

OPICORP (PTY) LTD (Reg No. 2013/160189/07)	APPROVED BY: <b>Dave Roberts</b> CHIEF OPERATING OFFICER	PAGE NO.	1
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## RTMS MANUAL

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Auto Carriers is one of the largest transporters of vehicles in Southern Africa. The management and employees of Auto Carriers are committed to providing services of the highest quality and technological standard to ensure continued customer satisfaction.

Auto carriers recognizes the importance of protecting the environment without compromising the health and safety of its employees.

To realize this vision, Auto Carriers had implemented an Integrated Management System through which it will:

- Aim to be a zero accident and incident operation.
- Adhere to rules, SHERQ procedures, applicable statutory and regulatory legislation and other requirements to which Auto Carriers subscribes including RTMS standards; SANS 1395 – 1 2019, making SHERQ management a way of life.
- Maintain a high standard by providing quality services to its customers by reducing non-conformances, shortening lead times and increase customer satisfaction.
- 1395 – 1: 2019 educate, train, motivate and support our staff and suppliers in the application of this policy as well as the health, safety, quality and environment standards and its associated procedures.
- Manage its HSE risks and commit to the prevention of pollution.
- Continually improve its performance, this is measured by regular internal audits in compliance with ISO 14001:2015, ISO 9001:2015, OHSAS 45001:2018 and SANS 1395 – 1:2019.
- Optimize the utilization of raw materials and energy resources.
- Management commits to ensuring that resources are available to support our SHERQ responsibilities.

The Auto Carriers Integrated Management System including the South African National Standards SANS 1395 – 1:2019 will be continually reviewed to ensure its relevance to the organization and to ensure continual improvement of its health, safety, environment and quality performance.

This policy is communicated to all Auto Carriers employees and is available to the public on request.

Implementation of this policy is a primary objective of the Auto Carriers Managing members and the responsibility of all employees and service providers. All policies will be reviewed annually to ensure that it remains relevant to the organization.

Auto Carriers recognizes, as being of primary importance, both in terms of our business imperative as well as our moral and legal responsibility, to protect the health and safety of all our employees irrespective of occupational class. Auto Carriers is committed to a system of health and safety management based on a common understanding of risks and how to control them.

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We acknowledge that our various operations impact or potentially impacts on the environment. in line with Auto Carriers vision to be a leading global provider of the transport and logistics sector in vehicle movements. It is therefore Auto Carriers policy to conserve natural resources, maximize eco-efficiency, and reduce waste and climate changes impacts, thereby preventing pollution throughout our operations.

At Auto Carriers we are dedicated to providing quality services to the automotive industry. Our goal is to continually improve those services to meet our clients changing needs yet allowing us to attain returns for our shareholders. In doing so we aim to provide the highest level of customer service, provide clean and timeous delivery of vehicles to our customers, store vehicles in an and clean environment that meets our customer's requirements and to provide value added service to meet our customer's requirements.

#### WHY HAS THIS MANUAL BEEN PUT TOGETHER?

This manual has been put together to assist and guide Auto Carriers to develop an occupational health and safety (OHS) management system. The manual named, AC RTMS manual, will enable the company to:

1. Manage major hazards.
2. Reduce injury to drivers.
3. Allow Auto Carriers to operate in compliance with regulations.
4. Preserve road infrastructure.
5. Improve productivity in the logistics chain.
6. Reduction in claims and costs.

This manual will give managers and supervisors easily accessible answer to a wide range of OHS questions together with the relevant documents, standards, processes and procedures. It will provide guidance on how to manage our drivers and trucks effectively.

#### HOW HAS THE MANUAL BEEN PUT TOGETHER AND HOW TO USE THIS MANUAL?

The manual has been develop using the latest SANS standard 1395 – 1:2019 edition 1 as well as the requirements of a National Road Traffic Act 1996 (Act No. 93 of 1996). We will adopt as well, any group or company requirement.

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This manual provides the tools you will need to start our OHS/RTMS program and build it into tyoe of program that is systematic and easy to understand and implementation. It is specially designed to help the company to implement an OHS/RTMS program.

A process-based approach is adopted throughout the manual. This manual compliment the ISO standards such as 9001, 14001 and 45001 for which AC is accredited to.

This manual will guarantee that our activities, resources and behaviors are being managed efficiently and effectively. The transaction methodology and regular internal auditing will ensure that our processes generate good results by effectively managed processes.

#### WHAT IS AN EFFECTIVELY MANAGED PROCESS?

An effective process is one that achieves the results that are intended – i.e the objectives. An effectively managed process is a in which the activities, resources and behaviors are planned, organized and controlled in a way that the outcomes meet specified objective s or goals.

