

Supporting and reforming the transport
operator's competence – Developing a unified
training package for the transport operator in
Europe
Erasmus+ Project

Intellectual Output 1
General Report



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General information about the survey

The TOC (Transport Operators Competence) project first intellectual output has the objective to create a competence map for transport operator. In order to reach this goal, questionnaires have been administered in order to identify the level of importance of professional skills that transport coordinators should have in the development of their activity in transport companies. This questionnaire represents the initial task in this project and is addressed to the Transport Managers to identify their needs.

Furthermore, the aim of the questionnaires is to understand the general knowledge of transport operators in order to prepare training measures adapted to the real needs of companies and to the continuous legislative changes and the best practical examples of training.

PONS Seguridad Vial is the leading partner of IO1. The organisation designed questionnaires based on the necessities identified by each partner in their countries. The questionnaire for managers included 11 group of questions, about general information about the respondent, knowledge related to the EU 1071/2009 regulation, other EU directives and the use of technologies in their daily work.

The survey has been conducted in these countries as follows:

Austria

- Date of the survey: 05.02.-28.02.2020
- Number of people who have filled the questionnaire: 20.
The managers interviewed are mainly between 30 and 45 years old and 95% of them are male. 60% of the respondents have a practice between 10 and 19 years.

Bulgaria

- Date of the survey: 20.01.-28.02.2020
- Number of people who have filled the questionnaire: 23 out of 35.
The managers interviewed are between 25 and 62 years old and 76% of them are male. Almost half of the respondents have a practice between 1 and 9 years, a quarter for 10 to 19 years and another quarter with more experience.

Finland

- Date of the survey: 02.03.-20.03.2020
- Number of people who have filled the questionnaire: 20 out of 80.
The managers interviewed are between 28 and 63 years old and 85% of them are male. Most of the respondents have been practicing for more than 17 years.

Italy

- Date of the survey: 15.01.-10.02.2020
- Number of people who have filled the questionnaire: 25 out of 29.
The managers interviewed are between 33 and 72 years old and 96% of them are male. Most of the respondents have been working in this sector for more than 20 years.

Poland

- Date of the survey: 03.02.-28.02.2020
- Number of people who have filled the questionnaire: 20
The managers interviewed are between 32 and 55 years old. Most of the respondents have between 10 and 20 years of experience.

Spain

- Date of the survey: 03.02.-28.02.2020
- Number of people who have filled the questionnaire: 20
The managers interviewed are between 26 and 75 years old and 70% of them are male. Most of the respondents have between 5 and 15 years of experience

Switzerland.

- Date of the survey:12.02-04.03.2020
- Number of people who have filled the questionnaire:4 out of 24.
The managers interviewed are between 49 and 72 years old and 75% of them are male. All of them have been working in this sector for more than 20 years, ranging from 22 to 50 years.

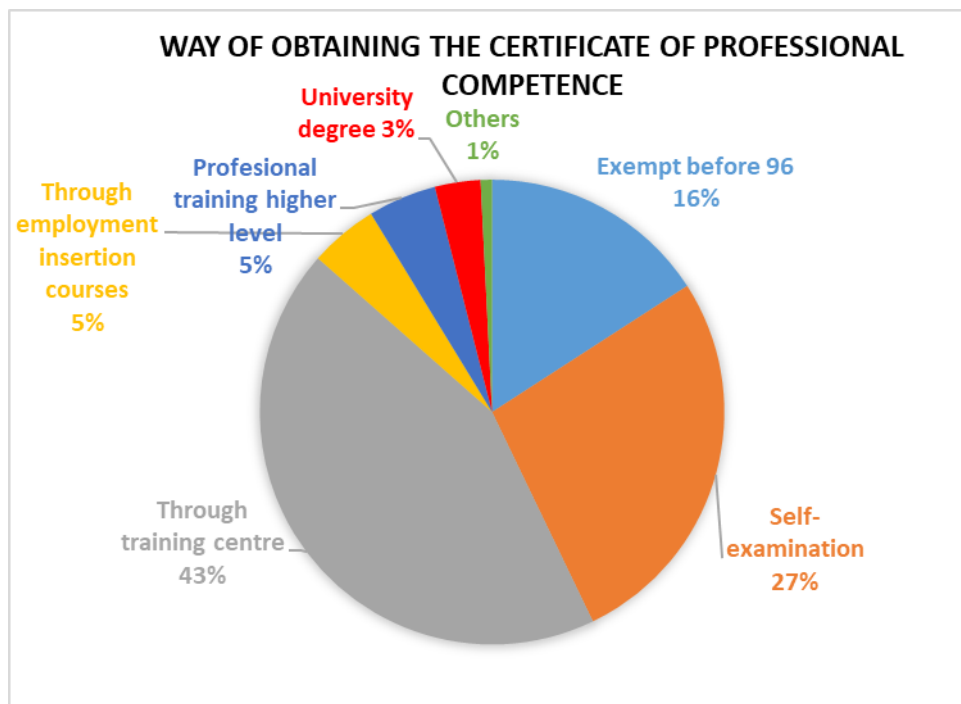
Results of the Questionnaires – Logistics Managers¹

Concerning general information about the respondents, most of them were male and national of the countries where the survey took place.

Managers Information

Most of the managers (85%) are employed transport of goods either in national or international, whereas only 20% of the respondents work in the national and international passenger transport. 50% of them are self-employed, the others are employee (although there is an important difference in Italy where most of them are self-employed). The number of vehicles they have to deal with vary, 60% between 1 to 10 vehicles; a 30% up to 49 vehicles and there is a small group of the 12% which deals with more than 50 vehicles.

Concerning the way of obtaining the Certificate of Professional Competence of a Carrier, the majority of them accessed the exam through a training centre:



¹ For the information by country, please check the annexes where a country national report is provided.

Knowledge related to to EU 1071/2009 regulation.

