

SLOVENSKI STANDARD

SIST EN 13876:2003

01-maj-2003

Transport - Logistika in storitve - Sistemi za transport tovara - Pravila ravnanja pri izvedbi transporta tovara

Transport - Logistics and Services - Goods transport chains - Code of practice for the provision of cargo transport services

Transport - Logistik und Dienstleistungen - Gütertransportketten - Merkblatt für die Durchführung von Frachttransporten

Transport - Logistique et services - Chaînes de transport des marchandises - Code de bonne pratique pour le transport de fret

<https://standards.iteh.ai/catalog/standards/sist/6319f107-3e52-4e97-b368-7479347382b8/sist-en-13876-2003>

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ICS:

03.100.10	Nabava. Dobava. Logistika	Purchasing. Procurement. Management of stock
03.220.01	Transport na splošno	Transport in general

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en

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN 13876

December 2002

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English version

**Transport - Logistics and Services - Goods transport chains -
Code of practice for the provision of cargo transport services**

Transport - Logistique et services - Chaînes de transport
des marchandises - Code de bonne pratique pour le
transport de fret

Transport - Logistik und Dienstleistungen -
Gütertransportketten - Merkblatt für die Durchführung von
Frachttransporten

This European Standard was approved by CEN on 23 October 2002.

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 Management Centre 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 Management Centre 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, Malta, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
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EUROPÄISCHES KOMITEE FÜR NORMUNG

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Foreword

This document (EN 13876:2002) has been prepared by Technical Committee CEN/TC 320, "Transportation - Logistics and Services" the secretariat of which is held by DS.

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 June 2003, and conflicting national standards shall be withdrawn at the latest by June 2003.

In this European Standard the annex A is informative.

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, Malta, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

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Introduction

This Code of Practice is designed to assist customers, carriers and freight arrangers to identify a best operating practice capable of operation in conjunction with existing customs of trade and commerce, to minimise errors and to reduce claims of loss, and/or damage to cargo. Its adoption is not intended to impinge upon, or negatively affect the various and varied existing National and International contracts terms that presently apply in the industry.

In constructing the Code of Practice cognisance was taken of the work that is presently being undertaken by International Bodies in the development of Intermodal and Multimodal Transport operation and liability regimes, in an attempt to rationalise domestic and international freight movement.

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1 Scope

This European Standard specifies in the form of a "Code of Practice" the management controls and key performance indicators necessary for the effective and efficient management of customer's cargo throughout the transport process.

It is intended for use by the providers of the service and as general guidance by purchasers of such services (customers) and it defines the principles, best practices and obligations of the provider as well for the client as providing advice with regard to contribution by the customer that will facilitate the most effective outcome.

In addition, this Code of Practice strongly recommends that the service provider carry out regular self assessment of performance against defined criteria with the objective of continually improving the quality of services provided and is prepared in a manner which facilitates independent audit of the service provider's performance in order to give confidence to customers that the integrity of performance measurement is maintained.

Annex A contains a recommended procedure for "Self Assessment".

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 13011:2000, *Transportation Services – Goods transport chains – System for declaration of performance conditions*.

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3 Terms and definitions

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For the purposes of this European Standard, the terms and definitions given in EN 13011:2000 apply.

4 Responsibility and control

4.1 Control of the service

The service provider should have clearly defined management systems and controls in place (see clause 5), which enable the agreed service to be completed, the delivery process monitored and the service quality measured.

NOTE The customer should ensure that he has full understanding of the requirements limitations and liabilities of the service provider. This is particularly important with regard to the provision of insurance cover which should be considered to be the responsibility of the customer unless special arrangements have been made for the service provider to ensure them whilst in transit. In this latter situation, the customer should provide written instruction to the service provider, to this effect.

4.2 Elements of responsibility

4.2.1 Contract review

It is the responsibility of the service provider to ensure full understanding of the requirements of the customer in order to plan, schedule, manage and monitor the movement of freight from initial collection through to delivery to the consignee or end user.

NOTE 1 The customer should ensure that information, sufficient to enable the service provider to fulfil his obligations, as to the nature of and special requirements relevant to, the cargo to be transported is made available to the service provider in timely and readily understood manner. This is particularly important where cargo with special characteristics e.g. classified as dangerous or perishable or liable to taint other goods with which they may come in contact, are involved. It is essential that such

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cargo be properly identified and notified to the service provider, preferably at the time of initial contact but certainly prior to collection.

NOTE 2 The customer should provide unhindered access for the service provider to allow safe and timely collection of goods and to provide adequate trained personnel to facilitate or to carry out the loading and unloading of any of any cargo transport units. In the event that restricted access only is possible it is essential that this fact be made known to the service provider at the earliest opportunity.

NOTE 3 The customer should operate a formal and effective management system so as to ensure the availability of accurate knowledge with regard to the status and condition of cargo transferred to the service provider.

