

DELIVERING AND CARRYING IN PARCELS

– Guidelines

Every year, millions of parcels make their way through our freight system, and their way to the recipients can be long. We mostly lift and carry a parcel between three and six times before delivering it. For this reason, it is important that we take care of our employees and ensure that they do not perform too many heavy lifts during the day. Moreover, we are legally obliged to follow the applicable guidelines of the Danish Working Environment Authority.

Below, you can see the maximum weight for a parcel and other important things to keep in mind when shipping with Danske Fragtmænd.

What is the maximum weight for a parcel?

At Danske Fragtmænd, we follow the recommendations from the Danish Working Environment Authority's guidelines for safe lifting and carrying.

Delivery type	Weight up to	Handling
Standard home delivery (without carry-in)	Heavy parcel – up to 20 kg	<ul style="list-style-type: none">The driver can deliver the parcel to the building's door (for example, the main entrance, stairwell, or gate).One person can carry the parcel or move it using a hand truck/pallet jack.
Carry-in to the recipient You can order carry-in as an additional service when booking your shipment.	Light parcel – up to 12 kg	<ul style="list-style-type: none">The driver can carry the parcel all the way to the recipient's door, including up stairs.The driver can carry the parcel by hand without any equipment.

Important: The parcel must be easy to handle and securely packaged so the driver can move and deliver it without risk of injury or damage to other items.

Can I tape multiple parcels or packages together?

It is not allowed to tape heavy parcels or packages together if the combined weight exceeds the weight limits (20 kg / 12 kg).

This rule also applies if the parcel is unmanageable, even if the weight is within the limit. An unmanageable parcel is one that is too heavy or awkward for one person to lift, move, or transport safely and efficiently using standard equipment.

How many kilos from the same sender can a driver carry in?

As previously mentioned, the maximum weight of a parcel or an item is 12 kg in accordance with current legislation.

When delivering several consignments from the same sender, figure 1 shows how many kilos we can offer to carry in, as a maximum (per consignment note/recipient/day).

How do I pack my parcel?

Of course, we take good care of your parcel, but you can also make a difference to ensure it arrives safely. Tips for securely packing your parcel:

- The parcel must be properly packed to withstand normal transport in trucks, sorting facilities, and handling at terminals.
- Use straps and tape that will not cut into the packaging during lifting.
- The packaging must be filled correctly so the contents do not shift and damage the parcel during transport.

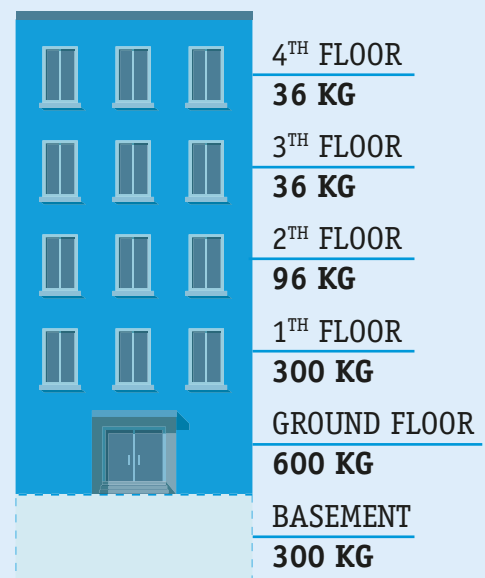


Figure 1

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As a general rule, it is our responsibility as an employer to ensure that our drivers have a safe and secure working environment.

However, the law also requires us to work with our customers to prevent and manage any occupational health and safety challenges at the delivery address. If the access conditions at the delivery address are not safe, it may mean that our driver cannot complete the delivery as planned.

The driver will make an on-site assessment to determine whether it is possible to deliver safely – even if a preferred delivery location has been specified by the recipient. This also applies if the driver has permission to leave the goods without a signature.

Note: If there is a risk of damage to property (for example, lawns, paving, driveways, or shop floors), the driver will take this into consideration and may choose an alternative drop-off location or refuse delivery. This is done to protect both the employee's safety and the recipient's property.

Transport route and drop-off location

- Delivery should take place as close to the delivery point as possible, along a smooth and safe transport route.
- The surface must be solid – for example, industrial flooring, concrete pavers, or tiles.
- There must be no level differences (curbs, steps, or thresholds). Any minor level differences must be compensated for by the recipient, for example with ramps or driveways. The driver does not carry equipment to level out differences in height.

Access route

- The access route must be cleared and passable (minimum clearance height 4.5 m, minimum width 3 m).
- For carry-in delivery, door openings must have a minimum height of 1.90 m (or at least 15 cm higher than the goods) and a width at least 40 cm wider than the transport equipment.
- The slope must not exceed 1:50 (2 cm per meter).
- There must be no holes, protrusions, or level differences.

Stairs

- Stair risers must be no more than 180 mm high and should have a minimum tread depth of 250 mm.
- Stairs must be clear and non-slip.

Flooring

- The flooring on transport routes and stairs must be able to support the weight of the goods and any lifting equipment. This is always the responsibility of the recipient.
- Carpets and similar coverings must be secured so they do not slip or shift.