#### WHAT IS THE SCOPE OF THIS MANUAL?

1. Road safety and reduction in the frequency of accidents.
2. Ensure that we operate roadworthy vehicles.
3. Loading conditions are optimized.
4. Implementation of programs such as driver wellness, fatigue management and training.
5. Early detection of behavior and improvement.
6. Achieve high levels of productivity and efficiency in our logistics chain.
7. Road infrastructure is respected and preserved.

#### ROAD TRANSPORT MANAGEMENT SYSTEM

The company shall adopt the requirements of the South African National Standards (SANS 1395 – 1:2019) to demonstrate compliance.

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The main purpose is to ensure that AC as a responsible Hauler, implements a structured management system as per the requirements of the SANS standards. This management system will enable AC to safely and effectively manage the operations whilst embracing the philosophy of continuous improvement.

In doing this, the following categories will be addressed to support SANS 1395 – 1:2019.

1. Depot and sites.
2. Fleet inventory
3. Mass assessment and verification.
4. Road safety.
5. Fleet maintenance and roadworthy carriers.
6. Carriers and load safety.
7. Driver health and wellness.
8. Support structures.
9. Training, awareness and competency.
10. Records and document control.
11. Performance evaluation.
12. Kaizen strategy for continuous improvements to efficiency and safety.
13. Conduct internal audits of the RTMS system.
14. Conduct management review of the RTMS system implemented.

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## 1. Depot and Sites

Currently Auto Carriers have one depot which is the AC Autoport in Camperdown. We have a satellites sites in Rosslyn for GP local carriers. This facility is used for the parking of the local fleet at night and a mobile office for our GP based staff which all report into the Autoport.

***Refer to Autoport depot presentation: powerpoint or hardcopy. Doc 1***

## 2. Fleet inventory

AC shall compile and have an updated and accurate list available of all vehicles that are utilized (i.e.) truck, tractors and trailers. All technical specifications for each of the fleet vehicles shall be tabulated so that the identity, configuration, and local capacity of each vehicle is readily available. The fleet inventory list is maintained by the logistics administrator. The schedule is titled “Updated fleet inventory list” and contains important and relevant information with regards to the carriers:

Data provided in the Updated fleet inventory:

Fleet number	Payload for combination
License number	Axles
Connected to (truck tractor or trailer)	Tank capacity
Make	Truck Tare Weight
Model	Truck GVM
Year model	Truck Maximum load limit
Allocated team and application	Trailer Tare Weight
Allocated Hub	Trailer GVM
Vehicle type	Trailer maximum load limit
Age	GCM
Vin number	Maximum load limit
Trailer type	COF/License/permit expiry
	Fleet allocated for refurbishment
	Mothballed trailers awaiting new order of trucks

Refer to “Updated fleet inventory list 2022”, Excel Doc 2

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The fleet compassion and data captured on the schedules assists our scheduling and planning team to accurately allocate carriers so as not to overload or compromise load and driver safety.

### 3. Load/Mass Assessment, Verification and control

The planning and execution of customer order are conducted by the AC scheduling and planning team. The load planning phase takes into account the following:

- Customer order and satisfaction is met.
- Load is compliant with regulations and carrier design.
- Specification of light motor vehicles taken into consideration to ensure quality is not compromised.
- Payload is achieved per individual carrier.
- Overall mass is not exceeded.
- Carriers with the correct permits are utilized for the right routes/application.
- The gate pass document is a system generated document which calculated load mass and rejects loads over the input data, of maximum load mass.
- The planner will then have to readjust the load or reselect a combination of vehicles.

