



If drivers aren't safe, unloading at retailers can be stopped

Brussels, 26 February 2025

Retailers' loading and unloading environments must improve if the drivers aren't safe. ECG - the Association of European Vehicle Logistics, is launching an escalation process for trucking companies. "If our members can't solve the problem with unsafe unloading areas themselves, we will help them, and in cases when we don't find a solution, we might have to suggest that the company stop delivering," says Frank Schnelle, Executive Director of ECG.

According to an ECG report published every year, accidents and incidents involving the loading and unloading of vehicles at retailers have increased and now account for 1 in 10 reported incidents.

ECG has been collecting information about incidents for a number of years. To promote a safer environment, a dedicated focus group has been formed for deliveries at retailers, and the Safe Loading Guidelines have been published.

The main reason for increased retail incidents is the lack of safe loading and unloading areas. Logistics providers report that unloading frequently happens in the middle of streets with speed limits of 50 or 70 km/h, with vehicles coming so close to the drivers that they nearly make contact at high speeds.

Unlike other types of cargo, the driver of a car transporter in the FVL industry (Finished Vehicle Logistics) is required to unload the cargo, not at a warehouse ramp but on the street.

ECG is launching a new escalation process for trucking companies to stop this increase in incidents. The process includes a guideline with steps of action.

Johannes Alexander Hödlmayr, CEO of Hödlmayr International GmbH, leads the working group:

“I believe the process is essential to achieve our working group's goal: improving our drivers' safety and ensuring a safe working environment in the FVL sector. As a first step, OEMs and ECG members must be aware of this. Consistent advancement and collection of actual cases shall accelerate and improve our everyday business”.

The first step in the process is for the trucking company to find a solution with the local retailer. The second step is to approach the OEM. In the third step, ECG offers assistance.

“ECG will initiate a discussion with the OEM. If no solution can be found, and as a last resort, we may be forced to suggest to the trucking company that it stops delivering vehicles to that dealer”, says Frank Schnelle.

“We know that all stakeholders in the industry, both OEMs, dealers and logistic supply companies, want the best safety for the drivers, and I hope we never have to take the step of suggesting a company to stop unloading, but in the end, we need to prioritize the safety of the drivers”, says Frank Schnelle.

Johannes Alexander Hödlmayr:

“If we can collaborate and find an actual solution approach, results will occur. We are talking about the health and wellbeing of people trying to do their job conscientiously –that is our only focus.”

An escalation process has therefore been developed which, in case a carrier is unable to agree a solution to an unsafe location themselves, enables them to call on ECG for support. The process was introduced to the automotive industry in a very well-attended [webinar](#) on 25 February.

Note to editors:

ECG is the established European platform for the outbound automotive logistics sector bringing together logistics service providers, manufacturer logistics managers and suppliers to the sector. ECG aims to facilitate non-commercial collaboration between member companies and assist them in sharing best practices in many operational areas, especially the harmonisation of operational standards.

For more information, please contact:

Frank Schnelle

Executive Director

ECG – The Association of European Vehicle Logistics

+32 2 706 82 80

info@ecgassociation.eu

www.ecgassociation.eu

About ECG

ECG, the Association of European Vehicle Logistics, has been the voice of the Finished Vehicle Logistics industry in Europe since 1997. ECG represents the interests of more than 200 member companies and partners, from family-owned SMEs to multi-nationals, and is the major champion of the European vehicle logistics sector.

ECG represents all transport models at EU level- road, rail, maritime and fluvial. ECG members provide transport, distribution, storage, preparation, and post-production services to manufacturers, importers, car rental companies, and vehicle leasing operators in the 27 Member States of the European Union as well as Norway, Switzerland, Turkey, the United Kingdom, and beyond. They own or operate more than 470 car-carrying ships, 14,000 purpose-built railway wagons, 23 river barges, and 26,000 road transporters. As a major employer, the finished vehicle logistics sector plays an important role in contributing to the economic success of the European Union. Today, ECG members have an aggregate turnover of €21.3 bn and their economic impact on companies associated with the sector is estimated at €56bn. **More than 210,000 Europeans are employed directly by our members.**