4.2.2 Storage

It is the responsibility of the service provider to provide adequate facilities, which ensure that the quality of cargo received does not deteriorate or suffer loss or damage during times of storage whilst in transit on trailers or other forms of transport, or when off loaded for transshipment. It is also the responsibility of the service provider to ensure that suitable and secure facilities are provided, appropriate to the nature of the cargo to be transported.

4.2.3 Transport

It is the responsibility of the service provider to provide suitable means of transporting cargo throughout the transport chain, including equipment, resource and training as necessary to ensure that agreed requirements can be met.

4.2.4 Loss/Damage

It is the responsibility of the service provider to maintain a formal, effective management system, which ensures that any loss or damage to the cargo throughout the transport process can be identified at the earliest opportunity and the customer informed if appropriate to do so. Detailed records of loss/damage found should be kept and the acceptance of responsibility for subsequent action clearly defined.

4.2.5 Documentation

It is the responsibility of the service provider to ensure the availability of complete and correct documentation appropriate to the nature of the cargo, the type of load, the destination and mode of transport and to take such action as necessary to correct any discrepancies.

It is also the responsibility of the service provider to ensure that there is evidence of collection and delivery confirmed by persons authorised to provide such confirmation on behalf of the customer or consignee.

4.2.6 Subcontractors

It is the responsibility of the service provider to ensure that, in the event of subcontracting any part of the service, such subcontractors operate an effective management system and the controls necessary to ensure that there is no deterioration in the quality of service provided.

The service provider will be responsible for monitoring the management and performance of all subcontractors utilised in the service.

5 Management of quality

It is recommended that the service providers management system should meet the requirements of an appropriate and recognised standard. Whilst not mandatory, it should be the objective of all service providers to attain independent evaluation and certification as a declaration of the integrity of their management system.

This Code of Practice recommends that such a standard should meet the requirements of EN ISO 9001 and that self assessment be undertaken in the manner set out in Annex A of this document.

It is recommended that service providers declares performance conditions in the transportation by using EN 13011.

It is recommended that customers of transport services purchase services with declarations meeting the requirements in EN 13011 and design the combination of packaging/product under the requirement of EN 13428.

6 Performance

6.1 Packaging

It is the responsibility of the service provider to identify damage or deterioration of the packaging at any stage during the provision of the service, which may adversely affect the quality of cargo.

It is also the responsibility of the service provider, where damage has occurred and is such as to render the cargo unsuitable to be loaded, transported or transhipped, to act in the best interests of the customer and, where practicable, re-package or secure to minimise loss.

NOTE 1 The customer should ensure that the cargo submitted to the service provider for transport is properly and sufficient prepared, packed, stowed, labelled and/or marked and that such preparation, packing, stowage, labelling and marking are appropriate to any operations or transactions affecting the cargo and the characteristics of the cargo.

NOTE 2 The customer should be aware that acceptance of the cargo by the service provider does not imply, of itself that the provisions of note 1 have necessarily been met. It is recommended that this matter be the subject of specific confirmation if required.

6.2 Preparation and dispatch

It is the responsibility of the service provider to ensure that details of all agreements with the customer relating to the preparation, loading, stowing, securing and dispatch of packaged products are available to the personnel responsible for this part of the service performance, including subcontractors. This information should contain all relevant aspects such as loading information, sequence of loading, accompanying documentation and product identification. Where appropriate there should be clear methods of identification which maintain traceability of product and load/shipment details.

NOTE The customer should ensure that, where service providers are to receive cargo already stowed in a cargo transport unit (such as a container or trailer), the unit is in sound condition and is suitable for the carriage to the intended destination in the known conditions and according to the characteristics of the cargo.

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6.3 Transport

It is the responsibility of the service provider to ensure that the means of transport provided throughout the provision of the service are suitable for the nature of the cargo to be transported and that vehicles are operated in accordance with legal requirements and with requirements as agreed with the client and the highest standards of operating practices within the industry. It is also the responsibility of the service provider to ensure that subcontractors apply equivalent standards of legal and operational control.

6.4 Subcontractors

Where any part of the distribution process is subcontracted there must be clear instructions regarding the nature of the load, the nature and scope of the subcontractors responsibilities in regard to transport, storage and handling, the means of communication and nature of information to be communicated and any other information regarding commitments agreed with the customer, e.g. delivery times, locations etc. It is also the responsibility of the service provider to have established formal systems for measuring the performance of subcontractors and for subsequent action should there be a failure or likely to be a failure in the service performance caused by the actions of a subcontractor.

6.5 Proof of delivery

It is the responsibility of the service provider to ensure that the appropriate confirmation of the time and location of receipt of delivered cargo be provided by a person authorised by the consignee to do so. Electronic links or other similar means of confirming collection/delivery status, should also be recognised where available and appropriate.