AUTO CARRIERS		GATEPASS				GATEPASS: GGP000001099	
OPICORP (PTY) LTD T/A: <b>AUTO CARRIERS</b> ERF 41 UMLAAS ROAD R103 CAMPERSDOWN 3720		Fleet no	Driver no	Load no			
Status: PENDING	Load Date: 03/02/2022 07:45:49	Load no.: GP00007748	Driver: BHEKIZITHA WANDERBOY BHENGU	GP00007748			
Depot : ACR	Truck 46025	Driver:	Load Mass: 9468				
Mode : CARRIER	Max Mass : 50000						
1. NISSAN MAIN COMPOUND ROSSLYN MCCARTHY NISSAN GATEWAY	ROSSLYN UMHLANGA	TN ADNUJSH105LQ200683	074020322	UAT_NP200 1.6 BV BASE +AC SAFETY	WHITE (S)	1055	N F N
5. NISSAN MAIN COMPOUND ROSSLYN MCCARTHY NISSAN GATEWAY	ROSSLYN UMHLANGA	TN ADNUJSH105LQ200711	074020322	UAT_NP200 1.6 BV BASE +AC SAFETY	WHITE (S)	1055	N F N
2. NISSAN MAIN COMPOUND ROSSLYN VRYHEU NISSAN	ROSSLYN VRYHEU	TN ADNUJSH105LQ2007185	086020322	UAT_NP200 1.6 BV BASE +AC SAFETY	WHITE (S)	1055	N F N
3. NISSAN MAIN COMPOUND ROSSLYN CM NISSAN GALLITO	ROSSLYN GALLITO	TN ADNUJSH105LQ200880	086020322	UAT_NP200 1.6 BV BASE +AC SAFETY	WHITE (S)	1055	N F N
7. NISSAN MAIN COMPOUND ROSSLYN CM NISSAN GALLITO	ROSSLYN GALLITO	TN ADNUCCAD27200036994	086020323	U23.2 ND PRO-24 4X4 AT UC	GRAY P	3115	N F N
4. NISSAN MAIN COMPOUND ROSSLYN THOMSON NISSAN PORT SHEPPSTONE	ROSSLYN PORT SHEPPSTONE	TN ADNUJSH105LQ2009950	086020323	UAT_NP200 1.6 BV BASE +AC SAFETY	WHITE (S)	1055	N F N
6. NISSAN MAIN COMPOUND ROSSLYN IMPERIAL NISSAN ZULULAND EMPANGENI	ROSSLYN EMPANGENI	TN ADNUCCCHD20006392	086020323	D23.2 SD PRO-4X 4X4 AT DC	GRAY P	1079	N F N

Deliver to KDG DGRST

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Other important control documents and methods are as follows:

- Height stick – to measure legal height 4.3m or 4.6m depending on available abnormal permit.
- Fleet list – used as a reference to the limitations.
- OEM vehicle dimension and Mass table – assist in correct load planning and takes into consideration and additional fitments. See sample below. Refer doc4
- Parking on superstructure and trailer in reverse or forward ensure that vehicle fits and weight is evenly distributed on the axles.
- Constant communication between planners, client's liaisons officers, VDQI, drivers and controllers on load dimensions and communication with OEMS regarding model changes.
- Standards operation procedures for loading/offloading. Refer doc5
- Knowledge sharing within AC.
- Experience of planners.
- Incidents and corrective action reports to prevent a re-occurrence. Refer doc6

ref	code	derivative	desc	mancd	tare	x
KGB10R-AHMRKW-14A	KGB10R-AHMRKW-14A	14A	AYGO 1.0 5DR LOW AC 07	TOYOTA	1240	
KGB10R-AH-MGKW-45J	KGB10R-AHMGKW-45J	45J	AYGO PLUS 1.0P 5 DOOR WILD 5M	TOYOTA	1240	
KGB10R-AHMRKW-46A	KGB10R-AHMRKW-46A	46A	AYGO 1.0P 5 DOOR FRESH 5M 11	TOYOTA	1240	
KGB10R-AHMGKW-46B	KGB10R-AHMGKW-46B	46B	AYGO 1.0P 5 DOOR WILD 5M 11	TOYOTA	1240	
KGB10R-AGMRKW-46C	KGB10R-AGMRKW-46C	46C	AYGO 1.0P 3 DOOR FRESH 5M 11	TOYOTA	1240	
KGB10R-AGMGKW-46D	KGB10R-AGMGKW-46D	46D	AYGO 1.0P 3 DOOR WILD 5M 11	TOYOTA	1240	
KGB10R-AH-MGKW-46E	KGB10R-AHMGKW-46E	46E	AYGO 1.0P 5DR INFERNO LTD 5M12	TOYOTA	1240	
KGB10R-AHMRKW-46F	KGB10R-AHMRKW-46F	46F	AYGO 1.0P 5 DOOR FRESH 5M 12	TOYOTA	1240	
KGB10R-AHMGKW-46G	KGB10R-AHMGKW-46G	46G	AYGO 1.0P 5 DOOR WILD 5M 12	TOYOTA	1240	
KGB10R-AHMRKW-46H	KGB10R-AHMRKW-46H	46H	AYGO 1.0P 3 DOOR FRESH 5M 12	TOYOTA	1240	
KGB10R-AGMGKW-46I	KGB10R-AGMGKW-46I	46I	AYGO 1.0P 3 DOOR WILD 5M 12	TOYOTA	1240	
KGB10R-AHMGKW-46K	KGB10R-AHMGKW-46K	46K	AYGO 5DR WILD	TOYOTA	1240	
KGB10R-AHMRKW-46L	KGB10R-AHMRKW-46L	46L	AYGO 5DR FRESH	TOYOTA	1240	
KGB40R-AH-MGKW-46N	KGB40R-AHMGKW-46N	46N	AYGO	TOYOTA	1240	
KGB40R-AHMRKW-46O	KGB40R-AHMRKW-46O	46O	AYGO X-PURE	TOYOTA	1240	
KGB40R-AHMGKW-46P	KGB40R-AHMGKW-46P	46P	AYGO X-CLUSIV	TOYOTA	1240	
KGB40R-AHMRKW-46Q	KGB40R-AHMRKW-46Q	46Q	AYGO	TOYOTA	1240	
KGB40R-AHMGKW-46R	KGB40R-AHMGKW-46R	46R	AYGO X-PLAY BLACK	TOYOTA	1240	
KGB40R-AHMGKW-46S	KGB40R-AHMGKW-46S	46S	AYGO X-PLAY SILVER	TOYOTA	1240	
KGB40R-AHMGKW-46T	KGB40R-AHMGKW-46T	46T	AYGO	TOYOTA	1240	
KGB40R-AHMGKW-46U	KGB40R-AHMGKW-46U	46U	AYGO X-PLAY BLACK	TOYOTA	1240	
KGB40R-AHMGKW-46W	KGB40R-AHMGKW-46W	46W	AYGO - 46W	TOYOTA	1240	

