

PC 140.03
TRANSPORT OF MERCHANDISE FOR THIRD PARTIES

Job description and job classification of “MOBILE STAFF”

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INHOUD

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INTRODUCTION

Dear reader,

This manual has been designed as a guide for structuring active mobile staff member jobs in a simple and uniform way across the sector, such as HGV drivers, (bike) couriers and assistants/co-drivers etc.

Within the sector there is a multitude of transport firms and a wide variety of (HGV) drivers. A joint working group has drawn up a generic job description based on surveys within the sector (see p. 3) and has also defined the 10 main criteria which can impact on the classification of a job (see p. 5).

Each of these 10 criteria has two or three levels and points are attributed to each of these levels. By adding up all the points you can work out to what classification level a mobile staff member belongs.

You will find the practical guide explaining how to use these criteria on p. 2. You can also find all this information on the website: www.functions14003.be

What is important when classifying jobs is NOT the skills one person CAN or might use occasionally, but analysing the actual requirements the job calls for on a regular (almost daily) basis.

For all practical questions, members of the joint working group remain at your disposition. The group is comprised of the following members:

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- » This working group is chaired by the President of the joint industrial committee for road transport and logistics commission (FPS Employment).
- » The working group was assisted by an independent management consultant with 25 years' experience in this field.

HOW TO USE THIS CLASSIFICATION MANUAL

By “mobile jobs” we mean all transport jobs for a third party carried out using a means of transport. In practice, this means HGV and van drivers and bike couriers etc. To work out the level (class) of a mobile job, you need to go through each of the 10 differentiation criteria (see p. 5) and choose the level that best matches what’s “normal” (= the most frequent case). It is essential you think about the requirements of the job and not the skills of the person.

A FEW EXPLANATIONS AND EXAMPLES:

Criteria 1 - The type of driving licence required

If someone has a class CE licence but mainly (more than 50% of the time) drives a truck that requires a class C licence, then you should choose option 2 (B): type of driving licence required: “C driving licence”

Criteria 3 - Number of addresses delivered to per day

If the driver regularly (e.g., four days in five) delivers to fewer than 10 addresses and one day a week delivers to 20, the normal level “expected of the job” is Level A: “Limited”

Criteria 4 - Physical effort

If a driver regularly (e.g., for more than half their deliveries) handles merchandise alone, then the answer to go for would be Level B: “Fairly heavy”

Criteria 8 - Level of additional “technical or regulatory” knowledge required

If a driver regularly (e.g., more than half the time) has to drive with “big” ADR, or if the driver is driving an LHV, or if the driver has to calculate their own lashings to secure the load, then the answer is C: “Very broad”

Criteria 10 - Sponsoring/training other drivers

When a driver has to regularly (more than once a year) train other drivers to improve their driving skills, the answer is B: “Yes”

ADDING UP THE POINTS

For each of these 10 differentiation criteria, you need to calculate the level that best matches the specific job to be evaluated.

Write down the score accorded to each level chosen (A, B or C) in the column on the right.

Add up all the points in the column on the right. Compare the total points with the four levels on the bottom left.

The result gives you the level of the job.

A tool has been developed for using the score table. You will find it on www.functions14003.be

MOBILE STAFF JOB DESCRIPTION

1 PURPOSE OF THE JOB

Carrying goods (and possible related tasks) by means of transport (bike, motorcycle, car, van or truck) in an efficient and responsible way, taking into account specific conditions (such as legislation and in-house agreements).

2 MAIN TASKS (APPLICABLE TO ALL WORKERS CONCERNED)

- » Familiarising yourself with the assigned task and making it yours, making the necessary preparations (e.g., filling up the tank, working out the itinerary and spotting the administrative tasks that need to be carried out) in order to complete this mission;
- » Inspecting the vehicle beforehand (the trailer as well as the truck, where applicable) (e.g., the state of the tyres, oil and fuel levels, checking the tachograph is working, checking for any faults and that the vehicle is clean, making sure the necessary keys and any special clothing required are present, etc.);
- » Preparing the route: making sure you have all documents (for the vehicle and yourself, such as insurance papers, transport licence, registration certificate and a valid driving licence etc.); setting your Sat Nav and on-board computer;
- » Making sure the load is properly secure (e.g., strapping down goods and heavy items correctly (if not already so), complying with formalities, anti-theft measures, possible presence of harmful gasses etc.);
- » Checking the merchandise is complete and undamaged, and taking adequate steps should this not be so (e.g., noting so on the CMR document);
- » Preparing the vehicle for loading and unloading (e.g., removing, tie/untie tarps, check twistlocks);
- » Driving in an economic, efficient, ecological, responsible, non-aggressive way, complying with instructions from the police and/or control services (such as going through a scanner when told to), and following the highway code;
- » Always abiding by applicable legislation in terms of transport, ensuring in particular you respect maximum driving times and rest times by making sure they can be checked (e.g., by using the proper (digital) tachograph);
- » Completing the necessary administrative tasks (e.g., CMR, service report, accident declaration (should the case arise) etc.) so that everything is always in order. Making sure that anything interfering with the efficiency of the journey (deviations, accidents) can be justified administratively;
- » Handling the vehicle and its equipment “like a loving father”; alerting your line manager, the garage, dispatching or any other designated authority to any problems immediately;
- » Protecting yourself, using the equipment and wearing appropriate protective clothing if necessary or obligatory (e.g., wearing safety gloves, shoes and/or glasses and a hard hat etc.);
- » Returning documents and data (disks, CMR and keys etc.) once you have completed your tasks.

