



**SLOVENSKI STANDARD**  
**SIST EN 13011:2001**

01-maj-2001

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HfUbgdcfHbY'gHcf]lj Y!'NUdcfYX^Y'fUbgdcfHb] `bUdfUj `!'G]ghYa `nUi [ cHuj `Ub^Y  
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Transportation services - Good transport chains - System for declaration of performance conditions

Dienstleistungen im Transportwesen - Gütertransportketten -System zur Vereinbarung von Leistungsmerkmalen

Services de transport - Chaînes de transport des marchandises - Systeme de déclaration des conditions de performances

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**Ta slovenski standard je istoveten z: EN 13011:2000**

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**ICS:**

55.020      Pakiranje in distribucija blaga      Packaging and distribution of  
na splošno      goods in general

**SIST EN 13011:2001**

**en**

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EUROPEAN STANDARD  
NORME EUROPÉENNE  
EUROPÄISCHE NORM

**EN 13011**

October 2000

ICS 55.020

English version

## Transportation Services - Good transport chains - System for declaration of performance conditions

Services de transport - Chaînes de transport des  
marchandises - Système de déclaration des conditions de  
performances

Dienstleistungen im Transportwesen - Gütertransportketten  
- System zur Vereinbarung von Leistungsmerkmalen

This European Standard was approved by CEN on 1 September 2000.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.

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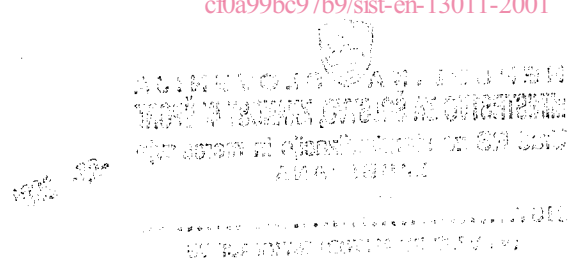
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## Foreword

This European Standard has been prepared by Technical Committee CEN/TC 320 "Transport - Logistics and services", the secretariat of which is held by DS.

Annex A is normative and contains two standardised forms of performance declaration for use by providers of transportation services.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by April 2001, and conflicting national standards shall be withdrawn at the latest by April 2001.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

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## Introduction

This European Standard defines a system for the declaration of performance conditions within the goods transport chains.

This European Standard is intended to be a tool for the definition, declaration and control of services involved throughout the transport chains. It therefore can be used by both shippers and providers within the framework of their contractual relationship, in order to define and declare the relevant performance conditions. A purpose of this standard is to facilitate the provision of information by the transport industry so as to assist shippers to meet their obligations under the Directive of Packaging and Packaging Waste (94/62/EF). Accordingly, a quality declaration should be prepared with references to international packaging testing standards.

This document is not an interpretation guideline of the EN ISO 9000 standards but is compatible with existing quality management systems or may be applied independently.

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## 1 Scope

This European Standard specifies requirements for making declarations with regard to the quality of performance of a goods transport service. It is intended to establish a means whereby service providers can set out specific data with regard to the performance criteria relevant to the service being provided that will enable shippers/packers to adequately plan their requirements and to meet their obligations under the packaging and packaging waste directive.

This European Standard does not specify standards of performance.

Annex A provides an example of a suitable form of declaration.

## 2 Normative references

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies (including amendments).

EN 12830, *Temperature recorders for the transport, storage and distribution of chilled, frozen, deep-frozen/quick-frozen food and ice cream - Tests, performance, suitability*

prEN 13485: 1999, *Thermometers for measuring the air and product temperature for the transport, storage and distribution of chilled, frozen, deep-frozen/quick-frozen food and ice cream - Tests, performance, suitability*

prEN 13486: 1999, *Temperature recorders and thermometers for the transport, storage and distribution of chilled, frozen, deep-frozen/quick-frozen food and ice cream - Periodic Verification*

EN 22248, *Packaging - Complete, filled transport packages - Vertical impact test by dropping (ISO 2248:1985)*

EN 22872, *Packaging - Complete, filled transport packages - Compression test (ISO 2872:1985)*

EN 22873, *Packaging - Complete, filled transport packages - Low pressure test (ISO 2873:1985)*

EN 28318, *Packaging - Complete, filled transport packages - Vibration tests using a sinusoidal variable frequency (ISO 8318:1986)*

EN 28768, *Packaging - Complete, filled transport packages - Toppling tests (ISO 8768:1986)*

## 3 Terms and definitions

Users of this standard shall use terms and definitions with reference to national and international regulation i.e. INCO TERMS and only for the purpose of this standard, the following terms and definitions apply.