Refer to "vehicle model list with tare", excel doc4

Auto Carriers will ensure that all over loading is analyzed, and corrective actions are implemented to prevent a repeat. Under loading does take place and this is due to availability of vehicles on a specific route and promised contractual delivery commitments. Auto Carriers makes an economic decision for these cases.

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#### 4. Road Safety

Auto Carriers is a responsible hauler and ensuring the safety of the public, other road users, and carrier driver, overserving the road infrastructure and protecting the product we transport.

Risk assessment are regularly conducted, and mitigation methods implemented.

- Determine the risk
- Find ways to mitigate or minimize
- Find alternatives ie. Change route, cut low hanging trees. Delivery within a specific time frame, supervision.

See examples of risk assessment below:

#### Route Risk Assessment

RRA Required for assessment of Corolla Cross & Rumions  
Collection Date : TBA

Time : TBA

Assessment conducted by : Kevin Naicker

RRA Conducted on 24/08/2021

Requirement of Safe & Low Risk Upliftment – Trailer Types -6 car carriers

Guide Vehicle on exit with Amber Light.



*Refer to "RRA", Pdf. Doc7.*

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All aspects of roadsafety are communicated frequently to the drivers in our organization. This is managed and communicated by way of:

- Vehicle monitoring using Webfleet and Fidelity (Small local shunt carriers), by fleet controller. Refer communication by fleet controller and driver on Webfleet history.
- External tracking consultant using webfleet to alert management on risk and trends. Also to assist fleet controllers in keeping the drivers and trucks safe, using the webfleet system. Refer tracking consultant communication with fleet controller and management via Webfleet history and email. Doc8
- Monitoring for hot spots for theft/robbery, roadworks, traffic protect action, road closures, using the webfleet system which is linked to TomTom.
- Message to drivers using webfleet which appears on screen and is also read out to drivers. All safety requirements, tips on road safety and driver health is share via this messaging system. Refer to Webfleet system history or doc9.
- Using AI (Artificial Intelligence) with the Webfleet system, to monitor in cab distractions and fatigue. Refer to events for distraction and fatigue on the Webfleet events history or doc10.
- Management and operations use webfleet to monitor driving behavior and rehabilitation, that has a event recorder system (Camera in cab and forward facing) triggers by g force ie. Harsh barking/cornering. Refer to events for distraction and fatigue on the webfleet events history.
- Speed monitoring on webfleet and rehabilitation. Refer to speed policy, speed monitoring on the webfleet and rehabilitation forms doc11.
- Monitoring shift schedules and driving hours/checks/meals and rest. Refer to driver register. Doc12 and policy/communication for working times doc13
- Volvo vehicles fitting with Bluetooth function for drivers not to use cellular phones while driving. It no Bluetooth, drivers are to use a hands-free device. Refer to communication policy doc14
- Complaints received from stakeholders (ie) public, customers.

Important control documents and methods used will include all of the above.

The company speed policy is as follows:

- Maximum speed limit is 80km/h
- Speed up to 85km/h is tolerated provided the spurt of the speed is not more than 2 min.
- The maximum number of expectation per driver may not exceed 5 per month.

To manage speed and driver behavior we at AC have adopted the following:

- Counselling of driver if exceptions exceed 5 per month.
- Drivers will be disciplined should he exceed 90km/h.
- Maintain an own fleet incident and damage tracker and share trends.

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It is very important that all incidents must be reported and investigated to determine probably cause. Corrective and preventative actions must be implemented to stop repeat incidents.

##### 5. Fleet Maintenance and Roadworthy Carriers

AC ensures that all vehicles in our fleet are safe for use and is maintained in a roadworthy condition by constant monitoring of schedules and vehicles inspections. Carriers exterior and interiors is regularly inspected for damages and general cleanliness ensuring that we portray a great transport image on the road.

