



Rate Confirmation Load 29740653

Send invoices to:
CarrierInvoices@coyote.com
960 Northpoint Parkway
Suite 150
Alpharetta, GA 30005

877-6COYOTE
(877-626-9683)

Cust Requirements

Equipment	Van, Reefer, 48'
Pre Cooled Temp	None
Load Temp	None
Tarps	Undefined
Value	\$100,000

Booked By

Danny Matkovic
Dan.Matkovic@coyote.com
Phone: +1 (773) 365 6256
x6256
Fax: +1 (773) 365 4256



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droid or iPhone,
at App Store or
Google Play*

Load Requirements

Seal

Equipment Requirements

2 Load Locks 2 Load Bars 2 Load Straps

Notes

All Van/Container loads MUST be sealed at origin either by shipper or driver with a seal number noted on bill of lading. The driver is responsible for re-sealing the trailer after each pickup/drop on a multi-stop shipment. In the event a shipment that was sealed at origin or after each additional pickup/drop arrives at the destination with a tampered seal or without the seal intact then (i) the Carrier shall be liable for any shortage or damage claims with respect to such shipment and (ii) the shipper shall have the right, in its sole discretion, to deem the entire shipment damaged, adulterated/contaminated and unsalvageable, without the need for any inspection and the Carrier shall be liable for the full value of the shipment. Carrier is required to weigh shipment within 50 miles of departing each shipper. If carrier fails to weigh shipment within 50 miles of departing each shipper, any citations/expenses incurred due to the equipment and/or shipment weight will be the carrier's sole responsibility. Carrier must meet and comply to shipper requirements at the facility. All drivers must wear masks or facial coverings to the extent required by laws or facilities. **Carrier must be in full compliance with the Food Safety Modernization Act (FSMA), if applicable. By accepting the shipment, Carrier agrees that the driver has consented to receiving text messages and/or phone calls from or on behalf of Coyote.**

Approval for payment of detention is contingent upon the following eligibility requirements:

- 1) Carrier must report facility departure time and total detention hours within 24 hours of shipment delivery at the final facility.
- 2) Carrier must provide proof of the on time arrival and departure times in the form of a BOL or other shipping document with arrival and departure times notated by facility within 24 hours of shipment delivery at final facility.

Route Directions

Carrier acknowledges that any routing instructions from the shipper herein are being provided for convenience only, and the Carrier may choose the route.

Signature Line

By signing below, GTT Freight Corp agrees to the terms and conditions set forth below and provided herewith, if any.



Rate Confirmation

Load 29740653

Stop 1: Pick Up

Pick Up 0081394866
Numbers

Confirmation None
Numbers

Facility Hillebrand/HUSA -
Miami

Address 11130 NW 122ND ST
Bldg 10
Suite 800
Medley, FL 33178

Contact Shawn McLain
Phone +1 (305) 769 5920

Appointment Scheduled For
Thu 08/24/2023
at 10:30

Driver Work
No Touch

SLIC
C39SL

Facility Notes

- Two load locks/straps required
- U.S. CDL REQUIRED FOR PICKUP
- DRIVERS MUST PARK ON THE STREET AND CHECK IN W/ SECURITY USING PU#
- DRIVERS MUST WEAR FACE MASK, CLOSED TOED SHOES, AND REFLECTIVE SAFETY VEST AT ALL TIMES
- DRIVERS ARE NOT ALLOWED ON DOCKS / IN THE WAREHOUSE ???
- LOITERING IS PROHIBITED - NO EXCEPTIONS
- DRIVERS MUST WAIT FOR DOOR ASSIGNMENT BEFORE PULLING INTO YARD/DOCKING AREA
- DRIVERS MUST SLIDE TANDEM ALL THE WAY BACK BEFORE ENTERING YARD
- ONCE DOCKED, DRIVER MUST SET STRUTS/LANDING GEAR AND CHOCK WHEELS
- WHILE BEING LOADED/UNLOADED, DRIVERS MUST REMAIN IN THEIR TRUCK WITH THE ENGINE OFF.
- DRIVERS WILL BE ALERTED ONCE LOADING/UNLOADING IS COMPLETE
- ENSURE LOADS ARE SECURED AND TRAILER DOORS ARE SEALED BEFORE PULLING AWAY
- Coyote must be notified 30 mins before driver enters detention
- Freeze protect

All Accessorial charges must be reported to coyote via email within 24 hrs or request will not be honored. Coyote must be notified before driver enters detention or charges may not be honored.
Load Requires At Least 2 Load Locks or StrapsFREEZE PROTECT

