



Drivers' charter – checklist for shippers

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 drivers with access to:
 - suitable, appropriately equipped for men and women respectively, conveniently located, private, well lit, ventilated and secure sanitary facilities for women and men which are free of charge to use.
 - other on-site welfare facilities, such as break rooms, cafeterias and changing rooms, that meet the relevant standards and are proportionate to the size of the shipper's facilities.
- Ensure that available facilities are operated correctly and establish effective maintenance and cleaning systems.
- Provide properly trained personnel on site for loading and unloading activities.
- Provide drivers with access to safe and secure parking (overnight where possible) that is suitable for heavy goods vehicles.
- Guarantee the safety of drivers at the shippers' premises by ensuring that the appropriate areas are well-lit, pedestrian zones and waiting zones are clearly marked, and there is sufficient space for trucks to manoeuvre.

- Ensure that provisions are made for the aforementioned infrastructure (accessible sanitary facilities, pedestrian zones, and sufficient, spacious, well-lit, safe and secure parking areas) when constructing new sites.
- Ensure the overall safety, efficiency and speed of pick-up, delivery and transport operations by:
 - Allocating slots to avoid queuing at gates, as well as communicating and reallocating slots in case of delays/incidents.
 - Taking into account driving/working time constraints when planning ramp management/slot allocation.
 - Providing accurate paperwork in due time, minimising loading/unloading times, and facilitating the integration of such times in the overall working time of drivers, taking into account the relevant regulatory constraints.
 - Ensuring the availability of sufficient qualified personnel to process deliveries and assist drivers, including outside of regular loading/unloading hours.
 - Guaranteeing safe and secure operations on site by delivering clear instructions including the relevant facility characteristics and updates on the shipment status, and closely supervising all operations as far as possible.
- Provide flexible collection and delivery windows in good agreement between the parties, taking into account external factors that might influence operations.
- Acknowledge applicable driving and rest time rules, working time and tachograph regulations to minimise internal movement during any loading or unloading operation.

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