An important component is Carriers tyres and these are checked, inspected and corrected daily by our tyre specialists who have a merseta accreditation. Refer to certificate of competence. Doc15

AC also have an efficient supplier network nationally who attend to our tyre repairs on road.

AC are currently busy with a trailer refurbishment programme.

AC have also embarked of a fleet replacement programme and have ordered new Volvo FM400's and FM330's.

We have a zero tolerance policy to service overruns which is managed closely by the operations supervisor using a service schedule, refer to service schedule excel doc16.

And this infringement is considered a dismissible offence unless the overrun is agreed in writing and is with the OEM limitations.

It is mandatory for our carrier drivers to conduct a daily vehicle inspection. Refer to driver RTMS and pre trip inspection policy doc17.

- Defect is found and escalated to the controller who in turn reports to the technical controller and technical manager who will evaluate the risk/breakdown and take the appropriate action to remedy. AC does have a clear defect reporting procedure by way of a job card and whatsapp message on fleet maintenance group.
- As part of our driver safety initiative and load safety, it is compulsory for our drivers to stop every 3 hours for a vehicle and load inspection.
- Carrier over inspections are also supported by the controllers, supervisory and management team.

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Important control documents and methods used:

- Fleet list/schedule – monitoring, updating, communicating actions.
- Carriers service schedule – planned on time servicing.
- Monitoring driver behavior using webfleet.
- Job cards and service records are readily available from the technical controller. Refer to job card doc18 & refer to service report from Volvo doc19.
- Tyre inspection reports from the working shop team. Refer to tyre inspection sheet doc20.
- Wheel alignment reports/records. Refer to wheel alignment report doc21
- Tyre scrapping records. Refer to tyre scrapping report and certificate doc22
- Fleet maintenance contracts. Refer to Volvo flexi gold contract doc23
- Standards operating procedure for on route breakdowns/defect reporting. Refer to on route breakdown reporting policy doc24.
- Webfleet standstill logs will show times stopped for on route inspections/meal/rest.

6. Carrier load and safety

Pre-trip inspections are mandatory. Planning of carriers is crucial to ensure load is compliant and safe at all times and throughout its journey. We have implemented a safe loading pass that takes into consideration various elements during the loading most importantly after loading to ensure that the carrier load is compliant meeting all predetermined criteria before exiting the loading point or depot. This document is signed off by the driver and loading supervisor. Refer to safe loading pass doc25.

The document is a 'Safe Loading Pass V2' from Grindrod Logistics. It contains the following sections:

- Header:** Carrier Name, Job No., Date, Location, etc.
- Vehicle Details:** Includes tables for listing items (e.g., 210 PSL027, 210 PSL028, 210 PSL029, 210 PSL030), weight, dimensions, and other vehicle-specific information.
- Driver Information:** Driver Name, Signature, and Driver Licence Number.
- Supervisor Information:** Supervisor Name, Signature, and Supervisor Licence Number.
- Checklist:** A large section at the bottom with a grid of checkboxes for safety items like 'Driver has had a pre-trip and is fit to drive', 'Carrier has a valid road fund licence', 'Driver has a valid medical certificate', etc.

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- Loads are secured by strapping and tying down each vehicle tyre loaded with lashing belts and ratchets (ie) all 4 wheels must be strapped per vehicle/car/ldv.
- Chocks and wheel wells are used as a secondary barrier to prevent vehicle rolling off carrier whilst in transportation.
- Height sticks are used to determine height of load.
- Projections are measured and non-conforming loads are re-adjusted prior to departure and after the SLP is issued.

Important control documents and methods used:

- Safe loading pass (SLP) – mandatory for every load to have a SLP.
- VDQI
- Gate pass
- Driver training and refresher courses
- Vehicle inspection check list
- Loading and offloading procedure
- Inspecting and replacing worn out belts
- Job cards
- Route risk assessments prior to departing

Contact and communication with drivers are as follows: refer to driver communication policy and correspondence doc26

- Driver call in system ensuring that challenges on the road is communicated to the controllers.
- Controller call in to track progress or deal with issues on the road relating to driver and load.
- Messaging via Webfleet (bulk or individually) to send important correspondence/warnings regarding risk or instructions
- Whatsapp messages
- Bluetooth connectivity through truck radio system
- Toolbox talks, safety awareness bulletins, incidents alerts
- Briefing and debriefing sessions
- Notice boards

Controller will ensure that any known risks are communicated to the drivers. Such intelligence is also gathered during the driver briefing and debriefing sessions face to face, on the phone or via the webfleet system so that important route risks are exchanged and shared with the drivers nationally: example:

- Low hanging trees
- Fuel theft
- Strong winds and heavy rain

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- Slippery or winding roads
- High accident hot spots
- Road works
- Low bridges
- Hijacking hotspots
- Road with no shoulder or narrow roads
- Sharp inclines and descents
- Stray animals
- Protest action
- Working at heights

All permits (ie) cross border and abnormal load permits are controller by way of a tracker. These are regularly updated, and compliance adhered to.