As far as the **civil law** is concerned, in relation to road haulage and passenger transport, this is what road hauliers think about the importance to:

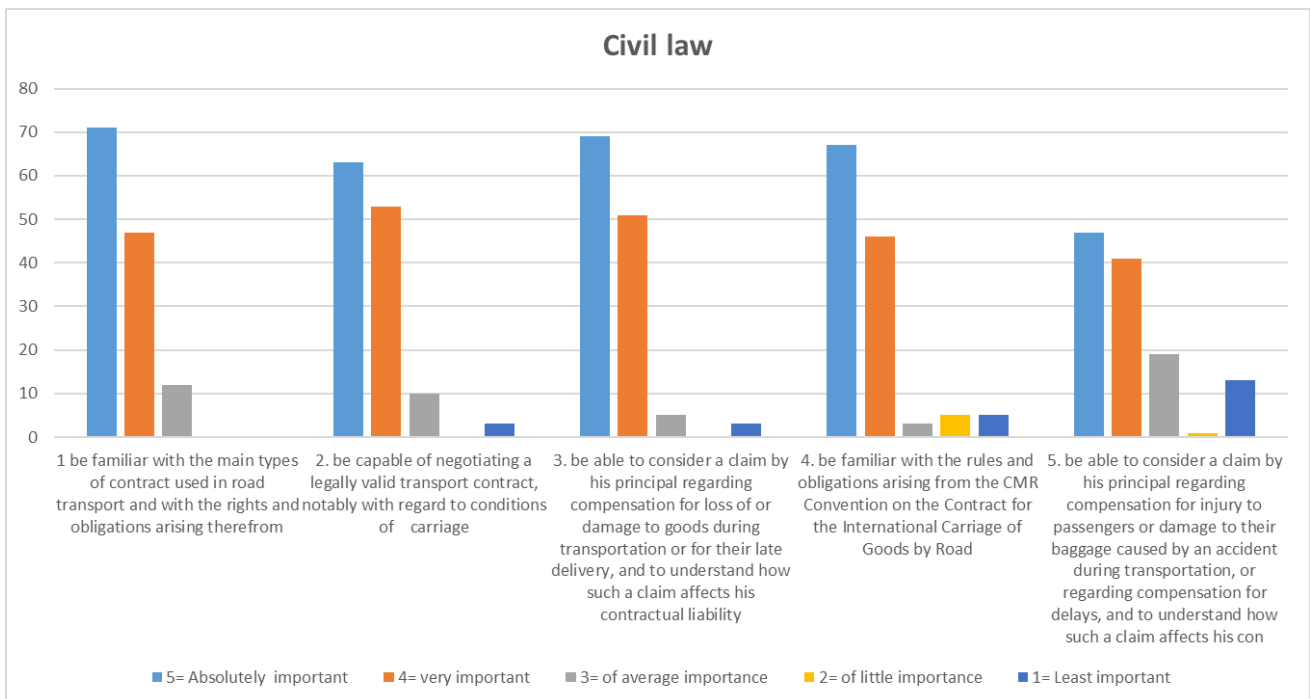
- be familiar with the main types of contract used in road transport and with the rights and obligations arising therefrom: absolutely important (55%), very important (36%), and of average importance (9%)
- be capable of negotiating a legally valid transport contract, notably with regard to conditions of carriage: absolutely important (49%), very important (41%), and of average importance (8%)

In relation to road haulage:

- be able to consider a claim by his principal regarding compensation for loss of or damage to goods during transportation or for their late delivery, and to understand how such a claim affects his contractual liability: absolutely important (54%), very important (40%), of average importance (4%) and not important (2%);
- be familiar with the rules and obligations arising from the CMR Convention on the Contract for the International Carriage of Goods by Road: absolutely important (52%), very important (35%), of average importance (2%), of little importance (4%) and not important (4%).

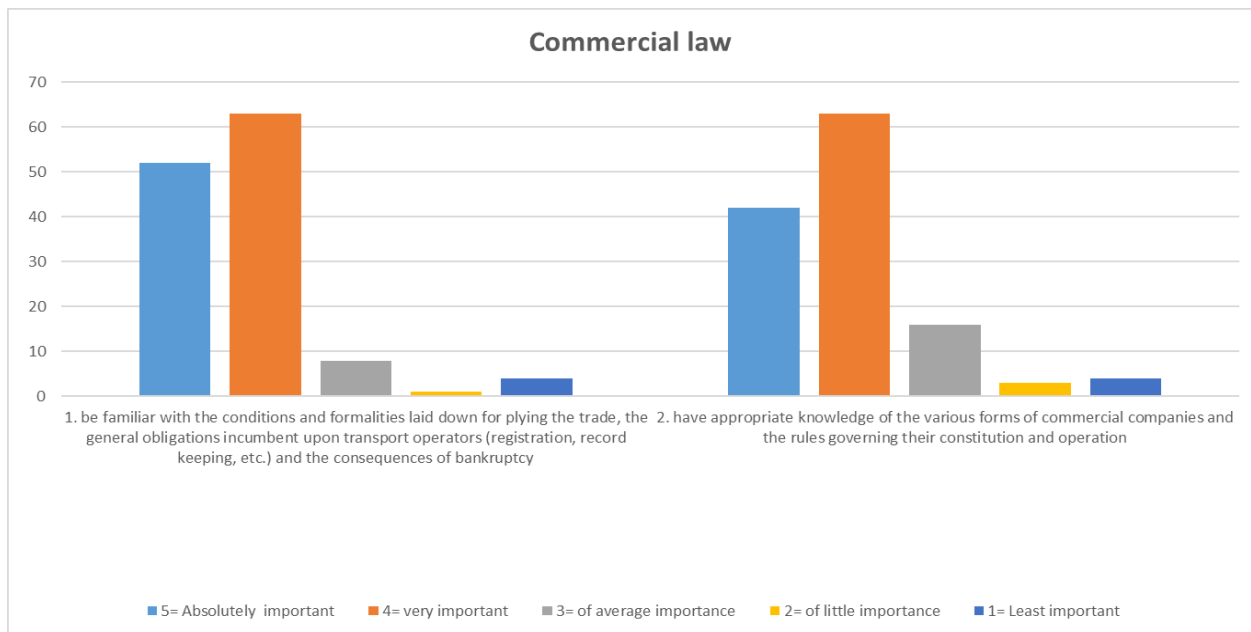
In relation to road passenger transport:

- be able to consider a claim by his principal regarding compensation for injury to passengers or damage to their baggage caused by an accident during transportation, or regarding compensation for delays, and to understand how such a claim affects his contractual liability: absolutely important (36%), very important (32%), of average importance (15%), of little importance (1%) and not important at all (10%).



As far as the **commercial law** is concerned, in relation to road haulage and passenger transport, this is what road hauliers think about the importance to:

- be familiar with the conditions and formalities laid down for plying the trade, the general obligations incumbent upon transport operators (registration, record keeping, etc.) and the consequences of bankruptcy: absolutely important (40%) very important (48%), of average importance (6%), of little importance (1%) and not important at all (3%).
- have appropriate knowledge of the various forms of commercial companies and the rules governing their constitution and operation: absolutely important (33%), very important (49%), of average importance (13%), of little importance (2%) and not important at all (3%).