Stop 1 Requirements

Liquor Permit CDL – Hardcopy

[Load Number - 29740653]
[Carrier Legal Name - GTT Freight Corp]
[Carrier USDOT - 3723304]



Rate Confirmation

Load 29740653

Commodity	Packaging	Load On	Exp Wt	Pieces
100998 - HEINEKEN 6pk 12oz Slek TUO	Case	Pallets	2,672 Lbs	130
125058 - HEINEKEN 00 Slim Can 2x12pk 11.2oz Gen	Case	Pallets	40,905 Lbs	2,145
Total			43,577 Lbs	

Stop 2: Delivery

Delivery Numbers	4500609952	Appointment Scheduled For Fri 08/25/2023 at 10:00	Facility Notes
Confirmation Numbers	None		-Secure yard required if driver is not staying with load at all times -Coyote must be notified 30 mins before driver enters detention
Facility	Hillebrand/HUSA - Savannah	Driver Work No Touch	
Address	2016 TRADE CENTER BLVD Rincon, GA 31326-5475	SLIC N/A	
Contact	None		
Phone	+1 (281) 902 5469		

Stop 2 Requirements

N/A

Commodity	Packaging	Load On	Exp Wt	Pieces
100998 - HEINEKEN 6pk 12oz Slek TUO	Case	Pallets	2,672 Lbs	130
125058 - HEINEKEN 00 Slim Can 2x12pk 11.2oz Gen	Case	Pallets	40,905 Lbs	2,145
Total			43,577 Lbs	

Charges

Description	Units	Per	Amount
Flat Rate	1.00	\$503.230	\$503.23
Fuel Surcharge	503.00	\$0.590	\$296.77
Total			USD \$800.00

Contact

Send invoices to:
**960 Northpoint Parkway
Suite 150
Alpharetta, GA 30005**

Please contact Coyote
at 877-626-9683 if the
charges are incorrect.



Rate Confirmation

Load 29740653

Agreement

Carrier GTT Freight Corp

USDOT 3723304

Phone None

Email gtt.expresscorp@gmail.com

Fax None

Broker Coyote Logistics, LLC

Rep Danny Matkovic

Title Manager

Phone +1 (773) 365 6256 x6256

Fax +1 (773) 365 4256

Date 08/23/2023 13:45

By signing below, GTT Freight Corp agrees to the terms and conditions set forth below and provided herewith, if any.

Name and Title (Print)

Signature

Date

PLEASE SIGN THIS AGREEMENT AND EMAIL TO Dan.Matkovic@coyote.com

Coyote Logistics, LLC is an Equal Opportunity Employer



Rate Confirmation

Load 29740653

Terms and Conditions

The Broker-Carrier Agreement or Carrier Agreement (in each case, the "Agreement") between Coyote Logistics, LLC, a Licensed Property Broker - USDOT # 2236410, and GTT Freight Corp is amended by the verbal agreement between Danny Matkovic of Coyote Logistics, LLC hereafter referred to as BROKER, and Camilo Ramirez of GTT Freight Corp hereafter referred to as CARRIER, dated 08/23/2023.

This confirmation is subject to the terms of the Agreement and this document constitutes an amendment thereto. If the CARRIER has not signed the Agreement, then the rate shown above is the agreed individually negotiated rate and no other rate shall apply including any carrier tariff rate or terms.

THIS LOAD SHALL NOT BE DOUBLE BROKERED. No additional charges not listed above may be added by the CARRIER. Any additional charges must appear on a revised confirmation sheet signed by the BROKER. CARRIER must include signed copy of the shipper's bill of lading and any other proof of delivery with invoice to BROKER. Rates, except as specifically designated above, are inclusive of any fuel surcharge. CARRIER certifies that it is in compliance with all requirements of the California Air Resources Board (CARB) that are applicable to the scope of CARRIER's operations, including, but not limited to: Statewide Truck and Bus Regulations, Transport Refrigeration Unit (TRU) Regulations, Tractor-Trailer Greenhouse (GHG) Gas Regulations, and Drayage Truck Regulations. CARRIER also warrants that it is in compliance with any comparable requirements of the Environmental Protection Agency (EPA) and other states, where applicable. CARRIER shall be responsible for any fines imposed on BROKER and/or shipper resulting from noncompliance.

CARRIER hereby confirms that it maintains applicable and valid insurance without exclusions that would prevent coverage for the items listed above. CARRIER has at least \$100,000.00 in cargo insurance and \$1,000,000.00 in automobile liability coverage. CARRIER further confirms that in transporting the shipment described hereinabove, it will comply with all U.S. DOT and FDA regulations applicable to its operations while transporting said shipment, including, but not limited to drivers' hours of service, and the Food Safety Modernization Act (FSMA), if applicable. CARRIER agrees to the attached requirements from the shipper, if any.