3 EXAMPLES OF POSSIBLE ADDITIONAL TASKS (NOT APPLICABLE TO ALL STAFF MEMBERS CONCERNED) (NON-EXHAUSTIVE LIST)

- » Loading and unloading;
- » Making sure you couple the vehicle (e.g., truck and/or trailer) with the equipment that is not part of the vehicle;
- » Checking the state of the equipment that is not part of the vehicle;
- » Checking whether there are harmful gasses or other hazardous products and reacting appropriately if needs be;
- » Making any necessary complex calculations requested (e.g., calculating the capacity of a tanker in relation to the volume loaded, taking into account the safety margin (e.g., potential expansion of the product));
- » Wearing additional special clothing (the client's own uniforms) on top of the obligatory safety equipment;
- » Using additional machines and equipment that are not part of the vehicle (crane, forklift, IT system or self-unloader etc.);
- » Carrying out all follow-up tasks (additional maintenance tasks) (cleaning pipes, emptying containers and checking installation pressure);
- » Training third parties (driver – instructor);
- » Being mindful of safety instructions and third party or colleagues' well-being (while travelling);
- » Needing to be able to communicate in one (or more) language other than that in the employment contract;
- » Planning the route and the loads (in an efficient way and according to the supplier's needs);
- » Carrying out any additional administrative tasks (e.g., administrative forms for third party machines or equipment);
- » Managing the money (according to what the mission requires);
- » Transferring the compartments ready for loading;
- » Carrying out activities not directly linked to driving (handling) (e.g., cleaning sites, rinsing tanks, tidying loading bays and (re)moving goods from or to sites away from the normal transport zone, etc.);
- » Taking good care of third party material (e.g., scanners, (access) keys for shops where overnight deliveries are to be made);

DIFFERENTIATION CRITERIA, ADDING UP THE POINTS AND MOBILE STAFF JOB CLASSIFICATION

CRITERIA

Level		A	B	C	Points
1	Required driving licence	BE licence or less	1 C licence	5 CE licence	7
2	Autonomy & Planning	Most of the activities are planned out for the driver (By dispatchers or computer etc.)	1 The driver plans out their own activities in an optimal way (sometimes in direct agreement with the client). (The order of deliveries depending on the destination, use of time (over several days), choosing when and how to load and unload (e.g., the order in which compartments to be delivered are loaded), etc.)	2	
3	Number of addresses delivered to per day	Limited (a few)	1 High (often 10 or more)	2	
4	Physical effort	Fairly light (Main task: driving, possible loading and unloading with tools to help)	1 Fairly heavy (Physically hauling goods or tools, carrying them up stairs etc.)	2	
5	Skills required for using additional technical installations, apps or tools	Low (e.g., pallet truck, computer screen etc.)	1 Medium (e.g., forklift, cars, short boom crane, simple technical coupling and handling complex equipment alongside clients etc.)	3 High (e.g., complex articulated aerial lifts, multi-functional bulldozers, technically complex coupling (acids, fuel) and using complex equipment on the client's premises etc.)	6
6	Check levels at the loading stage	Very limited (basis = CMR) (Basic checks on quantity and any damage)	1 Strong checks (basis = nature of goods) (e.g., checking complex quantities, from the entire cargo, managing a variety of loading and delivery sites requiring the goods to be matched to the corresponding delivery addresses etc.)	3 Rigorous (basis = specific client contractual obligations) (e.g., internal detailed checks on transported elements - such as any detailed damage to compartments or checking the components are complete)	5
7	Level of complexity of loading and unloading	Simple (Process carried out by a third party or simply tying/untying)	1 Complex (e.g., containers difficult to place, mobile crates, loading compartments to a maximum in a small space without damaging them and checking tanker pressure levels etc.)	2	
8	Level of additional technical or legal knowledge required	Limited (normal)	1 Broad (e.g., "little" ADR, complex administration (incidents) and ATP, HACCP etc.)	3 Very broad (e.g., "big" ADR, LHV, abnormal load (knowledge and understanding or the various licences) and making calculations for securing mobile merchandise etc.)	5
9	Additional tasks that have to be carried out	Never or almost never	1 Very often (e.g., connecting computer, cleaning tankers to a professional standard, securing the delivery site and tidying the site etc.)	3	
10	Sponsoring/training other drivers	No	1 Yes	2	
Total points					

