

## Recommendations on receiving and shipping goods

### DRIVER / ROAD HAULIER

- ✓ **Clean your driver's cabin** on a daily basis, preferably several times. Focus especially on inside and outside door handles as well as steering wheel and dashboard.
- ✓ **Disinfect hands** by both entering and leaving the driver's cabin. Alternatively, wash hands with water and liquid soap.
- ✓ **Keep a good distance** and avoid contact with other persons.
- ✓ **Use gloves** when you are outside the truck.
- ✓ **Keep yourself informed** on the customer's instructions before entering the address.
- ✓ **Open up the vehicle** and hand over/accept freight documents where the consignor/consignee has instructed to do so. If you must load/unload yourself, pay attention to barriers.
- ✓ **Stay in the driver's cabin wherever possible** while at the customer, unless otherwise required.
- ✓ **When using electronic tools** issuing receipt for accepting goods and signing CMR documents, the receiver should wear gloves and/or use his/her own tool for receipt.
- ✓ **Keep freight documents in a folder** or other closed organiser when carrying them in the driver's cabin.
- ✓ **Use your common sense** and take care of yourself and others.

### CONSIGNOR / CONSIGNEE

- ✓ **Prepare a pamphlet** on how to handle the goods and make sure that your coworkers are instructed thoroughly.
- ✓ **Prepare instructions for the drivers** who arrive at your address. Mount direction signs at the entry, prepare large signs in several languages and/or send your instructions electronically to the carriers before arrival. Make sure a person is present to receive the truck/goods so the driver does not have to look for personal. This may take place by providing the driver a phone number for contact. Make sure the personal is instructed in answering the phone.
- ✓ **Prepare barriers** unmistakably indicating the boundary line between internal and external persons.
- ✓ **Have plenty of hand disinfection** mounted at entrances and exits both for internal and external persons.
- ✓ **Clean loading equipment regularly**, especially if the driver must himself unload using his own equipment.
- ✓ **Designate a place for handling documents.** When using electronic tools for issuing receipt for acceptance of goods as well as signing CMR documents the receiver should wear gloves and/or use his/her own tool for receipt.
- ✓ **Designate possible toilet facilities** for the driver, you may put up 'festival toilets' in the drivers' area.
- ✓ **Avoid unauthorised persons** staying unnecessary at your address.
- ✓ **Instruct drivers** waiting for goods to stay in their vehicles.
- ✓ **Do you have many loading ramps** make sure to create plenty of space between the vehicles; you could e.g. keep every second ramp empty.
- ✓ **Use your common sense** and take care of yourself and others.