ALL LOADS ARE SUBJECT TO ELECTRONIC TRACKING

By accepting this shipment, CARRIER agrees that it has obtained a written agreement from each driver transporting a shipment tendered by BROKER to CARRIER pursuant to the Agreement in which each driver provides all necessary consents to (i) receiving text messages and/or phone calls from or on behalf of BROKER and (ii) allowing BROKER or its vendor to track such driver's location while transporting such shipment. CARRIER shall comply with all applicable laws relating to the collection, use, storage, retention, disclosure, and disposal of any information CARRIER provides to BROKER, including information regarding the drivers transporting shipments. CARRIER shall indemnify, defend, and hold BROKER and its affiliates harmless from and against any and all claims, damages, liabilities, losses, actions and expenses (including attorneys' fees) arising out of or in connection with CARRIER's breach of this Section. This Section shall survive the expiration or termination of the Agreement between BROKER and CARRIER.

Operating Parameters Heineken USA Incorporated

Carrier (or “Company”) shall adhere to the following customer requirements:

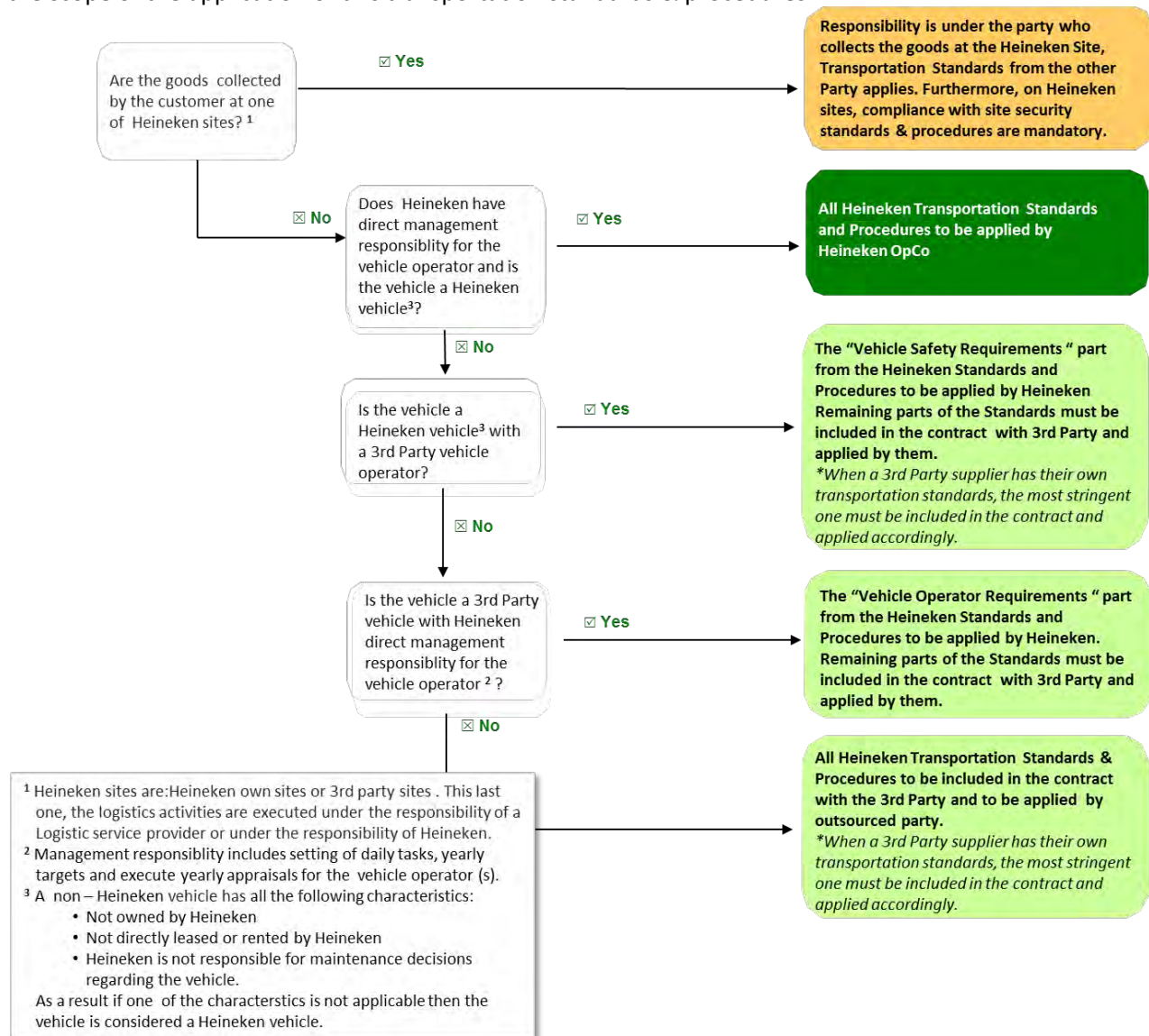
Summary

This document contains the standards and procedures in the area of transportation developed *specifically for the 3rd Party Supplier*. The goal of these standards and procedures is to enable all the Heineken OpCos Worldwide to ensure high level compliance with safety regulations in transportation.