Adding up the points	Classification	Job
10 - 14 Points	R1	Level 1 mobile staff
15 - 18 Points	R2	Level 2 mobile staff
19 - 25 Points	R3	Level 3 mobile staff
26 - 36 Points	R4	Level 4 mobile staff

EXAMPLES AS TO HOW TO USE THIS MANUAL

EXAMPLE 1

CE licence required for driver, planning carried out by dispatching, few addresses to deliver to, does not have to load or unload, no special handling of the goods, normal checks on loading, drives with “big” ADR, few additional tasks, does not sponsor/train:

CRITERIA

Level	A	B	C	Points	
1	Required driving licence	BE licence or less 1	C licence 5	CE licence 7	7
2	Autonomy & Planning	Most of the activities are planned out for the driver (By dispatchers or computer etc.) 1	The driver plans out their own activities in an optimal way (sometimes in direct agreement with the client). (The order of deliveries depending on the destination, use of time (over several days), choosing when and how to load and unload (e.g., the order in which compartments to be delivered are loaded), etc.) 2		1
3	Number of addresses delivered to per day	Limited (a few) 1	High (often 10 or more) 2		1
4	Physical effort	Fairly light (Main task: driving, possible loading and unloading with tools to help) 1	Fairly heavy (Physically hauling goods or tools, carrying them up stairs etc.) 2		1
5	Skills required for using additional technical installations, apps or tools	Low (e.g., pallet truck, computer screen etc.) 1	Medium (e.g., forklift, cars, short boom crane, simple technical coupling and handling complex equipment alongside clients etc.) 3	High (e.g., complex articulated aerial lifts, multi-functional bulldozers, technically complex coupling (acids, fuel) and using complex equipment on the client's premises etc.) 6	1
6	Check levels at the loading stage	Very limited (basis = CMR) (Basic checks on quantity and any damage) 1	Strong checks (basis = nature of goods) (e.g., checking complex quantities, from the entire cargo, managing a variety of loading and delivery sites requiring the goods to be matched to the corresponding delivery addresses etc.) 3	Rigorous (basis = specific client contractual obligations) (e.g., internal detailed checks on transported elements - such as any detailed damage to compartments or checking the components are complete) 5	1
7	Level of complexity of loading and unloading	Simple (Process carried out by a third party or simply tying/untying) 1	Complex (e.g., containers difficult to place, mobile crates, loading compartments to a maximum in a small space without damaging them and checking tanker pressure levels etc.) 2		1
8	Level of additional technical or legal knowledge required	Limited (normal) 1	Broad (e.g., “little” ADR, complex administration (incidents) and ATP, HACCP etc.) 3	Very broad (e.g., “big” ADR, LHV, abnormal load (knowledge and understanding or the various licences) and making calculations for securing mobile merchandise etc.) 5	5
9	Additional tasks that have to be carried out	Never or almost never 1	Very often (e.g., connecting computer, cleaning tankers to a professional standard, securing the delivery site and tidying the site etc.) 3		1
10	Sponsoring/training other drivers	No 1	Yes 2		1
				Total points	20

Adding up the points	Classification	Job
10 - 14 Points	R1	Level 1 mobile staff
15 - 18 Points	R2	Level 2 mobile staff
19 - 25 Points	R3	Level 3 mobile staff
26 - 36 Points	R4	Level 4 mobile staff

EXAMPLE 2

C licence required for driver, planning carried out by dispatchers, more than 10 stops per day on average, loading and unloading but with suitable tools, no special handling of the goods, must count and check complex quantities of merchandise on delivery, does not need special technical knowledge, few additional tasks, does not train others.

