

Truck Transport Social Guidelines

Updated Version 2.0

**An Initiative of the Responsible Trucking
Collaborative Platform**





The collaborative platform “Responsible Trucking” is facilitated and coordinated by CSR Europe, the European Business Network for Corporate Sustainability and Responsibility.

For further details, please refer to the Responsible Trucking webpage:

<https://www.csreurope.org/responsible-trucking>



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Responsible Trucking Partners

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GROUP**

**DAIMLER
TRUCK**

H&M Group

IKEA Supply AG 

**I V E C O
GROUP**



postnord

Raben



V O L V O

About the Social Guidelines

The Social Guidelines articulate the standards that Partners of the [Responsible Trucking collaborative platform](#) strive for in their own operations, the expectations Transport Buyers have towards their Suppliers, and the expectations Transport Suppliers have towards their subcontractors. This document represents the updated version 2.0 (2024) of the guidelines and builds upon the previous version from 2021.

The truck drivers at the heart of the logistics sector are its most important assets. For this reason, Partners of this initiative are working together to attain **a high standard in social performance throughout the whole supply chain and to build a culture of respect for the truck driver's profession.**

Companies, including both Transport Buyers and Transport Suppliers, are expected to uphold a high standard of integrity and to operate honestly and equitably throughout the supply chain in accordance with local and international laws.

The Social Guidelines embed Platform Partners' expectations. They are based on fundamental principles of social responsibility that are compliant with local laws and regulations. They are aligned with the requirements set in **the European Mobility Package, the Directive 96/71/EC and the Directive (EU) 2020/1057** concerning the posting of workers, **the European Corporate Sustainability Due Diligence Directive (CSDDD)** as well as with internationally recognized standards: **the United Nations Guiding Principles on Business and Human Rights** and **the International Labour Organisation Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy (MNE Declaration).**

Responsible Trucking Partners uphold and endorse these standards, and agree to cascade them through their supply chains, meaning

that the same standards will apply to their own subcontractors in the supply chain.

Individual Partners may have their own standards, codes and policies that stand alongside and supersede - when of a higher standard - these Social Guidelines.

The Social Guidelines apply to transport operations performed in Europe. However, Partners of Responsible Trucking are free to apply relevant clauses of these Guidelines in their global operations.

Platform Partners are committed to respect and use commercially reasonable efforts to implement the aspects described as **'Requirements'** in these Social Guidelines, as well as to work towards the achievement of the longer-term objectives described as **'Aspirations'**.



Glossary

A clarification on some of the **key terms used** in the Guidelines is included below, to ensure a **common understanding of the terminology**:

- **Companies:** reference to both Transport Buyers and Transport Suppliers, as well as to their subcontractors.
- **Employer (or driver's employer):** the company who is directly employing the Truck Driver and who is providing him/her with an employment contract.
- **Facilities:** any building structure - including loading and unloading sites, distribution centres, hubs, transit sites, ports, terminals, or cross-dock points -, parking area or other property, that truck drivers use in the logistics value chain. Requirements and Aspirations in the 'Facilities' section of these Guidelines are only applicable during legal opening hours, excluding the time during which the facilities are closed, such as at night or during the weekends.
- **Facility Operators:** intermediary operators - such as warehouse, port and terminal operators – directly participating in Companies' supply chain operations, who can impact truck drivers' working conditions.
- **Platform Partners:** the members of the Responsible Trucking platform. For the purpose of the Social Guidelines, some Platform Partners can act sometimes as Transport Buyers and other times as Transport Suppliers, depending on their role in the logistics supply chain.
- **Social Responsibility:** refers to the following topics: employment and working conditions, health & safety, business ethics, human rights and labour rights.
- **Subcontractors:** third-party providers performing transportation services.
- **Transport Buyers:** companies purchasing road freight transport services, including Transport Suppliers which purchase road freight services from subcontractors.
- **Transport Suppliers:** companies providing road freight transport services. Within the meaning of these Guidelines, it may refer to either Platform Partners providing transport services or to their subcontractors.
- **Transportation Service:** if not specified, reference to both national and international road transport services within Europe.
- **Truck drivers:** drivers directly employed by Transport Suppliers as well as drivers from subcontracted services. Each Transport Supplier is responsible only for the working conditions of the drivers they directly employ.



