

## Provide safe and efficient transportation services.

- Strive to meet all service commitments to deliver shipments on a timely basis (when loaded on time and allowing for a reasonable transit time).
- Educate dispatchers and drivers on customer operational guidelines, including actions where customer service is at risk.
- Give clear instructions to drivers on their responsibilities for service and contract requirements expected by shippers and receivers.
- Be forthcoming and provide honest and proactive information to shippers regarding safety status changes and potential companywide status.
- Provide shipper/receiver with timely advance notice of possible service failures based on contract and/or tender expectations.
- Provide equipment that is, to the best of the carrier's knowledge, clean, watertight, in good condition and meet the specifications of the shipper.

## Carrier drivers will:

- Treat shipping and receiving personnel with courtesy and respect.
- Maintain safe practices at all times.
- Communicate in a timely manner to shipping and receiving personnel all significant delays or problems with performing to pickup or delivery specifications prior to failure.

Truckload Carriers Association is the only national trade association whose collective sole focus is the truckload segment of the motor carrier industry. The association represents dry van, refrigerated, flatbed, and intermodal container carriers operating the 48 contiguous states, as well as Alaska, Mexico, and Canada. Representing operators of more than 200,000 trucks, which collectively produce annual revenue of more than \$20 billion, TCA is an organization tailored to the specific truckload carrier needs.

Founded in 1907, The National Industrial Transportation League is the nation's oldest and largest freight transportation organization, representing over 500 member companies. NITL's members are responsible for making freight transportation decisions using all modes in both the United States and internationally.

Additional copies of this brochure are available from  
TCA (703-838-1950 or [www.truckload.org](http://www.truckload.org))  
&  
NITL (703-524-5011 or [www.nitl.org](http://www.nitl.org))

The National Industrial Transportation League  
& Truckload Carriers Association

## VOLUNTARY GUIDE TO Good Business Relations for Shippers, Receivers, Carriers, and Drivers

*These guidelines are not intended to serve as industry standards or to create a legal right or responsibility of any party. However, shippers/receivers and motor carriers/drivers agree that it is in their mutual interest to subscribe to the following guidelines to govern their relations.*



## **Shippers/Receivers will:**

### **Expedite the movement of cargo and equipment.**

- Load and unload freight except where drivers are trained to handle specific equipment or cargo, when the shipper/receiver has made prearranged alternative arrangements with the carrier, or in the delivery of express packages and LTL freight.
- Maintain reasonable hours for loading and unloading according to volume of shipments.
- Promptly load/unload trucks that arrive within the scheduled time. Accommodate or reschedule pickups/deliveries when unforeseeable events intervene. Make reasonable effort to be flexible in loading/unloading trucks that arrive early or late or without an appointment.
- Allow drivers to clean trailers and discard packaging material that was part of the load delivered, as long as disposal facilities are available.
- If dock space is temporarily unavailable, make arrangements to contact drivers when a space becomes available, without making the driver remain physically in a queue.
- If drop and hook are involved, make reasonable arrangements for a trailer to be available for pickup.
- Tender the cargo with all necessary information and provide accurate and complete paperwork in a timely manner.

### **Assure safe practices are followed.**

- Establish reasonable transit times based on compliance with government regulations.
- If available provide a safe harbor for drivers who cannot legally drive to another location.
- Comply with legal limits of size and weight —equipment will not knowingly be overloaded.
- Provide placards in conformance with hazardous materials transportation regulations.
- Keep docks, parking lots and unloading facilities clear in order to prevent delays and injuries. Respect the driver's requirement to follow safety practices and procedures.

## **Foster honesty, fairness and openness in their dealing with drivers and carriers.**

- Tender the cargo with all necessary information and provide accurate and complete paperwork in a timely manner. Openly accept or provide a mechanism for honest and candid feedback.
- Establish and visibly post operating requirements of the shipper/receiving area that are consistent with current laws and outline the responsibility of the carrier.
- Treat drivers with courtesy and respect. Provide drivers access to safe, clean, and well-lit restrooms, water and other comfort facilities where available.

## **Carrier personnel will:**

### **Promote Fair Business Practices.**

- Strive to build an ethical and solid business relationship with shippers and receivers.
- Comply with all shipper and receiver safety and security protocols and requirements.
- Provide consistent, complete, timely, and relevant communications.
- Sell only those services that are capable of being executed and will be honored by carrier senior management.
- Maintain the lawful confidentiality of shipper data.
- Quote transit times that can clearly be achieved within driver hours of service regulations and prevailing speed limits.
- Maintain rates in a readily accessible manner, and respond to rate or conditions of service requests promptly. Clearly communicate the rates and conditions of service, including any limitations on cargo liability.
- Protect the shipper's goods from loss and damage during the carrier's physical control of the cargo.
- Provide prompt and equitable freight claims resolution and damaged cargo disposition in the event of carrier controlled and/or caused cargo loss or damage.
- Collaborate with shippers, and offer innovative and solution-based feedback.
- Provide professional drivers who fit the requirements of the shipment.
- Openly accept or provide a mechanism for honest and candid feedback.