

## ECTA Drivers APP – How is “Driver well-being” evolving in the chemical industry over 2025?

Analysis of driver feedback and the evolution of Europe’s shippers’ performance since 2023

The ECTA Drivers APP today gives insights into the chemical industry’s performance since 2023. Truck Drivers can rate the shippers’ workflows in the categories safety, waiting time, driver treatment, driver facilities. With about 2000 registered drivers, the system allows benchmarks across the industry and paints a picture of how drivers are treated on site.

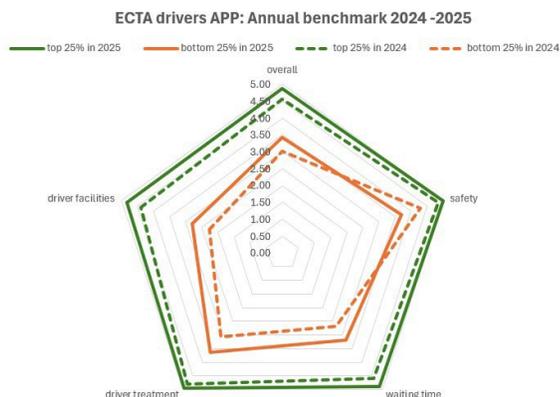
ECTA now analyzed the full year 2025 and compares the received data with the previous years. Before looking into the data in detail, it is important to mention that the listed locations and total received review numbers increased over the last year, which means that the total numbers of rated locations differs from the total numbers in 2023 or 2024. Nonetheless, the average results and the comparison between the best and worst performer are still able to paint a valid picture of the industry.

### Safety

Safety is the rating category that rings our alarm bell, as the range between the best and the worst performer got bigger. While the 2024 data show the gap was between 3.9-4.9 out of 5 stars, in 2025 the bottom 25% performer performed even worse with 3.4 out of 5 stars. Positive to mention is that the best performer increased their safety reviews to 5 out of 5 stars.

Reasons mentioned for poor safety reports by truck drivers are slippery surfaces, poorly maintained roads, missing fall protection, outdated or broken equipment, dangerous hose setups, traffic conflicts on site, construction zones causing confusion or mandatory but impractical safety equipment.

These comments are an abstract of all reviews received regarding poor safety standards on chemical sites.

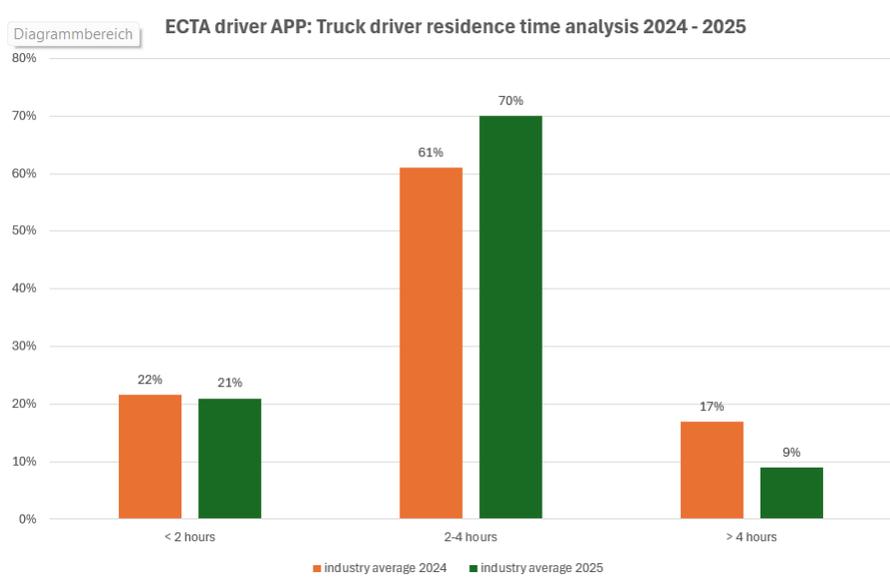


## Residence time

More positively are the figures for the reported residence time at chemical sites in 2025. The development of the time spent on site with more than 4 hours decreased by 8%. On average, only 9% of all shipments reported in the ECTA Drivers APP, take more than 4 hours. ECTA strongly recommends keeping the waiting time below 3 hours.

Moreover, also the quality of the waiting time has improved according to the drivers. Nonetheless, there is still room for improvement across the industry. Several drivers report the following as potential improvements:

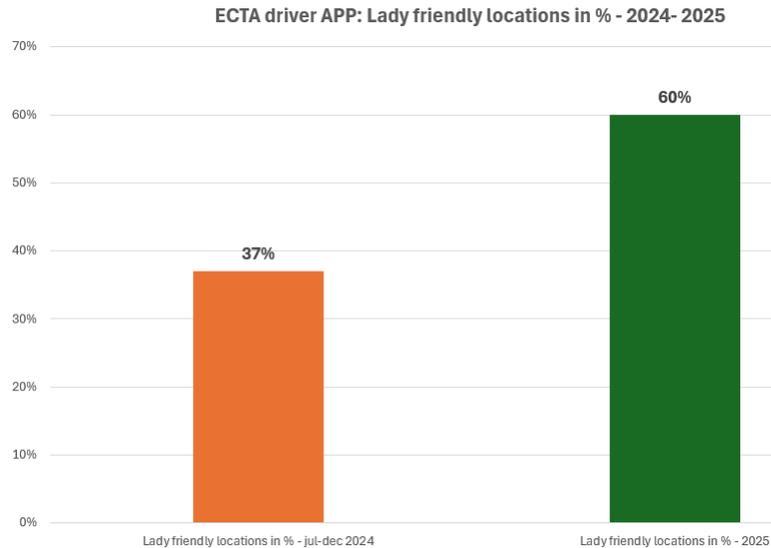
- Improve long check-in/check-out queues
- More staff for counters and loading/unloading
- Upgrade of IT or systems to reduce failures causing backlogs
- Improve waiting conditions for drivers



## Focus on gender balance on sites

A major improvement in performance is the focus on diversity on sites. The data show that the percentage of positively reported experiences for female truck drivers increased by 23% from

2024 to 2025. While being a truck driver is still a more male dominated profession, we do see that about 4% of all registered drivers of the ECTA Drivers APP is female, which is in compliance with the data IRU reported about the diversity amongst truck drivers in Europe.



### **Driver well-being aspects**

Driver facilities and especially Driver Treatment also improved since 2024 across the industry.

Comments of drivers nonetheless still mention a big gap in basic facilities on sites. Many comments mention unclean or even non-existing toilets, while other sites provide clean showers, even separated for male and female drivers.

The same gap appears while looking for human interactions. While many drivers congratulate good performing shippers for their friendliness, many drivers experience at worse performing sites even hate or condescendence.

### **Outlook 2026**

ECTA will continue its efforts with the ECTA Drivers APP in 2026. Actions taken are constant communication with the chemical industry about the performance, follow up towards drivers about their reports (especially for unsafe situations), creation of training material for drivers on

how to use the ECTA Drivers APP and the focus on developing more awareness for drivers and their work-conditions.

Another key aspect, ECTA will focus on in 2026, is a close follow up of drivers' comments. Those will be analyzed and brought forward to the corresponding shipper – both positive feedback but even more important negative observations. The goal is to improve the workflow for drivers and give the individual driver personal feedback.