The first step is to carefully read the next chapter: application of the standards. The second step is to consider the requirements as mandatory for road transportation.

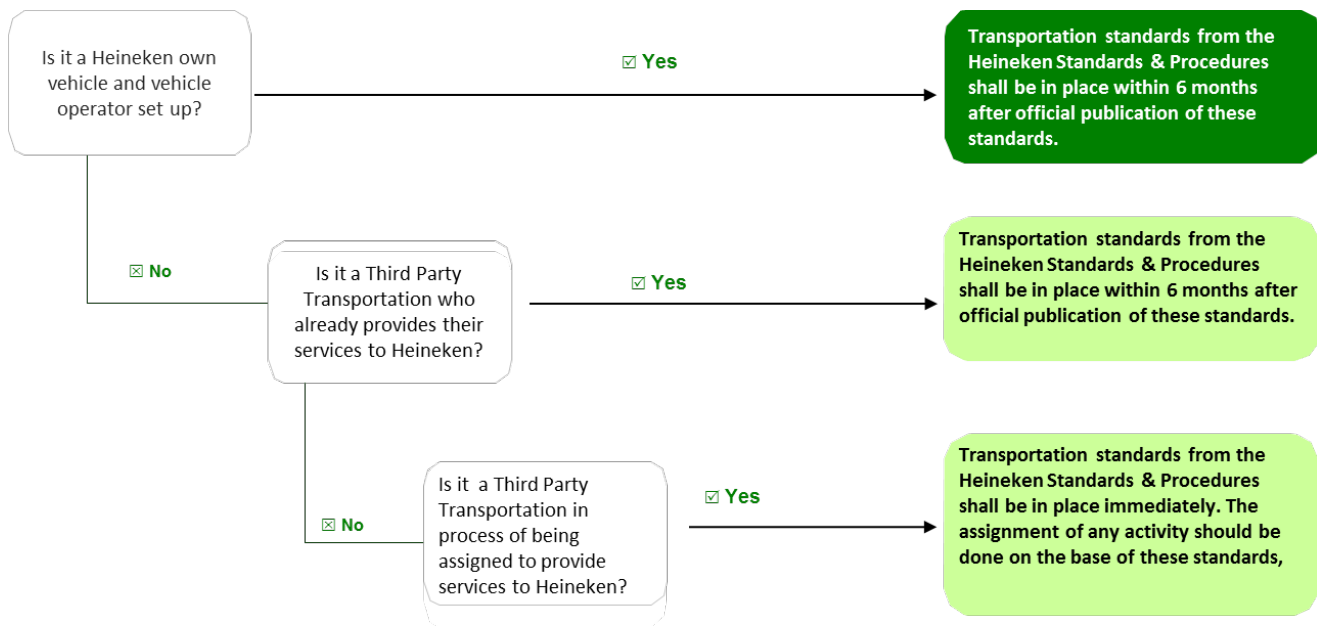
Application of the transportation standards

In the transportation standard overview, a distinction is made between the following parts: Heineken OpCo, third party transportation and self-collectors. The following decision tree has to be used to determine the owner and the scope of the application of this transportation standards & procedures.



In case a vehicle is branded with any of the Heineken portfolio and/or the driver wears any of Heineken Portfolio outfit, the operation must be considered as Heineken Owned transportation.

Implementation schedule



**When a 3rd Party transporter has his own transportation standards, the most stringent one must be included in the contract and applied accordingly*

1. Vehicle Safety Requirements

1.1 Introduction

Operating in different countries enforces Heineken OpCos to comply with local regulations. The standards & procedures listed below define a minimum required level to the physical state of the vehicles used to transport Heineken goods.

When local regulations on the matter exist, the most stringent requisite is applicable and must be complied with.

