



## Drivers' charter – checklist for drivers

### General obligations

- Ensure respectful and non-discriminatory communication between all parties involved in pick-up, delivery and transport operations.
- Plan and execute operations safely, securely and efficiently.
- Advise the relevant parties in due time about any changes that might affect an operation, including early arrivals or delays.
- Provide contact points to whom parties can report early arrivals or delays, as well as emergencies and incidents.
- Ensure mutual trust and cooperation between all parties involved in transport operations.

### Specific obligations

- Use shippers' facilities respectfully, including bathrooms, break rooms and cafeterias.
- Respect safety and other instructions.
- Communicate incidents, early or late arrivals, product issues, and loading/unloading operations in real time.
- Avoid stop-and-go vehicle movements when approaching the ramp in order to limit driving time.
- Inform ramp workers sufficiently in advance of your remaining driving/working time or necessary breaks.

#SupportOurDrivers