Working Conditions: Requirements & Aspirations

1. FORCED LABOUR

According to the ILO Forced Labour Convention, 1930 (No. 29), forced or compulsory labour is: *“All work or service which is exacted from any person under the threat of a penalty and for which the person has not offered himself or herself voluntarily”.*

Requirements

- 1.1** Companies shall not engage in, or tolerate, forced labour of any kind related to their business, products and services.
- 1.2** Companies shall not engage in, or tolerate, restrictions of movement, confiscation of identity documents and/or passports, withholding of wages, violence, or recruitment fees that may lead to debt bondage.
- 1.3** Truck drivers shall be free to terminate their employment provided they give the legal required notice period to their employer.
- 1.4** Companies shall inform their drivers about their conditions of employment – explicitly about working hours and wages. Companies shall provide their Drivers with an employment contract written in a language they can easily understand that will include all these conditions.
- 1.5** Companies shall support their drivers in understanding their working rights and obligations where necessary, especially on their legal rights when working in different countries.
- 1.6** Companies shall put in place preventive measures, such as awareness training for their drivers, to ensure that precautions are taken during journeys to prevent human trafficking through transport vehicles.

- 1.7** When companies use the service of recruitment agencies for hiring permanent or temporary truck drivers, they shall require and verify that these agencies uphold drivers' rights stated in this section 1.

2. CHILD LABOUR

The ILO Convention on the Minimum Age for Admission to Employment, 1973 (No. 138) defines Child Labour as *“work which is harmful to children and interferes with their schooling”*. The minimum age for work is generally set at 15 years although it can be different in some countries under certain conditions.

Requirements

- 2.1** Companies shall not engage in or tolerate the use of child labour.
- 2.2** Companies shall establish policies ensuring that if a child is found working at the company or in its supply chain, the company has a plan to end the child labour, while ensuring the protection of the affected child.
- 2.3** Companies shall comply with legal regulations concerning the age of employment of young workers, which are the ones aged between 15 and 18 years.
- 2.4** Companies shall respect specific working conditions legally established for young workers. Young workers shall not be engaged in any hazardous work that could potentially harm their physical or mental health, safety, or morals.

3. HARASSMENT OR ABUSE

Harassment refers to unwelcome conduct based on race, colour, religion, gender (including pregnancy and gender identity), sexual orientation, national origin, age, disability, or genetic information, that either affects a person's employment, unreasonably interferes with their work performance, or creates an intimidating, hostile, or offensive work environment.

Abuse refers to any form of mistreatment, which could include physical, verbal, emotional, or psychological harm. This might not necessarily be based on a protected characteristic.

Requirements

3.1 Companies shall not engage, support or allow any form of harassment or abuse in the workplace, specially, but not limited to, offensive behaviour, physical or sexual harassment, or intimidation.

Aspirations

3.2 Transport Suppliers should implement safeguards to proactively protect truck drivers from becoming the subject of harassment or abuse. When an occurrence is reported by their drivers, the companies should promptly investigate and address the instance. This includes abuse committed by third parties, such as the staff working at a facility where truck drivers were loading or unloading goods. All reported cases should be taken seriously to ensure the safety and well-being of drivers.

4. DISCIPLINARY PRACTICES

Requirements

4.1 Companies shall treat all personnel with dignity and respect. They shall not engage in or tolerate the use of corporal punishment, mental or physical coercion or verbal abuse of personnel.