CRITERIA

Level	A	B	C	Points	
1	Required driving licence	BE licence or less	C licence	CE licence	5
2	Autonomy & Planning	Most of the activities are planned out for the driver (By dispatchers or computer etc.)	The driver plans out their own activities in an optimal way (sometimes in direct agreement with the client). (The order of deliveries depending on the destination, use of time (over several days), choosing when and how to load and unload (e.g., the order in which compartments to be delivered are loaded), etc.)		1
3	Number of addresses delivered to per day	Limited (a few)	High (often 10 or more)		2
4	Physical effort	Fairly light (Main task: driving, possible loading and unloading with tools to help)	Fairly heavy (Physically hauling goods or tools, carrying them up stairs etc.)		1
5	Skills required for using additional technical installations, apps or tools	Low (e.g., pallet truck, computer screen etc.)	Medium (e.g., forklift, cars, short boom crane, simple technical coupling and handling complex equipment alongside clients etc.)	High (e.g., complex articulated aerial lifts, multi-functional bulldozers, technically complex coupling (acids, fuel) and using complex equipment on the client's premises etc.)	1
6	Check levels at the loading stage	Very limited (basis = CMR) (Basic checks on quantity and any damage)	Strong checks (basis = nature of goods) (e.g., checking complex quantities, from the entire cargo, managing a variety of loading and delivery sites requiring the goods to be matched to the corresponding delivery addresses etc.)	Rigorous (basis = specific client contractual obligations) (e.g., internal detailed checks on transported elements - such as any detailed damage to compartments or checking the components are complete)	3
7	Level of complexity of loading and unloading	Simple (Process carried out by a third party or simply tying/untying)	Complex (e.g., containers difficult to place, mobile crates, loading compartments to a maximum in a small space without damaging them and checking tanker pressure levels etc.)		1
8	Level of additional technical or legal knowledge required	Limited (normal)	Broad (e.g., "little" ADR, complex administration (incidents) and ATP, HACCP etc.)	Very broad (e.g., "big" ADR, LHV, abnormal load (knowledge and understanding or the various licences) and making calculations for securing mobile merchandise etc.)	1
9	Additional tasks that have to be carried out	Never or almost never	Very often (e.g., connecting computer, cleaning tankers to a professional standard, securing the delivery site and tidying the site etc.)		1
10	Sponsoring/training other drivers	No	Yes		1
				Total points	17

Adding up the points	Classification	Job
10 - 14 Points	R1	Level 1 mobile staff
15 - 18 Points	R2	Level 2 mobile staff
19 - 25 Points	R3	Level 3 mobile staff
26 - 36 Points	R4	Level 4 mobile staff

EXAMPLE 3

Bike courier (basic level)

CRITERIA

Level	A	B	C	Points
1 Required driving licence	BE licence or less 1	C licence 5	CE licence 7	1
2 Autonomy & Planning	Most of the activities are planned out for the driver (By dispatchers or computer etc.) 1	The driver plans out their own activities in an optimal way (sometimes in direct agreement with the client). (The order of deliveries depending on the destination, use of time (over several days), choosing when and how to load and unload (e.g., the order in which compartments to be delivered are loaded), etc.) 2		1
3 Number of addresses delivered to per day	Limited (a few) 1	High (often 10 or more) 2		2
4 Physical effort	Fairly light (Main task: driving, possible loading and unloading with tools to help) 1	Fairly heavy (Physically hauling goods or tools, carrying them up stairs etc.) 2		2
5 Skills required for using additional technical installations, apps or tools	Low (e.g., pallet truck, computer screen etc.) 1	Medium (e.g., forklift, cars, short boom crane, simple technical coupling and handling complex equipment alongside clients etc.) 3	High (e.g., complex articulated aerial lifts, multi-functional bulldozers, technically complex coupling (acids, fuel) and using complex equipment on the client's premises etc.) 6	1
6 Check levels at the loading stage	Very limited (basis = CMR) (Basic checks on quantity and any damage) 1	Strong checks (basis = nature of goods) (e.g., checking complex quantities, from the entire cargo, managing a variety of loading and delivery sites requiring the goods to be matched to the corresponding delivery addresses etc.) 3	Rigorous (basis = specific client contractual obligations) (e.g., internal detailed checks on transported elements - such as any detailed damage to compartments or checking the components are complete) 5	1
7 Level of complexity of loading and unloading	Simple (Process carried out by a third party or simply tying/untying) 1	Complex (e.g., containers difficult to place, mobile crates, loading compartments to a maximum in a small space without damaging them and checking tanker pressure levels etc.) 2		1
8 Level of additional technical or legal knowledge required	Limited (normal) 1	Broad (e.g., "little" ADR, complex administration (incidents) and ATP, HACCP etc.) 3	Very broad (e.g., "big" ADR, LHV, abnormal load (knowledge and understanding or the various licences) and making calculations for securing mobile merchandise etc.) 5	1
9 Additional tasks that have to be carried out	Never or almost never 1	Very often (e.g., connecting computer, cleaning tankers to a professional standard, securing the delivery site and tidying the site etc.) 3		1
10 Sponsoring/training other drivers	No 1	Yes 2		1
Total points				12

Adding up the points	Classification	Job
10 - 14 Points	R1	Level 1 mobile staff
15 - 18 Points	R2	Level 2 mobile staff
19 - 25 Points	R3	Level 3 mobile staff
26 - 36 Points	R4	Level 4 mobile staff

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