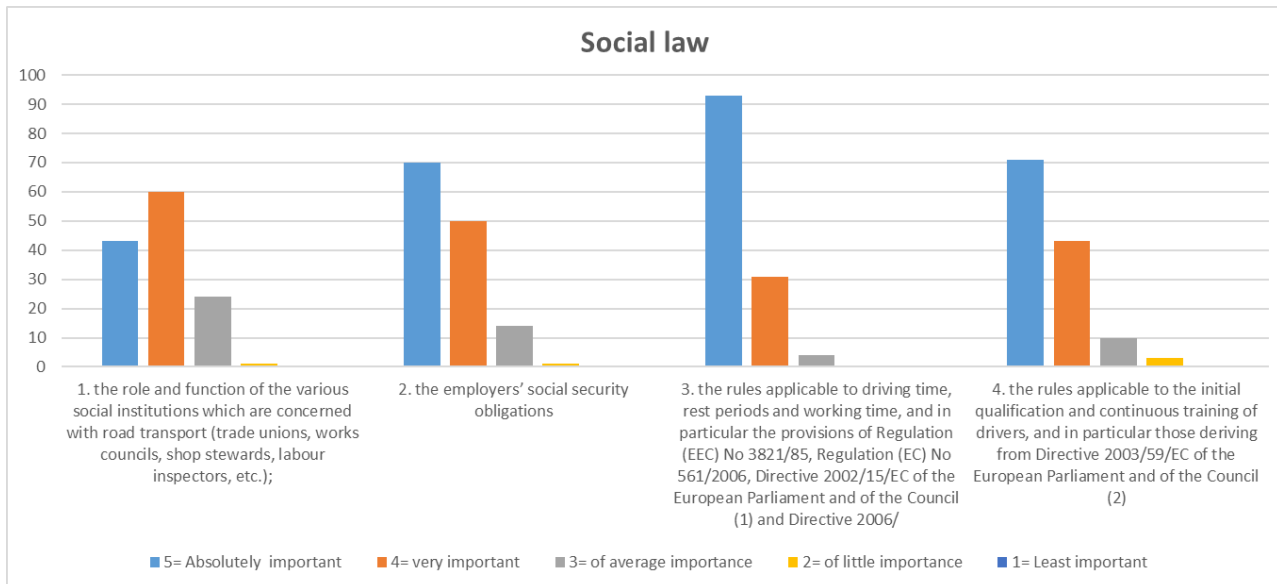


Summarizing, it is difficult to not consider any of this topics as the vast majority of respondents thinks it is important or very important.

As far as the **social law** is concerned, in relation to road haulage and passenger transport, this is what road hauliers think about the importance to:

- be familiar with the role and function of the various social institutions which are concerned with road transport (trade unions, works councils, shop stewards, labour inspectors, etc.): absolutely important (43%), very important (60%), of average importance (24%) and of little importance (1%);
- be familiar with the employers' social security obligations: absolutely important (70%) and very important (50%), of average importance (14%) and of little importance (1%);
- be familiar with the rules applicable to driving time, rest periods and working time, and in particular the provisions of Regulation (EEC) No 3821/85, Regulation (EC) No 561/2006, Directive 2002/15/EC of the European Parliament and of the Council (1) and Directive 2006/22/EC, and the practical measures for applying those provisions: absolutely important (72%), very important (24%), of average importance (3%);

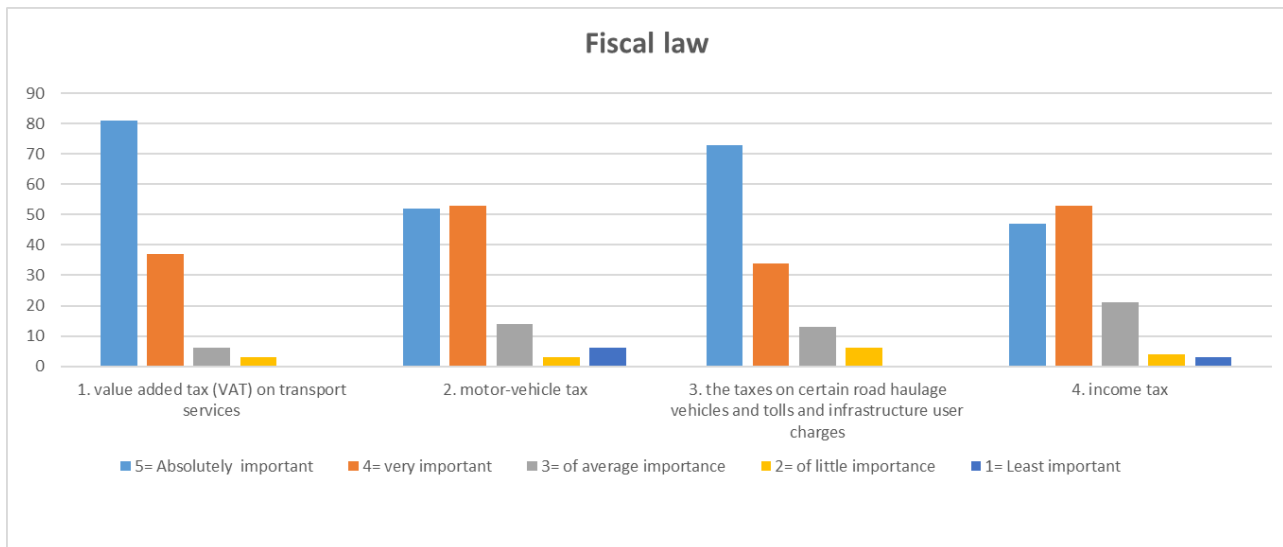
- be familiar with the rules applicable to the initial qualification and continuous training of drivers, and in particular those deriving from Directive 2003/59/EC of the European Parliament and of the Council (2): absolutely important (56%), very important (34%), of average importance (8%) and of little importance (2%).



Summarizing, social law could be considered of less interest than the commercial law, but it is still important for most of the respondents.

As far as the **fiscal law** is concerned, in relation to road haulage and passenger transport, this is what road hauliers think about the importance to be familiar with the rules governing:

- value added tax (VAT) on transport services: absolutely important (62%) very important (28%), of average importance (5%) and of little importance (2%);
- motor-vehicle tax: absolutely important (41%), very important (41%), of average importance (11%) and of little importance (2%) and not important (5%);
- the taxes on certain road haulage vehicles and tolls and infrastructure user charges: absolutely important (56%), very important (26%) and of average importance (10%), and of little importance (5%);
- income tax: absolutely important (37%) and very important (41%), of average importance (16%) and of little importance (3%) and not important (2%).