5. WORKING AND RESTING TIMES

Requirements

- 5.1** Transport suppliers shall comply with driving, working and resting time as stipulated in the applicable legislation and collective agreements. This includes the right for truck drivers to return regularly to their place of residence. Working hours shall comprise loading and unloading activities where applicable and permitted by local legislation (drivers are not permitted to perform such activities in certain EU Member States) and any other activity which contributes to achieving work targets.
- 5.2** Transport Suppliers shall provide their drivers with easily accessible information on available and appropriate rest facilities, keeping this information up to date.
- 5.3** When organizing a transport service, Companies shall aim to minimize truck drivers' waiting times by using realistic durations for all the stages of the process including the loading and unloading.
- 5.4** Transport Buyers shall not penalize Transport Suppliers for delays beyond their control, including but not limited to delays due to traffic jams, extreme weather impacts, extraordinary mandatory rest periods, and/or lower-than-usual speed limits.
- 5.5** Transport Suppliers shall provide their drivers with clear information on their contractual obligations regarding loading and unloading responsibilities for each transportation service where applicable and permitted by local legislation (which is not the case in certain EU Member States).
- 5.6** Transport Suppliers shall use the Smart Tachographs implemented across their fleet to secure the full recording of working time of the Drivers and prevent undeclared work.

Aspirations

- 5.7 Transport Buyers should establish reasonable and acceptable margin of delay for transport services. They should refrain from penalizing Transport Suppliers if services are rendered within the margin.
- 5.8 To enhance work-life balance of their drivers and allow them to optimize their work-life schedule, Transport Suppliers should inform their drivers properly in advance before planning the trips.
- 5.9 Transport Suppliers should accommodate truck drivers' timing demands in their planning when hiring or organising a transport service, considering the additional time they need to find available parking areas and to plan where to take their rests.

6. REMUNERATION

Requirements

- 6.1 Transport Suppliers shall provide their drivers, in full and directly, with the salary and benefits complying with the applicable legislation and collective bargaining agreements. Truck Drivers carrying out international transport, cabotage, or the national road leg of a combined transport operation are covered by the Posted Workers Directive and are entitled to the work and employment conditions provided under this Directive.
- 6.2 Transport Suppliers shall compensate all overtime work of their drivers at the appropriate pay rate in line with applicable legislation and standards of compensation.
- 6.3 Transport Suppliers shall provide their drivers with the legally stipulated daily allowances for covering food expenses and other extra-costs, in addition to covering the cost of the accommodation, in case that truck drivers are required to take their rests outside their cabin.
- 6.4 Transport Suppliers shall provide their drivers with a salary statement that accurately reflects all components of their compensation, including total pay, overtime, benefits, and deductions. The information on the salary

statement shall be presented in a detailed, clear and understandable manner to the truck drivers.

- 6.5 Transport Suppliers shall not give their drivers any payment, even in the form of a bonus or wage supplement, related to distances travelled, the speed of delivery, and/or the amount of goods carried if that payment endangers road safety and/or encourages infringement of legal provisions.

Transport Suppliers shall not use consecutive short-term contracts, false self-employment and/or false apprenticeship to avoid meeting their obligations to personnel under applicable

- 6.6 laws and regulations pertaining to labour and social security.

7. BENEFITS

Requirements

- 7.1 Transport Suppliers shall provide their drivers with all legally mandated benefits to which they are entitled, included but not limited to annual vacation, sick leave, commercial truck insurance and parental leave.
- 7.2 Transport Suppliers shall provide trainings to their drivers regarding any work-related health and safety risk – focusing on all aspects of road safety including the dangers of using the mobile phone while driving and the dangers of fatigue. The trainings provided to the drivers shall address all the other skills relevant for the correct performance of their duties. The trainings shall also address incident and accident management, including procedures to ask for assistance and effect repatriation if necessary.
- 7.3 Transport Suppliers shall bear the costs related to the trainings mentioned in the previous paragraph 7.2. The trainings shall be delivered in a language that the drivers can understand.

