

European Ethical Transport Charter

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Transport is human. Keep it fair.

Ten commitments to respect people, pay fairly and make responsibilities clear in transport.

01. Respect the law

Contracts and instructions must respect the law, including safety, working hours, rest and payment obligations.

02. Plan working hours and report incidents

Plan nights, weekends and last-minute changes without assuming permanent availability. Each party must provide reliable information and report incidents affecting the service as early as possible.

03. Take responsibility for what you control

Do not automatically pass costs or penalties to someone who could not reasonably prevent the problem. Using an intermediary does not remove responsibility.

04. Do not delay payment with extra paperwork

Proof of delivery should show that the job is done. Internal approvals and unnecessary documents must not add artificial delays to invoicing or payment. Keep disputed claims separate from undisputed amounts.

05. Record waiting time and agree how it is handled

A waiting driver and vehicle cannot carry out another job. Record and communicate waiting time outside the carrier's control, and agree its operational and financial treatment in advance.

06. Agree penalties before accepting the job

Significant penalties must be known and agreed before accepting the job. Later changes require agreement. Penalties must have a cause, evidence, a proportionate amount and a genuine opportunity to challenge them.

07. Match long-term investment with real commitment

If you require dedicated vehicles, staff or reserved capacity, offer reasonable stability and protection when work is reduced or stopped.

08. Know who carries the goods

Subcontracting can be useful. Keep the actual carrier identifiable and require an agreed, controlled and traceable process for further subcontracting.

09. Allow unsafe or unlawful work to be refused

A person or company must be able to refuse unsafe, unlawful or substantially changed work without automatic retaliation. Clear, lawful contractual commitments still apply.

10. Share the effort of greener transport fairly

Cleaner transport may require investment and extra work. Do not automatically place all additional costs and risks on the party least able to bear them.

Billing / receipt details

The questionnaire measures time from completed transport to payment. This is different from the legal payment deadline, which depends on the applicable law.

The Signatory Commitment

Respect mandatory applicable law.

Review what actually happens in our transport relationships, not only what contracts say.

Recognise the human reality of night work, weekends, relays, short notice and exceptional schedules.

Avoid automatically transferring consequences to parties that did not reasonably control their cause.

Avoid unnecessary administrative or documentary processes that artificially delay invoice eligibility or payment after proper performance.

Significant penalties must be known and agreed before accepting the job. Later changes require agreement. Penalties must have a cause, evidence, a proportionate amount and a genuine opportunity to challenge them.

Match structural resource commitments with reasonable commercial stability and transition protection.

Maintain reasonable visibility and control over material subcontracting under our responsibility.

By signing, we commit to reviewing our practices and documented problems, taking responsibility and agreeing proportionate action where appropriate. We ask for a genuine commitment to improvement, not perfection.

Never present Signatory or Member status as certification, verification or proof of compliance.

A signature is a commitment, not proof.

By signing, we commit to reviewing our practices and documented problems, taking responsibility and agreeing proportionate action where appropriate. We ask for a genuine commitment to improvement, not perfection. Signing means making a commitment. It does not certify your company or prove that every practice has been checked.