

DELIVERING AND CARRYING IN PARCELS

– Guidelines

Every year, millions of parcels make their way through our freight system, and their way to the recipients can be long. We mostly lift and carry a parcel between three and six times before delivering it. For this reason, it is important that we take care of our employees and ensure that they do not perform too many heavy lifts during the day. Moreover, we are legally obliged to follow the applicable guidelines of the Danish Working Environment Authority.

However, we cannot do this alone. We need our customers to also show consideration and refrain from shipping parcels that are too heavy or unwieldy. Below, you can see the permissible weight of a parcel and anything else, of which you should be aware when sending parcels by Danske Fragtmænd.

How much is a parcel allowed to weigh?

A parcel can weigh a maximum of 20 kg and must be manageable when being either carried or moved using a cart/pallet jack. If our driver is to carry in the parcel at the recipient's, the parcel can weigh a maximum of 12 kg. If you want for the parcel to be carried in, this is an additional service which you need to book in advance when ordering the shipment.

Can I tape together more parcels or items?

Det er ikke tilladt at sammentape tunge pakker eller kolli med en totalvægt, som overstiger grænseværdierne (20 kg/12 kg). Det gælder også, hvis pakken bliver uhåndterlig på trods af korrekt vægtgrænse.

How many kilos from the same sender can a driver carry in?

As previously mentioned, the maximum weight of a parcel or an item is 12 kg in accordance with current legislation. When delivering several consignments from the same sender, figure 1 shows how many kilos we can offer to carry in, as a maximum (per consignment note/recipient/day).

How do I package my parcel?

Naturally, we take good care of your parcel. However, you can also take action to ensure that your parcel reaches the recipient in good condition. The parcel must be properly packaged to enable it to withstand normal transport in lorries, handling in parcel-sorting systems and at terminals. Straps and strings must not cut holes in the packaging during lifts. Moreover, the packaging must be properly filled to prevent the goods from shifting and thus damaging the packaging during transport.

Please see page 2 for our guidelines relating to access on delivery.

Valid as of the 1st of January, 2022.



Figure 1

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– Access

Basically, we, the employers, are always responsible for ensuring that the working environment of our drivers is acceptable. However, the law also requires that we establish a collaboration with our customers to solve any problems with working environment.

If access at the delivery address is not safe from a working environment perspective, this could mean that our driver cannot deliver your goods. Below, you can learn more about our guidelines relating to access.

Transport route and point of unloading

- The point of unloading or loading should be located to ensure that the transport route is as convenient as possible.
- The surfacing of the transport route must be of a quality equivalent to industrial asphalt, SF stones, paving stones or the like.
- There must be no change in level. This could be in the form of kerbstones, steps or thresholds. Any small differences in level may be compensated for by the recipient by the use of ramps, chutes and the construction of driveways, amongst others.

The entryway

- The entryway must be cleared and thus accessible.
- The height of all entryways must be at least 1.90 metres; however always a minimum of 15 centimetres higher than the goods. However, lesser heights may be acceptable, but the driver who is to transport the goods must be able to move while fully upright.
- The entryway should be a minimum of 40 centimetres wider than the transport equipment loaded with goods.
- Doors and other openings in the entryway as well as the warehouse must comply with the same requirements as the entryway in terms of height and width.
- The slope must not exceed 1:50. This is equivalent to two centimetres per meter, if the driver is required to pull or push.
- The entryway must contain no holes, protrusions or changes in level.

Stairs

- The step increase must not exceed 180 mm. The stair depth should be at least 250 mm.
- The steps must be clear and non-slip.

Flooring

- The surface of transport route, stairs and entryways must be able to handle the pressure load of goods and any lifting equipment, which is always the recipient's responsibility.
- Flooring and the like must be affixed to ensure that they do not slip or shift.