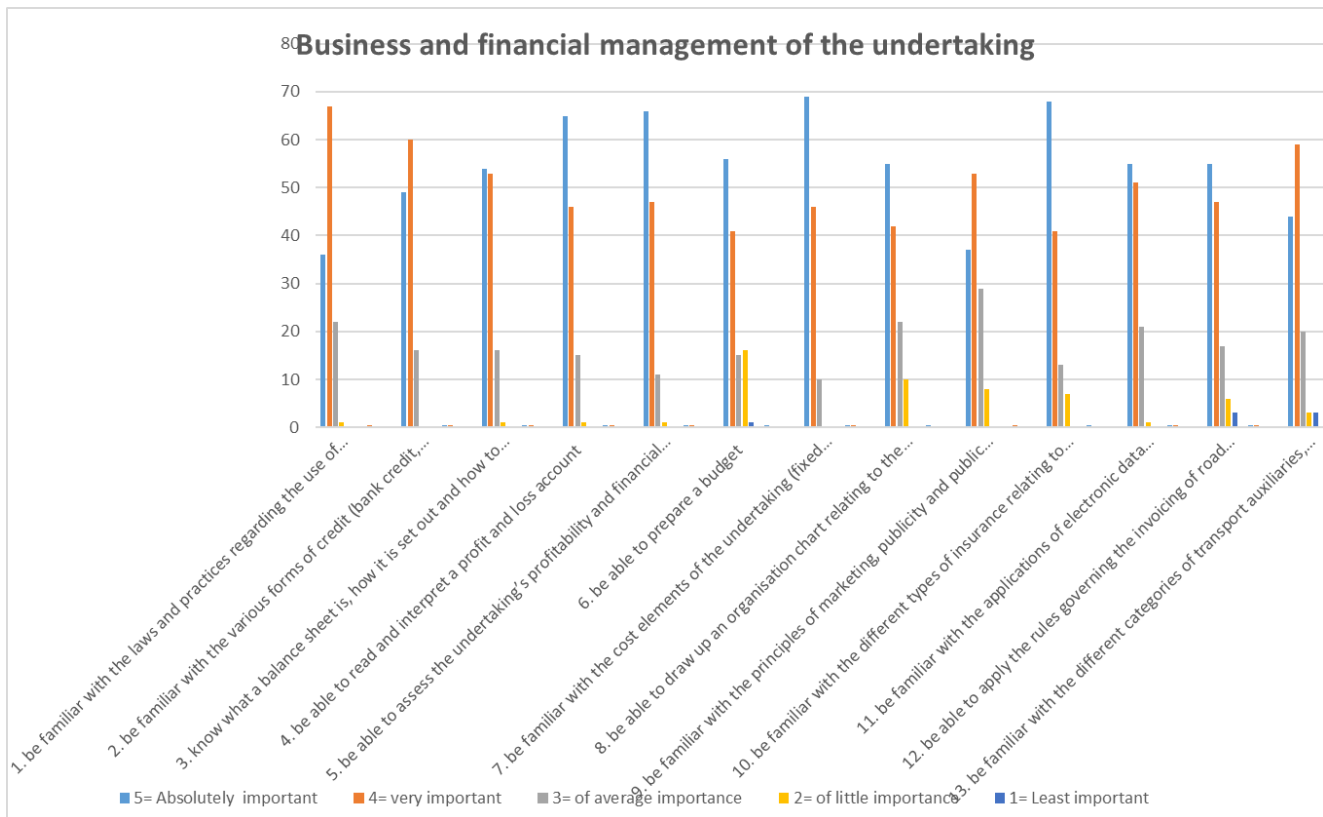


In conclusion, fiscal law is also of average interest, with especial interest on VAT on transport services and the taxes on certain road haulage vehicles and tolls and infrastructure user charges.

As far as **business and financial management of the undertaking** is concerned, these are the results in relation to road haulage and passenger transport:

- be familiar with the laws and practices regarding the use of cheques, bills of exchange, promissory notes, credit cards and other means or methods of payment: absolutely important (28%), very important (52%), of average importance (17%), and of little importance (1%);
- be familiar with the various forms of credit (bank credit, documentary credit, guarantee deposits, mortgages, leasing, renting, factoring, etc.) and the charges and obligations arising therefrom: absolutely important (39%), very important (48%), and of average importance (13%);
- know what a balance sheet is, how it is set out and how to interpret it: absolutely important (42%), very important (41%), of average importance (12%), and of little importance (1%);
- be able to read and interpret a profit and loss account: absolutely important (51%), very important (36%), of average importance (12%), and of little importance (1%);
- be able to assess the undertaking's profitability and financial position, in particular on the basis of financial ratios: absolutely important (51%), very important (36%), of average importance (8%), and of little importance (1%);
- be able to prepare a budget: absolutely important (43%), very important (32%), of average importance (12%), of little importance (12%) and not important (1%);
- be familiar with the cost elements of the undertaking (fixed costs, variable costs, working capital, depreciation, etc.), and be able to calculate costs per vehicle, per kilometre, per journey or per tonne: absolutely important (53%), very important (35%), and of average importance (8%);
- be able to draw up an organisation chart relating to the undertaking's personnel as a whole and to organise work plans, etc: absolutely important (43%), very important (33%), of average importance (17%), of little importance (8%);

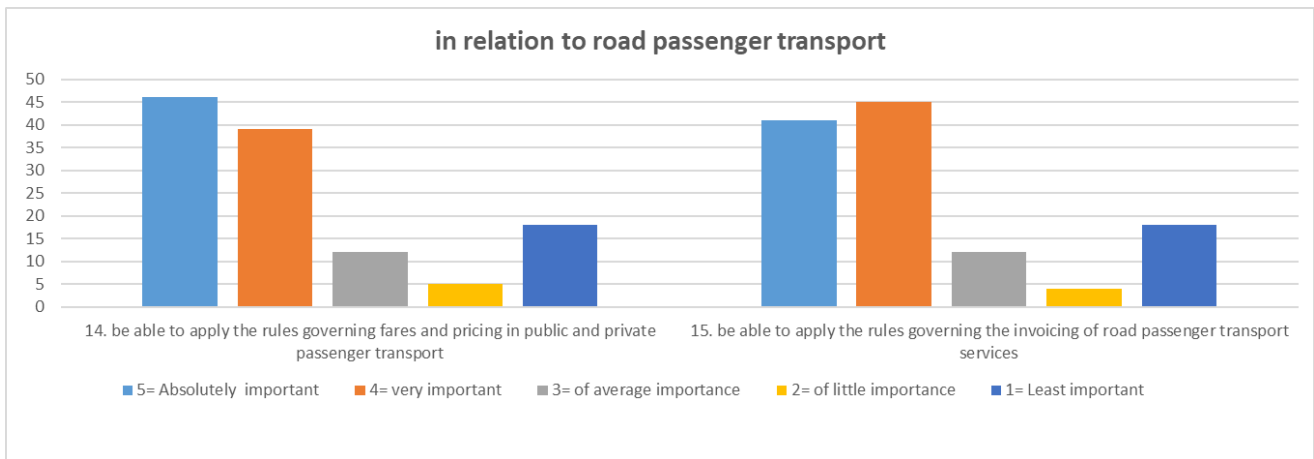
- be familiar with the principles of marketing, publicity and public relations, including transport services, sales promotion and the preparation of customer files, etc: absolutely important (28%), very important (41%), of average importance (22%), of little importance (6%);
- be familiar with the different types of insurance relating to road transport (liability, accidental injury/life insurance, non-life and luggage insurance) and the guarantees and obligations arising therefrom: absolutely important (53%), very important (32%), of average importance (10%) and of little importance (5%);
- be familiar with the applications of electronic data transmission in road transport: absolutely important (42%), very important (39%), of average importance (16%) and of little importance (1%);
- be able to apply the rules governing the invoicing of road haulage services and know the meaning and implications of Incoterms: absolutely important (43%), very important (37%), of average importance (13%), of little importance (5%) and not important (2%);
- be familiar with the different categories of transport auxiliaries, their role, their functions and, where appropriate, their status: absolutely important (34%), very important (45%), of average importance (15%), of little importance (2%) and not important (2%).