8. NON-DISCRIMINATION

Requirements

- 8.1** Companies shall not discriminate or interfere with the exercise of personnel's rights or practices based on truck drivers' race, religious beliefs, gender, marital status, age, political affiliation, national origin, disability, sexual orientation or any other characteristics which are not related to the persons' skills for the tasks they have to perform.
- 8.2** Companies shall not tolerate any kind of discrimination in the workplace, especially, but not limited to, discriminatory practices against female truck drivers, which may include unfair hiring practices, pay disparities, and/or unfavorable treatment in promotion and professional development. Companies shall also promote access to gender-friendly facilities.

Aspirations

- 8.3** Companies should improve diversity and inclusion – especially gender balance - among truck drivers in their company.

9. FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

Requirements

- 9.1** Companies' employees shall be free to join or not to join a union or any other form of employee representation of their choice, without fear of threat or intimidation.
- 9.2** Employees' representatives chosen according to the legal rules applicable in each country shall not be discriminated against and shall receive the access and support needed from the companies to adequately carry out their representative functions in the workplace.

- 9.3** Companies shall respect employees' rights to collective bargaining, defined as a voluntary process through which employers and employees discuss and negotiate their relationships, and the terms and conditions of employment. The process shall be conducted freely and in good faith by all parties.

10. HEALTH & SAFETY

Requirements

- 10.1** Companies shall treat health and safety of truck drivers and all road users as a priority. They shall have an adequate, risk-based health and safety risk management system and perform activities to prevent accidents and incidents (for example by providing relevant instructions and training that are understandable to all drivers).
- 10.2** Companies shall comply with applicable occupational health and safety regulations. They shall provide a work environment that is safe, contributes to preserve the health of drivers and minimizes the risk of work-related illnesses. They shall comply with regulations regarding speed limits as well as the size, weight and load of trucks.
- 10.3** Transport Suppliers shall only and exclusively employ truck drivers that have an adequate driving license to operate.
- 10.4** Transport Suppliers shall give specific attention to cabin lay-out, ergonomics and truck equipment to ensure optimal driving and resting conditions. They shall equip trucks with an appropriate hands-free device to be used by drivers in case of emergency, clearly informing drivers of the risks of using it while driving.
- 10.5** In case Companies have clear and direct evidences that drivers are working under the influence of alcohol, drugs or any other substance that can affect their ability to drive, they shall communicate it to the police, for them to perform the required alcohol and/or

drugs tests.

- 10.6** Transport Suppliers shall set up a contact point for their drivers in case of emergency on the road, available 24 hours a day, 7 days a week.
- 10.7** Transport Suppliers shall conduct regular technical revisions of the status of the trucks, and/or require that such technical revisions be done by qualified third parties. They shall report any relevant issues from these revisions to their drivers.
- 10.8** Transport Suppliers shall equip their trucks with both air conditioning and heating to ensure that trucks offer an appropriate working environment for truck drivers.
- 10.9** Transport Suppliers shall provide their truck drivers with adequate working equipment such as uniforms or Personal Protective Equipment (PPE). Truck drivers shall not have to pay for such equipment and they shall receive appropriate replacement upon request without undue complexity.

11. ROAD SAFETY

Requirements

- 11.1** Accidents and near misses related to road safety are documented, studied, and acted upon by the Transport Suppliers.
- 11.2** Companies must plan delivery times according to safe speed limitations based on factors such as road conditions, actual load and type of vehicle. Drivers must comply with such speed limitations.

Aspirations

- 11.3** Transport Suppliers should have a road safety policy outlining their approach to road safety, and a road safety management system, used to implement the policy in their operations.
- 11.4** The road safety management system

should cover key aspects of road safety: the driver (e.g., trainings in safe driving, post-accident rescue/first aid, etc.), the vehicle (breathalysers, maintenance checks, additional safety equipment); the infrastructure (prioritizing safer routes, etc.).