1.2 Scope

This standard is valid for:

- Third Party Transportation and Third Party Transportation with Heineken vehicle (most likely trucks)

1.3 Application

Please refer to *Application of the transportation section* (page 4 and 5) for Transportation Decision Tree. This will support you to define whether this section should be performed and applied by Heineken or by the 3rd Party Provider

1.4 Requirements & procedures

Requirements & procedures	Further description
The vehicle must adhere to local regulations in terms of local traffic regulation, vehicle specifications and conditions.	
A procedure must be used and implemented to regularly check on the equipment compliance with local regulations.	
A procedure must be in place to take timely corrective actions in case of non-compliance with local regulations	

The vehicle must be maintained according the manufacturers prescription and defects must be repaired.	The maintenance needs to be performed at intervals as instructed from the manufacturer. Parts need to be replaced as described from manufacturer.
The vehicle must have a distance registration (Km or Miles)	A log must be kept with actual (maximum one week old) of odometer miles or km to ensure maintenance in compliance with the vehicle manual.
Wing mirrors	A truck must have wing mirrors on the left and right side of the cabin as well as a special mirror for dead angles.
Working foot brakes and parking brakes	A truck must have working foot brakes and parking brakes
Truck tires	Minimum as stated by the manual.
Truck tires	Truck tires must have pressure as stated by truck manual
Audible warning device	A truck must have an audible warning device (horn).
Working front and rear lights	Front and rear light must be present and working.
Flashing light	Flashing light must be available and working in both directions, using front light and backlights. In cases of trailers, the flashing light must also work on the trailers connected to the truck.
Speedometer	The speedometer must be working and showing speed in appropriate local unit and distance driven. Moreover, distance driven and speed limits must be respected.
License plate of the truck	The license plate should be attached and the front back side of the truck.
Truck doors	The doors of the truck must be able to close
Seatbelts for driver and passengers	The truck must have seatbelts for driver and all passengers and they must be used during operation
Truck conditions	The vehicle and the goods must be free of substances and (macro) particles, visible with the bare eye, forming a layer covering the goods (partially or totally).
First Aid kit	A truck must be provisioned with First Aid supplies and the driver must be trained on its use.
Truck and trailer coupling and uncoupling	Truck and trailer must be coupled/ uncoupled properly and safely .Only competent staff should be involved when coupling and uncoupling trailers.
Fire extinguisher	A truck must have a workable fire extinguisher.

The following requirements are mandatory for road transportation.

2. Vehicle operator Requirements

2.1 Introduction

Operating in different countries enforces Heineken OpCos to comply with local regulations. The standards & procedures listed below define a minimum required level to Conductor responsible for operating the Vehicles used to transport Heineken goods.

When local regulations on the matter exist, the most stringent requisite is applicable and must be complied with.

2.2 Scope

This standard is valid for:

- Third Party Transportation and Third Party Transportation with Heineken vehicle (most likely trucks)

2.3 Application

Please refer to *Application of the transportation section* (page 4 and 5) for Transportation Decision Tree. This will support you to define whether this section should be performed and applied by Heineken or by the 3rd Party Provider

2.4 Requirements & procedures

The following requirements are mandatory for road transportation.

Requirements & procedures
The Vehicle operator must have a valid driver's license and any other local required documentation (i.e. vehicle's registration)
The vehicle operator should undergo periodical medical examination and possess certification of proper health condition required to be employed as vehicle operator
The Vehicle operator must be clear of alcohol, drugs and medicines that can influence driving
Unauthorized persons are not allowed to ride on the vehicle
Speed Limit Laws must be respected
The vehicle operator must go through basic safety training. For instance: regarding working in Heineken sites when entrance there is required and safe driving/vehicle conducting.
Maximum Operation time and rest time laws must be respected
At the beginning of a shift, the Vehicle operator must do a checklist on the vehicle conditions against their requirements. Records on this checks must be registered/kept by the transportation provider.
At the end of a shift, the Vehicle operator must report any problems to the shift office for further decision on whether the truck can be used on the next shift or should be sent for repair.

3. Safe Loading & unloading

3.1 Introduction

The objective of this standard is to define the minimum requirements the Vehicle operator needs to do while loading/unloading in order to minimize the danger to other people around the vehicle, the Vehicle operator, the goods, and the vehicle.

When local regulations on the matter exist, the most stringent requisite is applicable and must be complied with.