Sample of cross border tracker:

REGION	New Fleet N	PBS/NON	port	PBS ID	RTMS	MOZAMBIQUE	BOTSWANA	LESOTHO
DBN	AC365	NON PBS			YES		2024/11/30	
DBN	AC366	PBS		PBS-SA-2074	YES	2024/11/30		
DBN	AC367	PBS		PBS-SA-2074	YES	2024/11/30		
ROSSLYN	AC352	NON PBS			YES			2024/11/30

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REGION	New Fle PBS	PBS / PBS	port	PBS ID	RTMS	KZN VAILD PERMIT	DOE DATE	FS PERMIT	DOE DATE	GP PERMIT	DOE DATE	EC PERMIT	DOE DATE	INC PERMIT	DOE DATE
DBN	AC302	PBS		PBS-SA-3	YES	REG MATCH/VALID	2023/09/30	REG MATCH/VALID	2023/01/09	REG MATCH/VALID	2023/01/09	REG MATCH/VALID	2023/09/30	REG MATCH/VALID	2023/04/11
DBN	AC303	PBS		PBS-SA-3	YES	REG MATCH/VALID	2023/09/21	REG MATCH/	2023/01/09	REG MATCH/VALID	2023/01/12	REG MATCH/VALID	2023/09/30	REG MATCH/VALID	2023/04/11
DBN	AC304	PBS		PBS-SA-3	YES	REG MATCH/VALID	2024/01/27	REG MATCH/VALID	2023/03/09	REG MATCH/VALID	2023/01/12	REG MATCH/VALID	2023/09/30	REG MATCH/VALID	2023/04/11
DBN	AC305	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2023/08/31	REG MATCH/VALID	2023/02/15	REG MATCH/VALID	2023/01/09	REG MATCH/VALID	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC306	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2023/08/31	REG MATCH/VALID	2023/02/02	REG MATCH/VALID	2023/01/09	REG MATCH/VALID	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC307	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2024/01/26	REG MATCH/VALID	2023/02/15	REG MATCH/VALID	2023/01/09	REG MATCH/VALID	2023/08/23	REG MATCH/VALID	2023/04/11
DBN	AC308	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2024/01/27		2023/10/12	REG MATCH/VALID	2023/01/19	REG MATCH/VALID	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC309	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2024/01/27	REG MATCH/VALID	2023/03/09	REG MATCH/VALID	2023/01/09	REG MATCH/VALID	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC310	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2024/01/28	REG MATCH/VALID	2023/01/19	REG MATCH/VALID	2023/01/09	REG MATCH/VALID	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC311	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2024/01/27	REG MATCH/VALID	2023/03/29	REG MATCH/VALID	2023/01/09	REG MATCH/VALID	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC312	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2024/01/28	REG MATCH/VALID	2023/01/19	REG MATCH/VALID	2023/01/13	REG MATCH/VALID	2023/08/24	REG MATCH/VALID	2023/04/11
DBN- no	AC313	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2024/01/29	REG MATCH/VALID	2023/10/31	REG MATCH/VALID	2023/01/09	REG MATCH/VALU	2022/08/24	REG MATCH/VALID	2023/04/11
DBN	AC314	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2024/01/27	REG MATCH/VALID	2023/01/19	REG MATCH/VALID	2023/01/12	REG MATCH/VALID	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC315	PBS		PBS-SA-2073	YES	REG MATCH/VALID	2023/12/20	REG MATCH/VALID	2023/01/19	REG MATCH/VALID	2023/01/12	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC316	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/08/23	REG MATCH/VALID	2023/02/15	REG MATCH/VALID	2023/01/12	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC317	pbs	need	PBS-SA-3007	YES	REG MATCH/VALID	2023/10/27	REG MATCH/VALID	2023/02/15	REG MATCH/VALID	2023/01/12	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC318	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/10/27		2023/10/12	REG MATCH/VALID	2023/01/12	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC319	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/08/23	REG MATCH/VALID	2023/01/19	REG MATCH/VALID	2023/01/13	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
#####	AC320	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2024/01/27	REG MATCH/VALID	2023/01/19	REG MATCH/VALID	2023/01/13	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC321	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/10/27	REG MATCH/	2023/10/12	REG MATCH/VALID	2023/01/13	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC322	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/10/27	REG MATCH/VALID	2023/01/19	REG MATCH/VALID	2023/01/13	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC323	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/10/27	REG MATCH/VALID	2023/02/15	REG MATCH/VALID	2023/01/16	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC324	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/10/27	REG MATCH/VALID	2023/01/19	REG MATCH/VALID	2023/01/16	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC325	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/10/27	REG MATCH/VALID	2023/10/12	REG MATCH/VALID	2023/01/16	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC326	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/10/27	REG MATCH/VALID	2023/01/19	REG MATCH/VALID	2023/01/16	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
DBN	AC327	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/07/31	REG MATCH/EXP	2023/02/15	REG MATCH/VALID	2023/01/16	REG MATCH/VALU	2023/08/24	REG MATCH/VALID	2023/04/11
DBN	AC328	PBS		PBS-SA-3007	YES	REG MATCH/VALID	2023/07/31	REG MATCH/VALID	2023/02/15	REG MATCH/VALID	2023/01/19	REG MATCH/VALU	2023/08/31	REG MATCH/VALID	2023/04/11
#####	AC328	NON PBS			YES	REG MATCH/VALID	2023/01/27								