### 3.1 transport chain

movement of a given consignment of goods/products from the time the goods are made available by the shipper until they are delivered as instructed.

### 3.2 service provider

person providing any service within the transport chain.

### 3.3 shipper

entity consigning goods or products to a service provider.

### 3.4 consignment

products, or other items that are the subject of the service, including any packing, container or equipment.

## 4 Overall transport chain responsibility

4.1 The service provider shall ensure that all service aspects covered by his declaration are his direct or indirect responsibility.

4.2 The service provider of transport service shall be responsible for at least:

- a) Defining the extent of his responsibility within the overall transport chain;
- b) Determination of quality criteria applicable to each stage for which he is responsible;
- c) Preparation of a written declaration with regard to a) and b).

### 4.3 Requirements relating to quality management

4.3.1 The transport chain shall be operated under a quality management system such as one of the EN ISO 9000 series.

### 4.4 Content of declaration

The service provider shall incorporate in the declaration those criteria, selected from table 1 that are relevant to the transport chain for which the declaration is being prepared (See example in Annex A).

Table 1 - Quality Criteria

Performance elements:	Verification by:
Packaging operations	Quality control system
Preparing and dispatching operations	Quality control system
Handling and storing operations	Quality control system
Transportation	Quality control system
Transfer operations	Quality control system
Tracking and tracing operations	Quality control system
Auxiliary operations	Quality control system
Collection and delivery time	Confirmed receipt
Collection and delivery place	Confirmed receipt
Temperature	Quality control system
Humidity	Quality control system
Air pressure	EN 22873
Controlled atmosphere	Quality control system
Drop and shock	EN 22248
Compression	EN 22872
Vibration	EN 28318
Orientation	EN 28768

NOTE: Use of INCO TERMS may be appropriate



## 5 Measurement of performance

### 5.1 General

The service provider shall submit details with regard to frequency and method of measurement and produce on demand the original verification.

NOTE: Verification may be in-line or on a separate test basis and may be undertaken across all operations of a given transport chain or to a recognised sampling scheme.

5.2 Measurement instrumentation shall meet the requirements of the relevant standards identified in table 1 and shall be traceably calibrated to an internationally recognised standard at least once in 24 months.

5.3 For measurement of vibration and shock measurement instrumentation shall be installed near to the centre of gravity of the goods as may be practicable. In addition, where the measurement implemented is direction sensitive (e.g. vibration) the orientation at the time of instrument shall be recorded.

5.4 Verification results and calibration of instruments shall be recorded and the records retained for at least 12 months.

## 6 Verification

### 6.1 Time

#### 6.1.1 Equipment

Timepiece verified as a minimum weekly into local time in relation to a public system.

#### 6.1.2 Procedure

Record at the beginning and end of specific operations. For loading and delivery operations particularly, obtain evidence of confirmation from a person with appropriate responsibility.

### 6.2 Respect of collection and delivery places and conditions

#### 6.2.1 Equipment

None

#### 6.2.2 Procedure

The respective validations of documents or computerised data by the service providers responsible for dispatch and delivery shall be used as proof of conformity of the operations.

### 6.3 Temperature

#### 6.3.1 Equipment

Temperature sensor (thermometer) meeting the requirements laid down in EN 12830, prEN 13485:1999, prEN 13486:1999 and eventual other numbers in the same series.

Facility for determining and recording the time and date that measurements are made.

#### 6.3.2 Procedure

Pre-set the temperature sensor to record at intervals of not more than 30 minutes.

Ensure that the sensor is operating within the limits of a permissible error of  $\pm 1^\circ \text{K}$  (Kelvin).

Place the sensor in, or in close proximity to, the consignment. Where the sensor is installed in an independent colli ensure that it is located within 10 mm of the colli surface.

NOTE: The transport of food products may be subject to specific European or National legislation. EN 12830 may also be applicable.