the right to conduct the necessary inspections,
- Convert any speech or warning or a lawsuit, and all the necessary documents for his defense,
- The company has the right to engage in the insurance policy suits on behalf of the insured, or intervene at any stage of the stages, and the insured must provide all necessary documents and all aspects of the preview to defend him,
- The insured do not conduct any repairs or recognize any responsibility or negotiate on the settlement of any claim without official approval from the Insurance Company.

### **Guest Arrival**

1. Receive the car along with its keys from the guest,
2. Complete the Valet Parking Ticket by filling out the client's destination and vehicle registration,
3. Follow mall procedures to ensure safety standards,
4. Initial the Valet Parking Ticket to indicate who parked the vehicle.

### **Operating the Vehicle**

1. Drive carefully to the car park/parking lot using the shortest, safest possible route, and remember to wear a seatbelt. Valet staff must obey to the road rules - no speeding; always watching for hazards,
2. Use their pass to enter the car park (once activated),
3. Park the car in the mall reserved section (B2 & Plaza) or in un-allocated spaces in an area that will enable the quickest retrieval of the vehicle,
4. On high traffic weekends when it is not yet busy, begin parking in the overflow section and leave the closest section free for peak arrival times,
5. Ensure that all lights are turned off, all windows are closed and all doors are locked. The vehicle must be safe and secure.

### **Guest Car Care**

1. All guest vehicles must be operated with the utmost care and attention,
2. Radio stations must not be altered under any circumstances - only the volume, which may be turned down, or off,
3. Seats and mirrors may be adjusted for safety reasons; however, every effort must be made to return them to their original position before handing the car back to the guest,
4. Always report any damage that occurs to a vehicle,
5. Car keys should never be left in an unsecured location; they must always be placed in locked storage.

### **Guest Departure**

On receiving a guest request to retrieve their vehicle for departure, the Valet staff must:

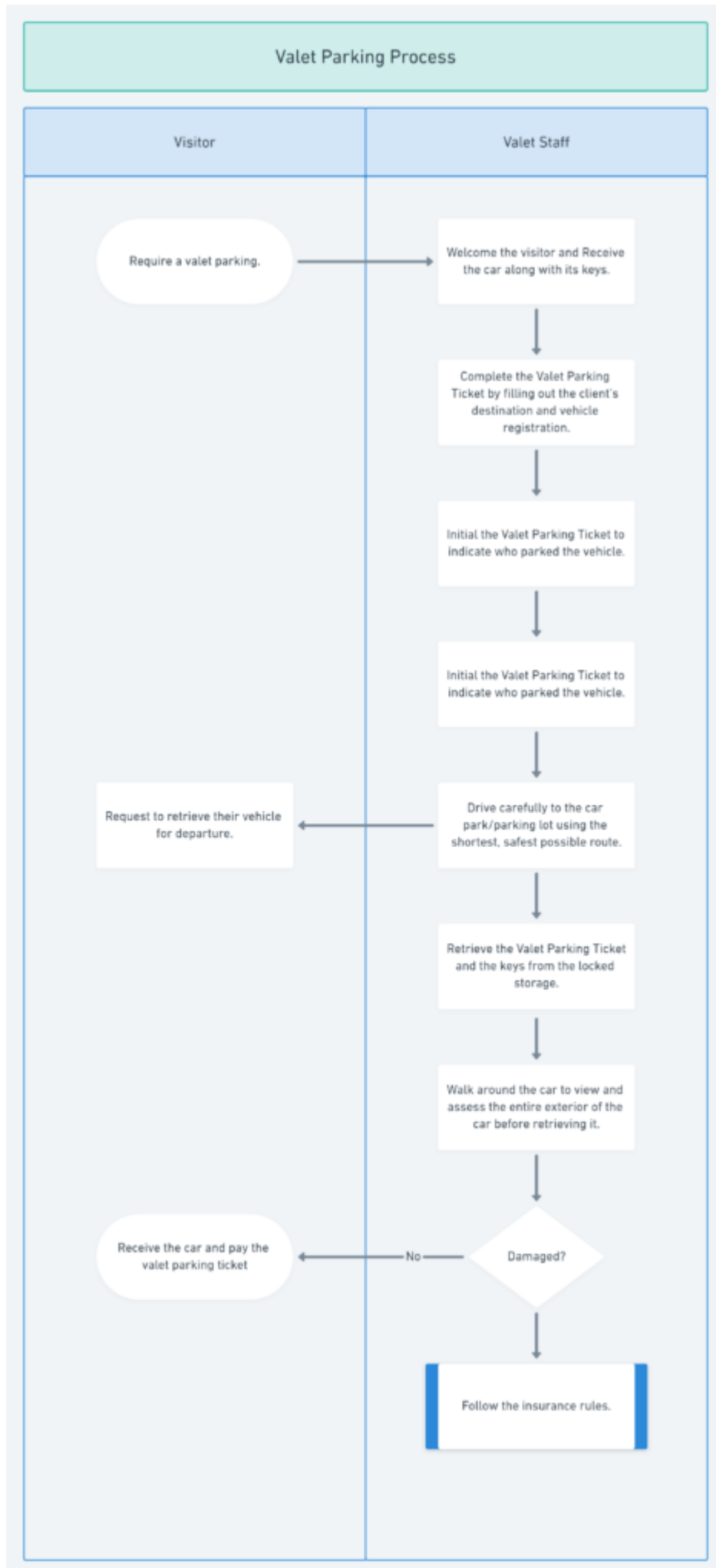
1. Retrieve the Valet Parking Ticket and the keys from the locked storage,
2. Ensure the appropriate charge has been collected according to the price list,
3. Walk around the car to view and assess the entire exterior of the car before retrieving it,
4. If there is any damage to the car that is not already marked on the Valet Parking Ticket, do not retrieve the car but notify the parking manager or duty manager who should:
5. Inspect the new damage before the car is moved,
6. Contact the guest and invite them to inspect the car with the parking manager and manager on duty, who will then manage the situation according to the mall policy,
7. If the car has no new damage, drive it carefully back to the mall driveway,
8. Park on the driveway at a safe distance away from any other parked cars,
9. If the guest is ready and waiting on the driveway for their car:
10. Greet the guest by name and valet voucher,
11. Check the voucher matches the identification tag on the guest's car keys before handing the keys back



