



Drivers' charter – checklist for road transport companies

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.
- Ensure drivers have easy and safe access to sanitary equipment and facilities to foster driver well-being.

Specific obligations

- Provide the necessary and appropriate trucks that are fit for purpose, to facilitate loading and unloading tasks, in line with contractual obligations.
- Provide the necessary and relevant training and ensure fair and legally compliant contractual arrangements for drivers.
- Provide clear and concise information about collection and delivery sites to the driver, if this information is available in advance.
- Make drivers aware of the specificities of the transport operation/delivery including the potential impact on their driving and working time, and of the need to inform ramp workers sufficiently in advance of their remaining driving/working time or necessary breaks.

#SupportOurDrivers