Therefore, all these issues are assessed very important by the hauliers.

In relation to road passenger transport:

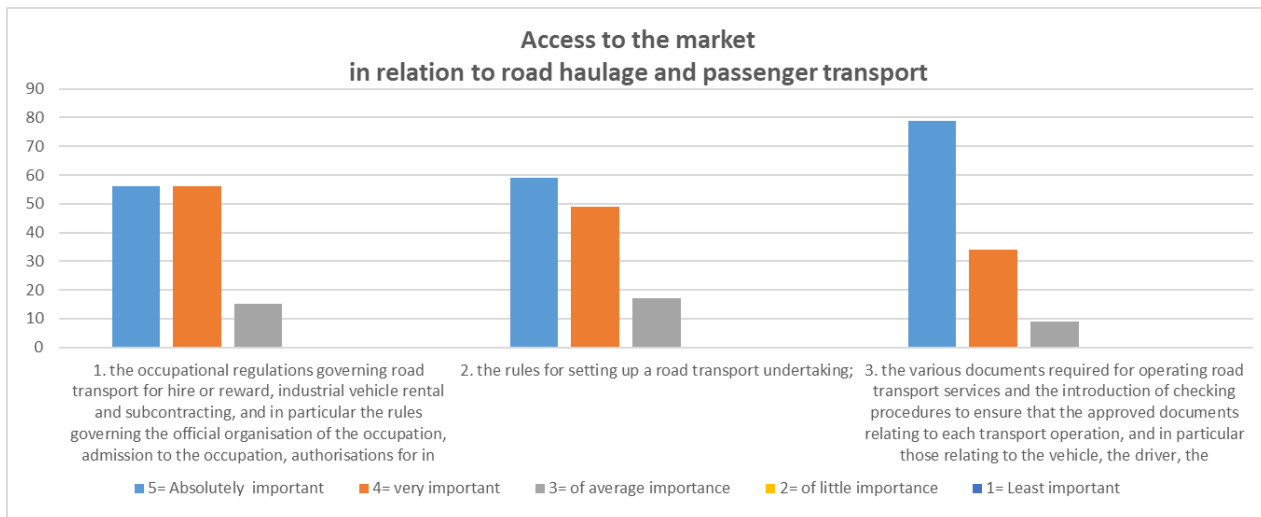
- be able to apply the rules governing fares and pricing in public and private passenger transport: absolutely important (38%), very important (33%), of average importance (10%), of little importance (4%), not important (15%);
- be able to apply the rules governing the invoicing of road passenger transport services: absolutely important (32%), very important (35%), of average importance (9%), of little importance (3%), and not important (14%).



in relation to road passenger transport the interest decreases, but it may be because fewer respondents are involved in this sector.

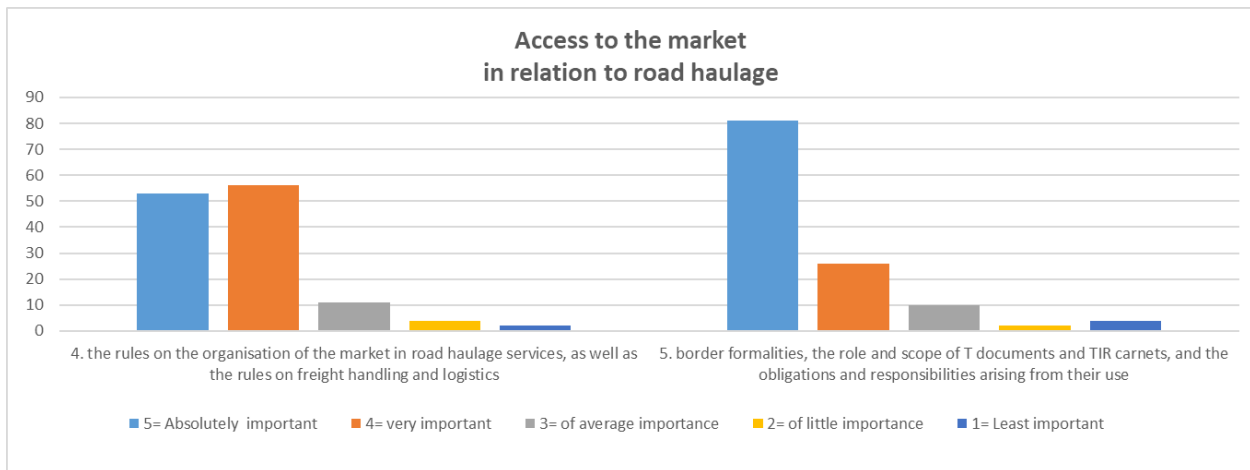
As far as the **access to the market** is concerned, in relation to road haulage and passenger transport, we asked the importance for the applicant to be familiar with:

- the occupational regulations governing road transport for hire or reward, industrial vehicle rental and subcontracting, and in particular the rules governing the official organisation of the occupation, admission to the occupation, authorisations for intra-Community and extra-Community road transport operations, inspections and penalties: absolutely important (43%), very important (43%), and of average importance (12%);
- the rules for setting up a road transport undertaking: absolutely important (47%), very important (39%), of average importance (14%);
- the various documents required for operating road transport services and the introduction of checking procedures to ensure that the approved documents relating to each transport operation, and in particular those relating to the vehicle, the driver, the goods and luggage are kept both in the vehicle and on the premises of the undertaking: absolutely important (61%), very important (26%), and of average importance (7%);