- 11.5** Transport Suppliers should keep track of all accidents (injuries and fatalities) related to their operations, e.g., in the form of a “road safety footprint”. The records should indicate, if available, an estimation of the number of people involved in the accident (i.e., not only the driver, but other road users, passengers, pedestrians, etc.), if there were fatalities to deplore and, in case people were injured, give an approximate assessment of the severity of the injuries. All information shall remain anonymous and Transport Suppliers should be able to communicate this data to their business partners.
- 11.6** Transport Suppliers should install breathalysers, ignition interlock devices or similar.

12. FACILITIES

Requirements

- 12.1** Companies and Facility Operators shall provide free, clean drinking water to all truck drivers who complete deliveries on their site.
- 12.2** Companies and Facility Operators shall provide an adequate number of toilet facilities for both men and women.
- 12.3** Companies and Facility Operators shall keep every toilet facility on their site clean, clearly marked, accessible and appropriate for use.
- 12.4** Companies and Facility Operators shall provide truck drivers with access to a dedicated, clearly marked, safe, appropriate and closed space to protect them from adverse weather conditions while waiting for the loading/unloading of the cargo. This place can be near or within the parking area, within

the administrative area, or within companies' property outside the fences, and always outside of sensitive plant areas

12.5 Companies and Facility Operators shall inform truck drivers about suitable parking areas near their facilities, in case of need.

12.6 Companies and Facility Operators shall develop and implement grievance mechanisms within their facilities, allowing all truck drivers who access these facilities to raise questions, concerns and/or complaints (e.g. to signal any form of abuse) in an accessible and anonymous way and without retaliation. These systems can be developed in the most convenient way for companies, and could be physical or digital

12.7 Companies and facility operators shall inform truck drivers of the facility's safety rules (preferably in writing) in a language the driver can understand (using multilingual materials if necessary).

12.8 Companies and facility operators shall provide truck drivers with clearly displayed contact details of the persons responsible for assisting them in case a malfunction occurs during their stay at the facility.

Aspirations

12.9 Companies and Facility Operators should adapt their planning to the number of parking lots available in their facilities, avoiding the situation of truck drivers arriving at the same time without having enough space for parking.

12.10 Extra services that could be offered in facilities receiving many long-distance truck drivers may include: waiting rooms, showers, food and beverage purchasing options, electrical sockets, wireless internet connection, microwave, etc.



Business Ethics: Requirements & Aspirations

1. FAIR COMPETITION ANTI-TRUST

Requirements

- 1.1 Companies shall uphold standards of fair business and conduct business in accordance with all applicable anti-trust or anti-competition laws and regulations.
- 1.2 As legally required and in order to avoid 'letterbox companies', Transport Suppliers shall have a stable and operational establishment in a Member State, adequate financial means to operate and the necessary professional competence.
- 1.3 Transport Suppliers shall comply with cabotage rules and legal cooling off periods.
- 1.4 Transport Suppliers shall respect truck drivers' rights according to applicable national laws and collective agreements when they work temporarily in different EU Members States. Companies shall not take advantage of differences between national regulations to subject truck drivers to exploitative working conditions which are not only detrimental to themselves, but may lead to unfair competition and illegal international operations.

2. ANTI-CORRUPTION

Requirements

- 2.1 Companies shall work against corruption in all its forms, including extortion and bribery.

3. PRIVACY

Requirements

- 3.1 Companies shall put in place appropriate measures to respect privacy, to protect personal data against loss and unauthorised access or use, and to comply with relevant applicable privacy and information security laws and regulations.
- 3.2 Transport Suppliers shall use the information of digital tachographs just for legitimate purposes, and always in a way that respects the right to privacy of truck drivers.

4. DISCLOSURE OF INFORMATION

Requirements

- 4.1 Companies shall disclose financial and non-financial information in accordance with applicable regulations and prevailing industry practices.



Responsible Business, Better Future.

For more information:


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