



Safe and efficient goods reception for road freight

International guidelines

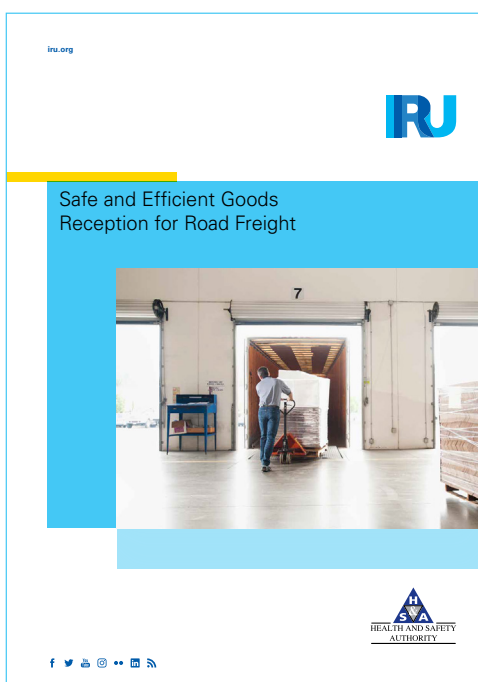
Deliveries and collections are essential to business. A new set of guidelines on *Safe and Efficient Goods Reception for Road Freight*, sets out standards on safe loading and unloading practices, to promote safety and to encourage sustainable improvements in transport operations.

Context

There are different types of working locations, which depend on goods reception. The guidelines offer tailored recommendations, depending on the context. These include depots and warehouses, industrial facilities, superstores, schools, industrial areas, hotels and restaurants, hospitals, shopping centres, medium size shops, private convenience stores and kiosks.

Specific considerations

- Different types of goods: do they require loading docks or mechanical or manual handling at ground level?
- Different vehicle combination types: are the sizes of the loading docks, gates and dock seals appropriate to vehicle types?
- Traffic management considerations: what is the level of traffic control? Are the traffic routes and rules clearly shown on site maps and information boards?



Goods reception – common risks

There are a number of risks when working around vehicles which are collecting or delivering goods. Unless workplaces are suitably designed, and work activities are carefully controlled. These include:

- Being hit by moving vehicles (reversing vehicles in particular)
- Slips, trips and falls in the general work area, on or from vehicles
- Injuries caused by vehicles turning over (especially forklifts)
- Being hit by objects falling from vehicles
- Injuries from manual handling tasks

Download the guide

<https://www.iru.org/resources/iru-library/safe-and-efficient-goods-reception-road-freight>



Stakeholders

Who ensures safety? Who are the stakeholders?

These include business owners, consignors, consignees, drivers, loading or unloading staff, warehouse operatives, shop staff, supervisory staff and architects.

Design considerations

The guidelines will help architects and warehouse companies make the right decisions when building, renovating and upgrading goods reception areas. Information and guidance is provided about specific design considerations such as:

- the loading dock
- height difference
- dock levellers
- gates
- mechanical and manual handling equipment
- traffic control
- fire safety
- theft prevention
- lighting
- vehicle compatibility.

Key recommendations

- Road transport companies should inform, instruct and train drivers on safety precautions when visiting places of work, particularly regarding the risks involved in loading and unloading delivery vehicles.
- All stakeholders in the freight chain should provide transport companies with information relating to loading/unloading operations; especially when additional handling equipment is required at the reception site.
- Road transport companies should be informed of traffic planning rules at the site of collecting/delivering goods.
- Before entering the site, drivers should make sure that the vehicle and required equipment is damage free, safe and suitable for loading/unloading.

“These guidelines are a valuable tool to guarantee the safe reception of goods and safe working environments for all those involved in the loading, unloading, collection and delivery of goods during road transport operations. Aimed at IRU’s global membership and relevant stakeholders in the road transport industry, I would encourage all to follow these comprehensive recommendations as a reference to ensure that safety comes first.

Umberto de Pretto, Secretary General IRU