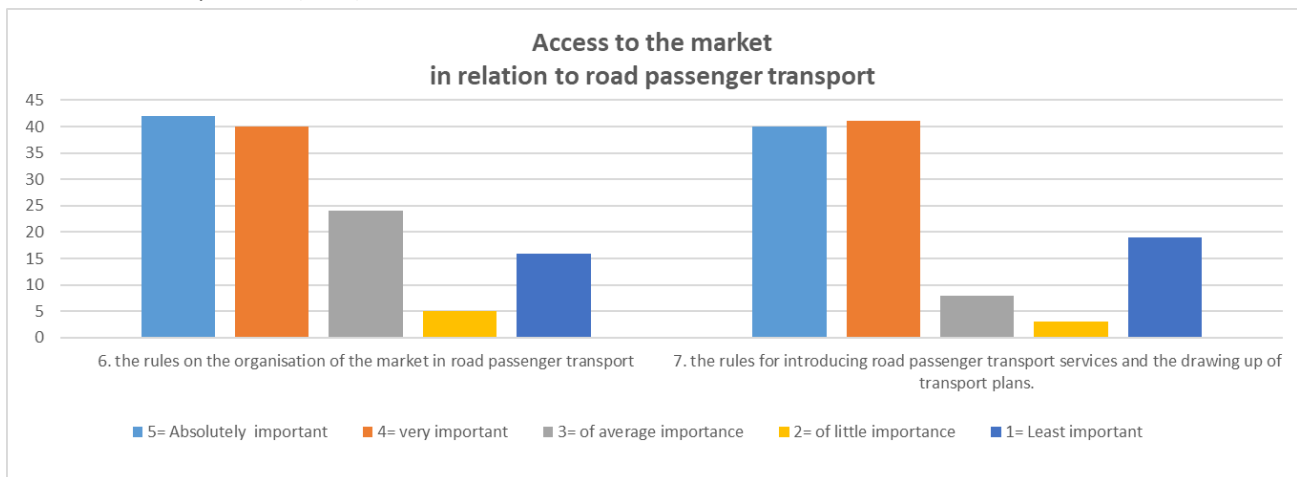
In relation to road haulage:

- the rules on the organisation of the market in road haulage services, as well as the rules on freight handling and logistics: absolutely important (41%), very important (43%), of average importance (8%), of little importance (3%) and not important (2%);
- border formalities, the role and scope of T documents and TIR carnets, and the obligations and responsibilities arising from their use: absolutely important (66%), very important (21%), of average importance (8%), of little importance (2%) and not important (3%).



In relation to road passenger transport:

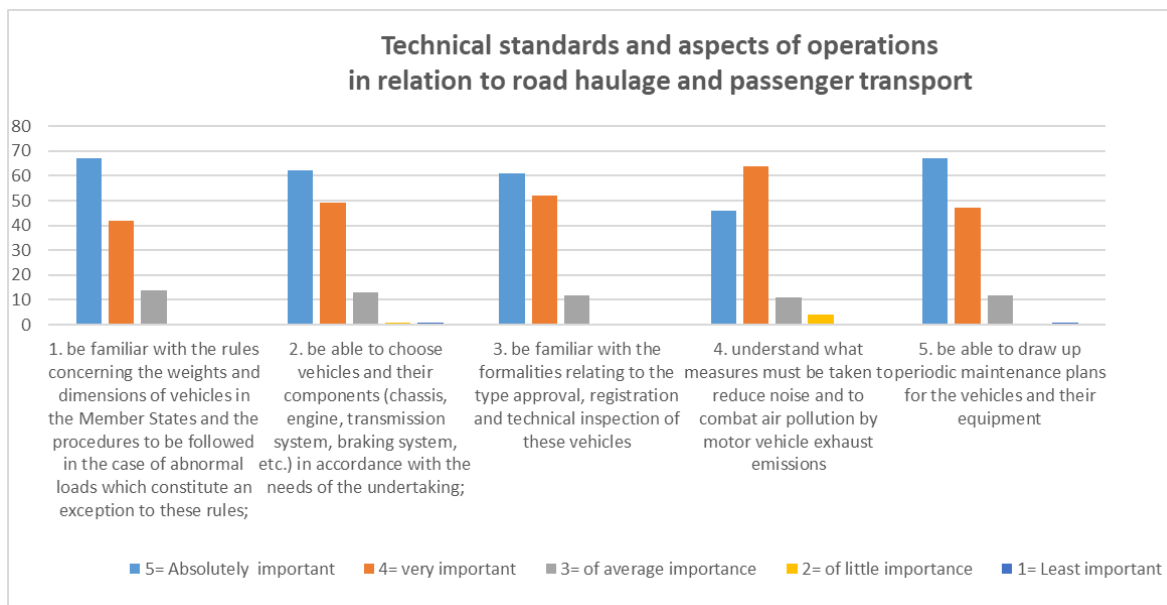
- the rules on the organisation of the market in road passenger transport: absolutely important (32%), very important (31%), of average importance (18%), of little importance (4%) and not important (12%);
- the rules for introducing road passenger transport services and the drawing up of transport plans: absolutely important (36%), very important (37%), of average importance (7%), of little importance (3%) and not important (17%).



Market access seems to be an area that is not so interesting, although it has certain upsets when it comes to talking about the necessary documentation.

As far as the **technical standards and technical aspects of operation** are concerned, in relation to road haulage and passenger transport, we asked the importance for the applicant to:

- be familiar with the rules concerning the weights and dimensions of vehicles in the Member States and the procedures to be followed in the case of abnormal loads which constitute an exception to these rules: absolutely important (52%), very important (32%), of average importance (11%);
- be able to choose vehicles and their components (chassis, engine, transmission system, braking system, etc.) in accordance with the needs of the undertaking: absolutely important (49%), very important (39%), of average importance (10%) and of little importance (1%);
- be familiar with the formalities relating to the type approval, registration and technical inspection of these vehicles: absolutely important (47%), very important (40%), of average importance (9%);
- understand what measures must be taken to reduce noise and to combat air pollution by motor vehicle exhaust emissions: absolutely important (37%), very important (51%), of average importance (9%), and of little importance (3%);
- be able to draw up periodic maintenance plans for the vehicles and their equipment: absolutely important (52%), very important (36%), of average importance (9%) and not important (1%).

