

# Best Practices Guide Book

For ensuring a safe  
and efficient interaction  
between CNTL operators  
and customers.



## Shipping/Receiving Area, Office & Warehouse

**Directives:** There should be clearly posted instructions as to:

- Where a driver should go
- The yard rules and regulations
- Emergency procedures and contact numbers
- Where the driver should wait during the loading/unloading process, i.e.: in their truck, in a driver wait area, in the loading/unloading area

**Check-in Process:** During check-in, both the driver and customer should communicate exactly what needs to be done, and the steps needed to complete it.

**Driver Assist:** When the driver is required to assist the warehouse personnel in loading, unloading or checking freight, the parties should review the process including where the driver should locate themselves. This will help protect everyone from avoidable accidents.

**Trailer Door Securement During Movement:** It is the driver's responsibility to ensure the trailer doors are properly secured so they do not swing out during movement and potentially cause injury or damage to other equipment.

**Inspecting Equipment Before Loading:** The driver must inspect empty containers before delivery to the customer. The customer must inspect the container before loading to ensure it is compatible with their freight and loading equipment.

**Compliance with Weight Limit Regulations:** It is the customer's responsibility to ensure the freight meets the weight limit regulations for any jurisdiction it will travel through. The driver will provide assistance in this process.

**For more information go to the following link:**

<http://www.cn.ca/en/customer-centre/tools/intermodal-shipping-tools>

**Compliance with Damage Prevention Rules:** It is the customer's responsibility to ensure the freight is loaded in a manner that will prevent damage during normal transportation on the road or rail. The driver will provide assistance in this process.

**For more information go to the following link:**

<http://www.cn.ca/en/customer-centre/guidelines/equipment-guidelines/loading-rules-instructions>

**TDG Placard Requirements:** It is the customer's responsibility to ensure that the TDG/Hazmat regulations and placard requirements are met for the freight loaded in the container. The driver will provide assistance in this process.

**For more information see item CN 6800 at the following link:**

<http://www.cn.ca/en/customer-centre/tools/optional-services-tariffs>

**Compliance with Clean Empty Equipment Requirements:** After unloading, it is the receiver's responsibility to ensure the container is free of all debris and dunnage related to the received shipment. The driver will provide assistance in this process.

**For more information see item CN 9100 at the following link:**

<http://www.cn.ca/en/customer-centre/tools/optional-services-tariffs>

**Removal of any TDG Placards:** The customer must remove any TDG/Hazmat placards once that freight has been removed from the container. The driver will provide assistance in this process.

**Trailer Hook-up Process:** When a driver wants to hook up to a unit that is in a door, the driver must ensure that warehouse staff are aware of the hook-up and no person or equipment is placed at risk during the process. This should be clearly communicated between the driver, the shipper/receiver and warehouse personnel.



## General Practices



### Communication:

Interactions between drivers and warehouse staff should be clear, concise and conducted in a professional manner, to ensure a safe and efficient loading and unloading process.



### Personal Protective Equipment (PPE):

It is recommended all drivers wear high visibility safety vests and steel toe work boots when outside their vehicles, walking in the yard or warehouse areas, and where any motorized vehicle is working.



### Security Process:

There should always be systems and processes in place to ensure the security of the warehouse and trailer parking areas from vandalism, theft or access by unauthorized individuals.



### Minimizing Driver Wait Time:

Reducing driver wait time makes the transportation process more efficient by:

- Removing cost from the logistics cycle
- Improving overall service for the carrier's customers
- Reducing the impact on the driver's *Hours of Service* status, which helps to ensure an alert driver is operating the vehicle
- Maximizing driver utilization
- Ensuring faster times from arrival to departure
- Reducing congestion at the customer's facility
- Speeding up the distribution process

## Entrance/Exit



### Capacity:

The facility must have the capacity to accept trucks into the yard without impacting the public road. Having the right amount of space at the facility for the volume of trucks, is necessary to prevent incidents between trucks and other vehicles on public roads.



### Signage:

Signs directing drivers to the *Parking or Office Area* must be clearly visible when entering the customer's property.

- Reduces unnecessary or awkward turning in the wrong area
- Prevents driver's distraction while they figure out where to go
- Helps prevent incidents



### Spotter:

Customer's should provide a spotter in instances where a driver requires assistance with directions during a reverse maneuver. Both driver and spotter should clarify the signals they will use before starting to back up. Using a spotter will minimize the length of time the road is blocked and ensure an accident-free operation. In some cases this may also be required when a truck is leaving the facility.

## Yard



### Surface Condition:

To prevent injuries to drivers, yard/warehouse personnel, and damage to trucks or equipment, the yard ground surface should be:

- Level, with no ruts or potholes
- Free of debris
- No significant amount of water accumulation
- Dust controlled



### Lighting:

Sufficient lighting is required in areas where drivers or yard personnel will travel at night. This will help prevent personal injury or damage when working in the yard or near buildings and obstructions.



### Designated Parking/Drop-off Areas:

Areas where drivers are to drop off or pick up equipment must be clearly identified. This helps to avoid confusion and improves the flow of equipment in the yard, helping to minimize yard congestion.



### Obstructions:

Obstructions such as fire hydrants, utilities, and buildings should be protected by bollards, and/or painted a high visibility color. Drivers must be able to easily see and avoid obstructions in order to prevent impact with a truck or trailer.



### Walk Areas:

Clearly identified walk areas with painted surfaces and signs, ensure the safety of people walking across areas where there are truck or equipment movements.



### Customer Movement of Chassis:

Any other party moving the chassis should be aware of the special hook up requirements of extendable chassis.

This is required so the yard operator does not inadvertently connect the wrong lines causing the chassis to separate and causing personal injury or damage to the equipment.