3.2 Scope

This standard is valid for:

- Third Party Transportation and Third Party Transportation with Heineken vehicle

3.3 Application

Please refer to *Application of the transportation section* (page 4 and 5) for Transportation Decision Tree. This will support you to define whether this section should be performed and applied by Heineken or by the 3rd Party Provider

3.4 Requirements & procedures

3.4.1 Truck Tail Lifts

Tail lifts are lifting platforms fitted to a truck. The risks involved in tail lifts are:

- people falling from the platform e.g. while maneuvering loads from the vehicle onto the tail lift
- people being struck by loads falling from the platform e.g. wheeled delivery cages
- trapping feet or toes between the moving platform and the ground
- trapping people under the platform
- trapping fingers or other parts of the body
- broken tail lifts risking them to fall on people



Example 1



Example 2

When local regulations on the matter exist, the most stringent requisite is applicable and must be complied with.

Mandatory Requirements when using Tail lifts

The risk of people falling must be eliminated by providing a guard rails or grab rails.

The safe working load must not be exceeded the weight limits according to manufacturer.

The platform must be securely stowed before travelling.

Further recommendations on the use of Tail Lifts are defined as per below:

- There should be a barrier on the platform to prevent materials (e.g. roll cages) from rolling, sliding or tipping
- When possible, loads should be pushed instead of pulled from the vehicle to the platform
- The maintenance of the tail lifts should be done according to supplier's manual

3.4.4 Removable Dock Levelers

Removable Dock levelers are devices used to bridge the gap between the loading dock and vehicle trailer. When they can be removed after being in use, they are considered removable.

When dock levelers are fixed to the ground, a clear visualization should show its location to avoid accidents. This means that in this case, below requirements do not apply.

The risk involved with dock levelers are:

- Trapping of feet or toes between the descending platform and the loading bay
- Overturning of mechanical handling devices
- Trips of people or materials from the levelers

- Trapping of people under the dock levelers

When local regulations on the matter exist, the most stringent requisite is applicable and must be complied with.



Figure 1: Dock leveller under the forklift



Figure 2: Example of a Dock leveller

Mandatory Requirements when using Dock levelers

The dock leveler must not be used when there is risk of crossing traffic

When a dock leveler is not in used or when loading/unloading is completed, the leveler must be returned to the vertical position.

When the dock leveler is lowered from vertical to horizontal position, the driver must ensure there is no person standing near the leveler.

The dock leveler must be secured and prevented from falling e.g. to be placed on the ground correctly to ensure it does not fall between the dock and the truck and/or it does not move whilst being used.

4. Protection of the Goods during Transportation

4.1 Introduction

The conditions during the journey can negatively influence the quality of the beer and its packaging. Requirements for the shipments are important to facilitate an appropriate quality of the product.

This standard pertains to the transportation of finished goods; it includes all physical operations from the moment the truck is loaded until the goods arrive at customer or other Heineken warehouses/depots

The conditions listed in this standard define a minimum required level. When local regulations on the matter exist, the most stringent requisite is applicable and must be complied with.

4.2 Scope

This standard is valid for:

- Third Party Transportation and Third Party Transportation with Heineken vehicles

Furthermore, kindly notice the following elements result in scope of the definition provided above:

- Road transportation
- Handling and temporary storage at intermediate points (e.g. ports or external consolidation centers).
- Unloading operations at intermediate and the final destination.

4.3 Mandatory requirements

Protection of the goods during Transportation

Further description

Product must be kept dry during	At all times, including during heavy rainfall.
Protected against extreme temperatures	The OpCo is responsible for preventing the negative effects on the beer's taste caused by exposure to high and low temperatures. For the maximum storage times allowed without isolation for different temperature ranges request this information to your Heineken point of contact.
Products must be kept unfrozen during transportation	Beer must not be transported in freezing conditions without additional isolation or protection. Notice that the circulation of air results in quick freezing.
Products or substances producing strong smells or being toxic are not allowed to be shipped in the same truck. Nor are the trucks that have been transporting those products or substances allowed to be used immediately after performing those deliveries.	Product must be protected from coffee, onions, fish, paints, petrol, detergents, wet wood, etc.
Protected against direct sunlight or Tube luminescent or light-emitting	Products must be protected from direct sunlight;
Products must be kept free from extruding objects	Vehicle surfaces must be flat to avoid damage to the pallets and subsequent spoilage of cartons, shrink-wrap, and other packaging materials. The pallets themselves must be free of splinters and protruding nails
Package leakage	In case of package leakage, the products must be separated as soon as possible to prevent leakages to other packs
Goods must be put tight in the truck in such a way that the cargo cannot get damaged	
Stowage and storage of loads, tools and equipment must be secured suitably and sufficiently	

5. Market Returns of finished products

5.1 Introduction

A market return is defined as a finished product, which has been dispatched to the customer and is shipped back to Heineken for any reason.