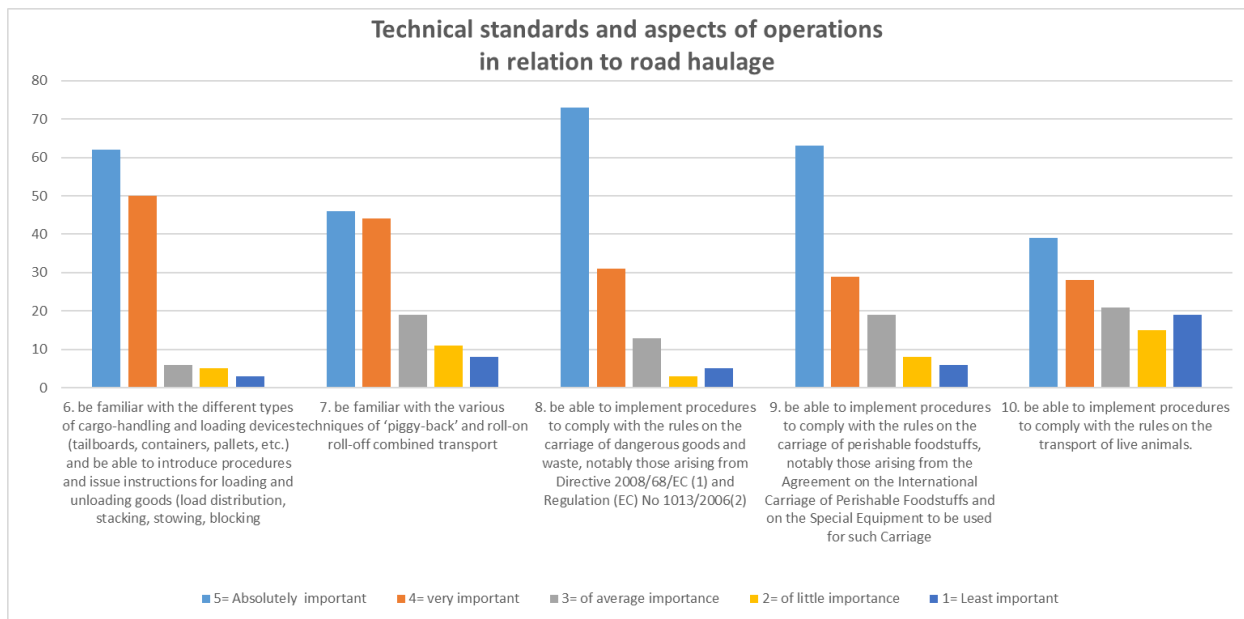


In relation to road haulage:

- be familiar with the different types of cargo-handling and loading devices (tailboards, containers, pallets, etc.) and be able to introduce procedures and issue instructions for loading and unloading goods (load distribution, stacking, stowing, blocking and chocking, etc.): absolutely important (48%), very important (38%), of average importance (5%), of little importance (4%) and not important (2%);
- be familiar with the various techniques of 'piggy-back' and roll-on roll-off combined transport: absolutely important (36%), very important (34%), of average importance (15%), of little importance (9%) and not important (6%);
- be able to implement procedures to comply with the rules on the carriage of dangerous goods and waste, notably those arising from Directive 2008/68/EC (1) and Regulation (EC) No 1013/2006(2): absolutely

important (56%), very important (24%), of average importance (10%), of little importance (2%) and not important (4%);

- be able to implement procedures to comply with the rules on the carriage of perishable foodstuffs, notably those arising from the Agreement on the International Carriage of Perishable Foodstuffs and on the Special Equipment to be used for such Carriage (ATP): absolutely important (50%), very important (25%), of average importance (15%), of little importance (6%), and not important (5%);
- be able to implement procedures to comply with the rules on the transport of live animals: absolutely important (30%), very important (22%), of average importance (16%), of little importance (12%), and not important (15%).

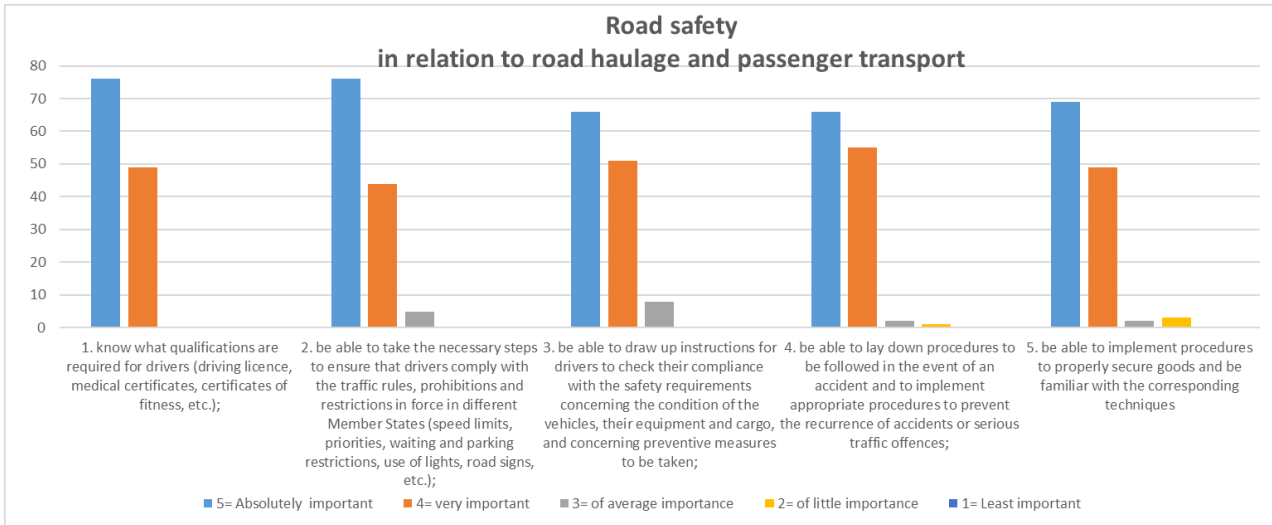


It is possible to conclude, all the aspects related to the technical standards and technical aspects of operation are very important by nearly in general aspects.

Taking into consideration **road safety**, in relation to road haulage and passenger transport, respondents think that is important to:

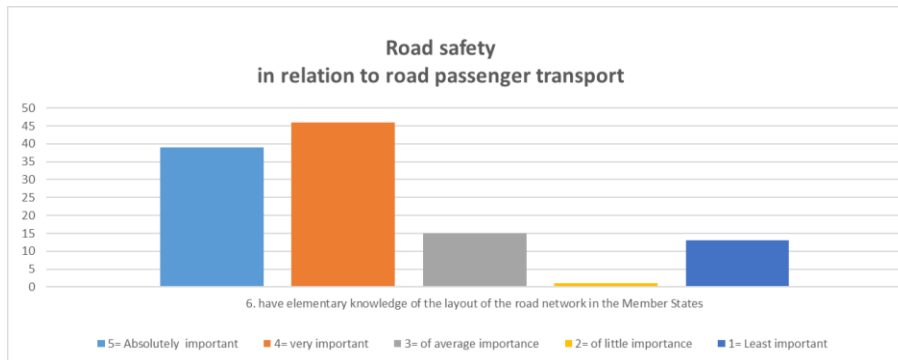
- know what qualifications are required for drivers (driving licence, medical certificates, certificates of fitness, etc.): absolutely important (62%), very important (38%);
- be able to take the necessary steps to ensure that drivers comply with the traffic rules, prohibitions and restrictions in force in different Member States (speed limits, priorities, waiting and parking restrictions, use of lights, road signs, etc.): absolutely important (61%), very important (35%), and of average importance (4%);
- be able to draw up instructions for drivers to check their compliance with the safety requirements concerning the condition of the vehicles, their equipment and cargo, and concerning preventive measures to be taken: absolutely important (53%), very important (41%), of average importance (6%);
- be able to lay down procedures to be followed in the event of an accident and to implement appropriate procedures to prevent the recurrence of accidents or serious traffic offences: absolutely important (53%), very important (44%), of average importance (2%), and of little importance (2%);

- be able to implement procedures to properly secure goods and be familiar with the corresponding techniques: absolutely important (2%), very important (40%), of average importance (2%), and of little importance (2%).