sample of abnormal permit tracker:

## 7. Driver health and wellness

Driver health and wellness is crucial to our safe operations. Drivers are required to renew their PRDP every two years and important criteria is driver passing medical fitness tests. Over and above this, the drivers undergo annual medicals to ensure fitness for work.

- The company maintains data/information with regards to any cases where drivers suffers chronic ailments such as hypertension and diabetes. Whilst the drivers are on the road, the controllers contact the drivers to verify if they are self-medicating and on time.
- During the face to face interaction with the drivers, briefing/debriefing sessions, the controller would solicit health related questions to ensure that the driver is fit for work.
- Fatigue is a silent killer, so AC take this very seriously. Fatigue prevention programs are in place and frequently discussed with Drivers. Drivers are encouraged to eat correctly, stay away from sugary substances, and take their rests, meals and breaks as per the policy.
- Daily checks are conducted for alcohol abuse. Drivers are tested by security guards at the gate.
- Journey planners and webfleet trips reports and standstill times are interrogated by controllers and AC's external tracking consultant ensuring the driver is stopping every 3 hours for checks and stretching/rest, and breaking the monotony of driving to reduce fatigue levels.

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Our drivers receive formal and informal training with regards to lifestyle on the road (ie)

- Sufficient sleep and resting
- Good nutrition
- Stretching and walking during breaks
- Harmful effects of alcohol and substance abuse
- Personal health and hygiene
- Management of chronic illness (ie) HBP, diabetes and HIV aids
- Covid 19 training and compliance

#### 8. Support structures

Auto Carriers is well resourced with specialized skills, organizational infrastructure, technology, equipment, and human resource to effectively manage the Road Transport Management System.

RTMS ambassadors have been selected for and Autoport. These ambassadors are fully liable for RTMS implementation and continuous monitoring and auditing.

Roles and responsibilities with regards to RTMS implementation and management will reside with the following individuals:

- Fleet inventory – fleet administrator and fleet supervisor
- Mass assessment and verification – load planner, controller, VDQI and driver trainer
- Road safety – driver trainer controller and fleet supervisor
- Fleet maintenance and roadworthy carriers- carrier driver, controller, fleet supervisor, tech controller and fleet manager.
- Carrier and load safety – carrier driver, driver trainer, fleet supervisor, fleet manager
- Support structures – business unit managers, senior management team and executive members.
- Training, awareness and competency – driver trainer, controller, fleet supervisor
- Performance evaluation – fleet supervisor, fleet manager and chief operating office.
- Kaizen strategy for continuous improvement for efficiency and road safety – business unit manager, fleet supervisor together with the fleet manager.
- Conduct internal audits of the RTMS system, all
- Conduct management review of the RTMS system implemented – management team

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#### 9. Training, Awareness and competency

Training plans for the following year are concluded during quarter 4 of a previous year and this is cascaded to all drivers requiring the respective training. Competency assessments or refresher driver training also forms part of the annual training plan.

- Training is conducted on the job, formal as well as informal training together with awareness depending on what the risks are.
- Only experienced, competent and reliable candidates are chosen to ensure that AC lives the RTMS and SANS standards. Drivers trainer is a key stakeholder as well as controllers, fleet supervisor, and technical support.
- Learning from past incidents are cascaded to driver community and operations teams to ensure those incidents / accidents are not repeated.
- AC Conducts route risk assessments to ensure safe journey plans and safe delivery to our customers.
- Controllers feedback all incidents they receive via the driver call in system to operations nationally.
- Awareness is generated via company bulletins, incidents alert, safety talks, toolbox talks, face to face engagement sessions.

