

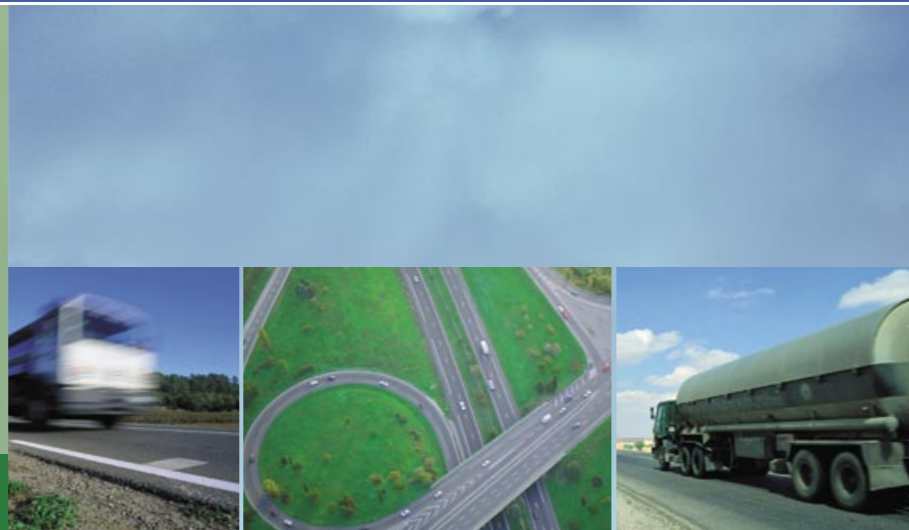


EUROPEAN CHEMICAL  
TRANSPORT ASSOCIATION

### “Why become a Member?”

ECTA membership:

- Contributes to the recognition of the chemical transport industry and its business needs.
- Gives access to first hand information on what is happening and evolving in the transport and logistics of chemical goods in Europe.
- Allows participating in the pro-active development and application of “Best Practices” in the transport and logistics of chemical goods in Europe.
- Creates a unique networking opportunity in the sector.



EUROPEAN CHEMICAL  
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For more information, please contact the ECTA offices by using the contact form at our website [www.ecta.be](http://www.ecta.be) or tel. +32 2 741 86 60

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## A Driver's Day

[www.ecta.be](http://www.ecta.be)



# A Driver's Day

### 🕒 10 : 00 pm > just before sleeping

I have been on the road since Sunday evening. Now it's Thursday evening and I am waiting at a car park not far from my unloading place for tomorrow morning. After unloading, I will need to rush to the next loading place for my return load. My loading time of 11 AM is a little tight, but my remaining shift and working time will still allow me to return home on Friday evening. It's been a long time since I arrived home on a Friday night. With these thoughts in my head I fall asleep.

### 🕒 05 : 30 am > arrival early morning

Friday morning at 5:30 AM I wake up and drive straight to the unloading site. Discharging begins at 7 AM but, since there are no unloading time slots, the first one in line will be discharged first. As I arrive, there are already two trucks in queue – things are looking good.



### 🕒 07 : 00 am > unloading

At 7 AM, discharging starts. I am the third to be off-loaded. I put down the blocks in front of my wheels and the discharging starts. The CMR is stamped and by 9 AM I'm off again.

### 🕒 between 09 : 00 am and 11 : 00 am > traffic congestion

Now I need to drive to the other side of town to the next customer for loading. If the loading goes well, I can be on my way around noon and I can be home in the early evening. At last a long weekend! Unfortunately I immediately hit a traffic jam. A complete standstill! Finally we are moving, but very slowly...

### 🕒 11 : 00 am > long safety check at gate

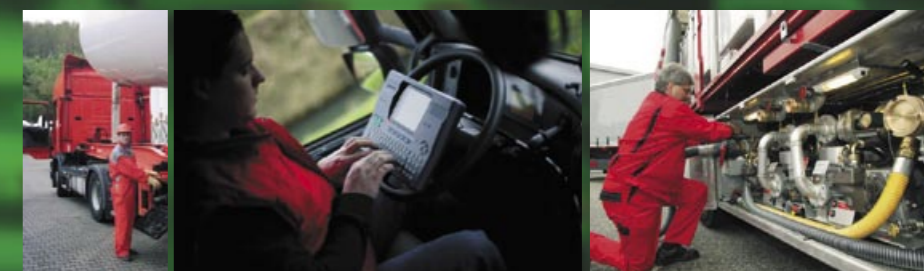
I know the loading site already and without searching I make it there just in time. Then, the safety check begins. Usually this is a smooth operation, but this time the check takes a long time. I can finally register for loading. I am asked to wait in my truck.