Market Returns are causing double handling, extra transportation, and therefore adding additional logistics cost. In addition, customers returning goods can be unsatisfied and therefore the cause needs to be analyzed to protect Heineken from possible sales revenue losses.

Registration and analyzing market returns is critical in understanding and possible preventing future market returns; also it is an essential part in inventory control.

The standard described in this document applies to all material returned to a warehouse run by or on behalf of Heineken excluding:

- empty returnable packaging following the pre-defined or normal cycle in the supply chain
- promotional material

5.2 Scope

This standard is valid for:

- Third Party Transportation and Third Party Transportation with Heineken vehicle.

5.3. Mandatory requirements

5.3.1 Announced Customer return

Customer Initiated Market Returns are return of finished goods that have reached the customers and are returned for whatever reason.

When receiving the goods from the customer, it is mandatory to check if the actual goods collected from the market are the same ones listed in the market return information document.

Information	Check or Fill	Notes
Receive data Market Returns	Fill details	
Sending party Market Returns	Check	
Receiving party Market Returns	Fill details	
Material identification (at batch level, when applicable)	Check	Report if different from actual
Quantity of return items per Material	Check	Report if different from actual

Reason for return	Types of reasons for return (check if filled in)
	Expiry date issue
	Breakage of packaging
	Quality liquid / beer
	Financial / payment issue
	Not ordered

5.3.2 Unannounced Customer return

Customer Unannounced Market Returns are returns for which the customer has not informed Heineken but where offered by the customer as return goods to the Heineken transporter. In case of Customer Unannounced Returns, it is mandatory to complete the following information as a minimum:

Information	Check or Fill in Details
Received date Market Returns	Fill in Details
Sending party Market Returns	Fill in Details
Receiving party Market Returns	Fill in Details
Material identification (at batch level, when applicable)	Fill in Details
Quantity of return items	Fill in Details

Reason for return	Types of reasons for return
	Expiry date issue
	Breakage of packaging
	Quality liquid / beer
	Financial / payment issue
	Not ordered by Customer
	Wrong Customer

5.3.3 Non-delivered Market Return

Non-delivered Market returns are returns that have not reached the customer for whatever reason or where refused at the customer. In case of Non Customer Market return goods that have not reached the first customers for whatever reason, the following information is advised to be provided when the goods are returned to the ownership of Heineken.

Information	Notes
Order Identification	The Unique Identification of the original
Transport Identification	The Unique identification of the transport
Reason of Return	The Reason of the return
Material identification (at batch level, when applicable)	
Quantity of return items per Material	
Reason for return	Customer is not available
	Expiry date issue
	Breakage of packaging
	Quality liquid / beer
	Packaging errors
	Picking errors
	Financial / payment issue
	Not ordered (administration)
	Address does not exist

Communications

- Systematic communication is essential for achieving the highest levels of service and efficiency. Daily phone and email contact with Broker operations staff is critical.
- Refused Deliveries – All drivers should be instructed to immediately report any refusal to accept delivery through Broker. Heineken must authorize any return of product to the Demand Point.

Requirements for drivers and equipment:

- All drivers must follow local and federal laws. All equipment must comply to local / federal requirements and have the proper permits/registration.
- Requirements in line with Heineken logistic standards, unless local regulations deem otherwise.
- The height of the loading platforms of the trucks must be according to USA standards.

- d) Trailer must be in good condition and must be able to carry a forklift-truck.
- e) Trailers must be suitable for regular sealing at all times and will be refused for loading in case this facility is missing.
- f) Trailers must be clean, dry and odorless.
- g) All trucks that are used for Heineken should be equipped with reliable mechanisms to secure the cargo. Service provider must take care to comply to all legal regulations, both in the USA and in all transit states. In this respect we would like to bring to your attention the USDOT rules and regulations (local permits, alcohol permits, heavy permits etc.) which Provider and Transporter are required to comply with.
- h) In all circumstances (for over the road transport) the driver is responsible for the correct loading and securing of the goods. After loading the driver must check the cargo and collect documents.
- i) Drivers have to report at the gate of the loading site with our delivery number(s) mentioned in our transport-order(s). Access will be denied if the driver has no delivery number(s).
- j) The logistic service provider has to inform the consignee and make an appointment in advance about the delivery date and time.
- k) Drivers must be able to express themselves verbally and in writing in English.
- l) Securing the loads with load bar, straps and load bars.