In relation to road passenger transport:

- have elementary knowledge of the layout of the road network in the Member States: absolutely important (39%), very important (46%), of average importance (15%), of little importance (1%), and not important (13%).



In road safety, nearly all the respondents think that all the issues considered are at very important. However, in relation to road passenger transport the importance decreases notably.

In relation to **Article 8(5) and (6) of Directive 1071/2009**, when asked if it should be applied to continuing training issues, 58% of the transport managers answered positively.

However, the data are not so unanimous. We find countries where most respondents are in favour, and others, such as Spain and Finland, where the acceptance of this training seems very low.

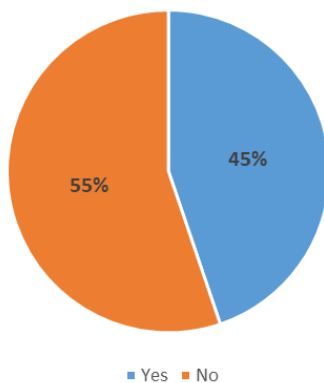
In your opinion, Article 8(5) and (6) of Directive 1071/2009 should be applied to continuing training issues



The use of new technologies and digital devices

The most used digital devices in the workplace are smartphones (86%), laptop computers (75%) and desktop computers (74%). Just the 20% uses tablets. However, in order to develop the trainings tools we have to bear in mind that no one in Bulgaria claims to use the smartphones.

Previous experience with online learning platforms



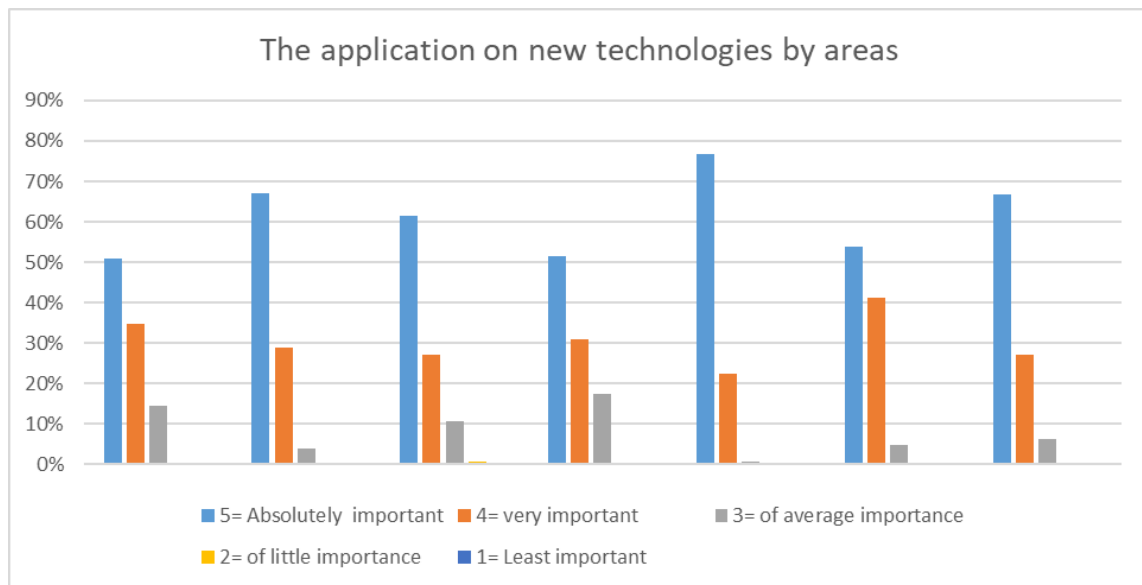
We asked the transport hauliers if they use social networks for work related purposes and, if so, which ones. The most used ones are Facebook (75%), LinkedIn (40%) and 30% other networks as Whatsapp, Instagram or Twitter.

Regarding the experience with online platforms we asked the interviewers if they have already used online learning platforms to develop their skills and only 45% have it. Again, we find a great disparity between countries. While Spanish and Italian respondents seem to know the systems well, there are few in Austria, Bulgaria or Poland.

Finally, we asked if they believe that it would be interesting to apply the new technologies, for the good management of the transport company, in one of the following areas:

- technical maintenance: absolutely important (51%), very important (35%), of average importance (15%);
- vehicle consumption: absolutely important (67%), very important (29%), and of average importance (15%);
- loading, stowage, volumes: absolutely important (61%), very important (27%), of average importance (11%) and of little importance (1%);
- location of the fleet: absolutely important (52%), very important (31%), of average importance (17%);

- management of driving and rest times: absolutely important (77%), very important (22%), of average importance (1%);
- communication with the administration: absolutely important (54%), very important (41%), of average importance (5%);
- transport documentation: absolutely important (67%), very important (27%) and of average importance (6%).



Summarizing, in all areas there is a strong need for new technologies, as most of the topics have been identified as absolutely or very important. In fact, it would be difficult to rank them.

Conclusions

As a result of the survey, we could speak in general European terms, as we have sampled seven countries with very different characteristics (economic, geographical and social). In all these countries, transport operators seem to be quite aware of the importance to develop competences and knowledge about every aspect and area related to the EU 1071/2009 regulation: civil law, commercial law, social law, fiscal law, business and financial management of the undertaking, access to the market, technical standards and technical aspects of operation and road safety. With the results analyzed, we could conclude that there are not many differences between countries and not much difference in interests collected, as almost all activities identified in the different areas have been highlighted as important or very important, with slightly differences when referring to specific transports instead of the general sector.

Furthermore, there is a strong need for new technologies in all the areas related to transport operators' job in order to reach a good management of the transport company and be able to have high performance levels. The device which was indicated as the most used by transport operator managers is a smartphone, thus indicating that online modules would be positively accepted by this target group as it is a tool which they constantly use, but in order to arrive to all users it would be better to develop it for computers. However, the tools to be developed should be attractive to bring in that third who say they are not interested in more training and whom we also intend to reach

In conclusion, we should agree that for the European transport operators it would be advisable to consider all the areas of the EU 1071/2009 regulation in order to develop a complete educational training programme for transport operators.