### 🕒 between 11 : 45 am and afternoon > waiting at gate, on the phone

At 2 PM, I am still waiting. I have received no information. I ask at the driver's desk how much longer it will take, but nobody knows. Also there is no canteen or coffee machine. I go back to my truck and call my transport planner. Telephone calls on site aren't actually allowed, but I am still at the gate and need to inform my company about the delay and would like to get some information.

### 🕒 3 : 30 pm > loading starts

At 3:30 PM I am finally called to be loaded. I am given no reason for the delay. It makes no difference now. After an hour and a half my truck is loaded and I received my documentation. Unfortunately, I have only little driving and shift time left at my disposal – the waiting took up a lot of my time.



### 🕒 early evening > he stops again

After a short distance, I have to safely park my truck for the weekend and will continue my trip next week. And once more my weekend is ruined.

## The story

# “A Driver’s Day” is a very realistic one.

International drivers are regularly confronted with situations that are very similar to the one described. A driver needs to work long hours and is away from home a lot. Therefore, work and personal family life are hard to combine well. Drivers are confronted with high stress levels due to conflicting demands, such as safe on time delivery in the context of inflexible (un-) loading time windows and traffic congestion. On-site operating procedures differ from site to site and are not always clear.

A driver needs to wait a lot: e.g., for sampling, documentation, laboratory analysis and so on. In general, drivers are very often not kept informed about the cause of the waiting or the expected duration of delays. This makes it very difficult for a driver to organize and optimize his working time more efficiently.

In a workshop organized by ECTA, the European Chemical Transport Association, drivers from all over Europe gave voice to their concerns.

### The areas the drivers identified as critical are:

- Physical and social comfort at reception areas and during waiting times
- Safety and security of transport and (un)loading operations
- Combination of personal life and work
- Maintenance and improvement of their driving skills and learning new technologies
- Negative image of transport by road with the public

In order to safeguard a smooth, well organized supply chain for the future, improvement of the situation of the drivers will have to be addressed. Telling the story of a “A Drivers’ Day” is a first step. It makes it clear why it is becoming harder and harder to attract qualified and motivated professionals for the safe driving of chemical goods in Europe. It also creates an understanding of what aspects can make a difference in the world of a driver.

The parties involved, the transport companies and the chemical industry, can now review improvements in the different areas that were identified as being of importance to drivers and, by avoiding some bad practices and introducing good practices, impact their logistics performance for the better.

To assist in this process, an overview is provided with fields of improvement. Some of the fields identified for improvement are only destined for the transport companies, some only for the chemical industry, and some are best tackled in a joint effort of transport companies and the chemical industry.

External impacts, such as traffic, statutory compliance, etc. are not integrated since they are either prerequisite or beyond any control.

The fields of improvement are presented in an order of increasing complexity, starting with suggested measures of improvement that seem to be quite self-explanatory and not more than a minimal human treatment of drivers.

The suggestions of improvement are provided as food for thought and as a guidance tool for all parties concerned for discussions on this topic. The goal is the way forward to a respectful interaction with the driver of chemical products.

## FIELDS OF IMPROVEMENT

Transport Industries

Joint Efforts

Chemical Industries

### Physical and social comfort

Respectful human contact (a smile and welcome)

Sanitary installations (toilet, warm water)

Canteen (snacks, drinks, smoking area)

Waiting room facilities (warm, dry place)

### Safety / Security / Waiting Times

Behaviour Based Safety (BBS) driver training\*

Behaviour Based Safety (BBS) loading/unloading\*

Harmonized site access

Report unsafe conditions at loading/unloading sites

Organize good documentation process

Safe parking at the gate

Safe loading/unloading conditions

### Combination of personal & working life

Integration of the driver’s needs and his schedule in the planning process

Facilitate communication by the driver to his company

Flexible (un)loading times (slot switch, out-of-peak)

Give information on delays (how long and if possible why) to the driver

### Training needs

Introduction training for new drivers

Invite drivers of hauliers to own trainings

Provide training on new technologies/ vehicle handling

Ensure appropriate product information is provided

### Image of transport

Career development for drivers (to trainers, planners, QA, etc.)

Programmes or PR activities to promote transport to the public at large

Recognize the driver as an important player in the supply chain.

Community relations: participate in school infossessions

The driver is the representative of the chemical industry on the road, at the site of the customer, at cleaning stations.

\* “ECTA/EPCA/Cefic Best Practises Guidelines” on [www.ecta.be](http://www.ecta.be)