Roles and responsibilities define which staff member is responsible for what activity and takes full responsibility for this (ie)

- Reduction of incidents and accidents
- Mechanically sound carriers
- Carrier utilization
- Driver care
- Measuring turnaround times
- Monitoring driver behavior for improvement
- Safe and compliant loading and driving to ensure no harm to our road infrastructure

As a heavy goods vehicle operator, we focus on all aspects of the road safety and compliance with legislation and standards.

#### Refresher Training

Refresher training is provided irrespective of a driver competency level as the frequency of training instills the company's intention and that is 'to cause no harm'.

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- RTMS Nonconformance's are considered serious and must be dealt with immediately
- Accidents and incidents must be investigated per company policy within 10 days and the root cause established and mitigation implemented.
- Punctuality is important and not negotiable. Drivers have until 10h00 to report their absence from work. An AWOL is issued should the staff member fail to respond by that time.
- We ensure that customer needs and our delivery to promise is honored as well as meeting with the agreed KPI's.

Important control documents and methods used:

- Drivers information data
- Qualification
- Certification of competency
- Driver assessments
- Driver training workbooks/ sheets/manuals
- Policies and standard operating procedures
- Visuals (Audio & Video)
- Bulletins
- Notices and memorandums
- Safe loading pass(SLP)

Other documents to measure RTMS

- Gate pass
- Driver training and refresher courses
- Vehicle inspection check list
- Loading and offloading procedure
- Inspecting and replacing worn out belts
- Job cards
- Route risk assessments prior to departing
- Carrier training manuals
- Load registers
- Mass verification
- Asset register
- Vehicle maintenance schedule
- Investigation reports and findings
- Webfleet reports on driving behavior and maintenance
- Webfleet reports on utilization and performance
- History of accidents and incidents

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- Tyre inspection and report
- Driver medical file
- Shift rosters
- Briefing and debriefing records
- Training registers

#### 10. Performance Evaluation

All operational performance is monitored, measured and analyzed as part of our continuous improvement program. Weakness in our system is identified and remedied, an example of this would be incidents and accidents.

Performance indicators are discussed 3 times a week in an action meeting. The management team together with the key staff role players look at challenges and counter measures to adopt to enable operations to achieve their targets.

RTMS audits are conducted on a monthly basis to establish any inefficiency. We have established nonconformance procedure and produce these document for any failures in our system as is required by ISO standards.

Other Key performance indicators:

- Number of Fatalities – Target is Zero (non in 5 years)
- Accident ratios – incidents/units moved
- Empty legs – degree of under loading
- Fuel consumption per carrier type
- Speedster report and road traffic infringements.
- Driver hours
- Tested positive for alcohol abuse
- Breakdown hours and turnaround repairs
- Effectiveness of training

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- Service overruns driver medicals
  - Complaints tracker
  - Customer satisfaction tracker
11. Internal Audits

Monthly internal audits are conducted on the RTMS system to establish conformity and solve any nonconformance or deviation in respect to SANS 1395 – 1:2014

These audits are considered independent as the RTMS ambassadors are not involved to eliminate any bias.

Once the monthly audit is completed the results will be published in the RTMS audit report showing the findings and what corrective actions need to be taken.

Audit reports is addressed to the fleet supervisor and fleet manager who would lead the team in resolving issues swiftly.

## 12. Management Review

As senior management we shall review the RTMS system at planned intervals to ensure that the system is:

- Continuing suitably
- Adequate
- Effective

We shall further assess:

- What changes there may be to RTMS, safety, health and environment.
- Opportunities for continuous improvement.
- Possible changes to policies, objectives as well as targets.

Agenda items for review of RTMS system will be as follows:

- Open items to be followed up from previous management review
- Results of internal audits
- Customer satisfaction and feedback from OEM's

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- Process performance and product conformity to check if KPI's are being met
- Status of preventive and corrective actions for effectiveness
- Review and assess any business or operational changes that could impact the RTMS system
- Recommendations for improvement of the RTMS system
- Internal and external communication as well complaints
- Discuss the OHS and environmental performance of AC
- Tracking the objectives and targets of RTMS system to monitor compliance to SANS 1395
- Complaints and feedback from customers
- Service delivery performance

### 13. Continuous improvement

AC will ensure that all identified performance indicators are analyzed to establish where the weakness resides so that action could be taken to improve the efficiency within the organization.

Key performance indicators must be tabulated on trackers and those that present risk will be mitigated, or gaps plugged. We shall be creative and innovative in our methods for improvement and research best practices.

#### Improvements:

- New Webfleet system for road, driver and load safety. Also for performance and technical management.
- Volvo on site servicing
- In house tyre management
- Wheel alignment machine
- Brake test machine
- Volvo safety packs