to the guest. If the guest does not have their valet voucher check the identification before handing over the keys.

[Parking Ticket Template](#)





## 6. Employees Shuttle Service (Mall Bus)

### Purpose

1. Organize & facilitate the employees' transportation from and to our properties,
2. Ensure the employees' safety by asking them not to cross the highways and transport them to the main bus stations and transportation points.

### General Rules

1. The bus is available all week 24 hours,
2. The drivers shall be neat and clean in appearance,
3. The drivers must have a valid driving license,
4. In case any break down another car should be available within 2 hours,
5. The bus must be clean and well maintained all the time, in case of any emergency repair required (and can't provide another car), an email will be sent to all tenants notifying them about the downtime,
6. The Parking Manager is responsible for scheduling the bus shifts & routes.

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## 7. Parking Revenue Delivery to Finance

1. At the end of every shift, the revenue will be collected in an envelope,
2. This envelope should be opened in the presence of the operations Duty, cashier, and the collector together,
3. The envelope is tightly closed by the previous cashier in the last shift. If this is not the case, it should be reported immediately to the **Accounts Receivable Department** copying the **Parking Manager** and the **Finance Manager**,
4. If there is any difference (surplus/shortage), both members, the Duty Cashier and Collector should state the case below and sign on the tail of the below table.

The envelope must be delivered to the Finance Team **Daily**.

[Parking Cashier Envelope](#)

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## 8. Parking Reports & Logs

The Parking report is to be sent once every week to the CEO, Operations Manager & the Compliance Team in the CC for audit purposes.

1. The Parking Manager will request the data from Finance Department,
2. The raw data will be analyzed and sent to the above-mentioned parties in the first week of each month,
3. The report will contain the revenue of the **Parking Subscriptions**, the **Tickets**, and the **Booklets**.

[Parking Weekly Report](#)

X *Hend El Sady*

Signed By Hend El Sady  
Signed On: September 19, 2021

X *Haitham Khalaf*

Signed By Haitham Khalaf  
Signed On: September 22, 2021

X \_\_\_\_\_

X \_\_\_\_\_



X *Ahmed El Gohary*

Signed By Ahmed El Gohary  
Signed On: September 22, 2021

X *Ahmed Ibrahim*

Signed By Ahmed Ibrahim  
Signed On: September 22, 2021

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Security Level: E-mail

Digital Signature:

*Hend El Sady*

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Digital Fingerprint  
Checksum

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Haitham Khalaf  
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Security Level: E-mail

Digital Signature:

*Haitham Khalaf*

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Digital Fingerprint  
Checksum

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Ahmed El Gohary  
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*Ahmed El Gohary*

Multi-Factor

Digital Fingerprint  
Checksum

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Ahmed Ibrahim  
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Ahmed Ibrahim

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