Protect from Freeze Requirements - Temperature -controlled trailer:

1. When packaged beer freezes, the physical effects on the packaging can be severe: broken bottles, crown corks lifted or burst cans. Additionally, the beer can develop an irreversible haze and the taste stability is negatively effected.
2. Products that contain alcohol (lager or light) freeze at temperatures below 28 °F.
3. Products that do not contain alcohol (including Heineken 0,0%) freeze at 32 °F.
4. For transport and storage of 5 ltr Draught Keg the temperature may not drop below 35°F to avoid escape of CO2 from the carbonator in the keg, which leads to only foam formation and no beer at pouring.

Transportation Thresholds by Product Type

MAXIMUM TRANSPORT TIMES FOR PRODUCTS CONTAINING ALCOHOL		
Daily Average Outside Temperature (°F)	Maximum Transport Time Without Insulation (Days)	Maximum Transport Time With Insulation (Days)
32 - 23	No Limitations	No Limitations
15	3	23
5	2	15
<0	1	12

MAXIMUM TRANSPORT TIMES FOR DRAUGHT, BREW LOCK KEGS WITH CARBONATOR, & Heineken 0.0%		
Daily Average Outside Temperature (°F)	Maximum Transport Time Without Insulation (days)	Maximum Transport Time With Insulation (days)
23 F	1½	13
15	1	9
5	¾	6
<0	½	5

Security & Audit requirements for Third parties providing services to HEINEKEN that may have an operational, financial & reputational impact in the organization according to the Risk Management Procedure (Information Classification & Assurance Impact).

Privacy and Security

1. Compliance

Company may access or use Data solely for the purpose of fulfilling its obligations of service and may not access or use Data for any other purpose, including for its own commercial benefit, unless HUSA has provided its prior express written agreement. Company represents and warrants that it shall be responsible for and fully comply with all laws, rules, regulations, including any applicable industry self-regulatory requirements associated with the collection, use and storage of HUSA Data.

2. Security Requirements

2.1 "Company" shall use all reasonable efforts to ensure the security (meaning protection against unauthorized access or use, protection of data authenticity, protection against outside influences like water fire, theft etc. and protection of confidentiality), of:

- 2.1.1 The transportation services provided by Company;
- 2.1.2 the systems it uses to provide the Services;
- 2.1.3 systems of HUSA connected to the Services; and
- 2.1.4 any data transmitted via or stored on any of the aforementioned systems.

2.2. Company shall reasonably co-operate with any investigation relating to security, which is carried out by or on behalf of HUSA, including the provision to HUSA or its auditors of any relevant data, log files, security policies, reports or audits statements provided that it is reasonably possible to extract the information relating to Heineken without disclosing data that would be considered confidential to other Company customers.

2.3. Each party shall advise the other as soon as it is aware of any security breach or potential security breach with respect to the Services which may affect the Services and the data processed with the Services.

3 Audit Rights Certification and Compliance Procedures

3.1 Company shall, if available, provide copies of independently audited quality certification (such as IEC27001/27002 accreditation), and provide copies of any relevant audit or report documentation whenever so requested by HUSA.

3.2 Company shall implement, maintain and provide HUSA annually, if available, with copies of documentation related to Company's independently audited assurance report (such as ISAE 3402 / SSAE 18), related to the delivery and operation of the services to which the Company has stated in writing to comply with, or has agreed to comply with. This shall include a description of the control framework, suitability of the design and its implementation and a report on the operational effectiveness of controls to achieve the control objectives stated in the description. As part of the Services and at no additional charges, Company will:

- 3.2.1 undertake and cause to be undertaken by Company's material sub-contractors, an independent third- party audit in accordance with ID.SC-4 of the HEINEKEN Information Security Standards) that covers the Standards and IT controls; and
- 3.2.2 provide the reports from such audits to HUSA in accordance with the timeframe requested by HUSA.

3.3 Such Assessments shall be for assessing Company's security infrastructure and processes and Company's compliance. If the nature and scope of an Assessment requires the participation of Company personnel, Company will provide reasonable cooperation at no charge. In the event that such Assessment discloses any deficiencies in Company's security infrastructure or processes, the parties will use good faith efforts to develop a remediation plan acceptable to HUSA. Thereafter, Company shall have thirty (30) days (or such other period agreed in writing by HUSA) to comply with the terms of the remediation plan and HUSA may perform one or more subsequent Assessments to confirm such compliance.

- 4 When required by internal or external auditors, HUSA has the right to add minimal controls to the controls. Note that HUSA may select additional minimal controls in its sole discretion for audit so long as HUSA has provided sufficient notice to Company of the audit. In the event additional control compliance is required, HUSA and Company will have good faith discussions regarding the additional compliance and Company will make commercially reasonable efforts to comply.
- 4.1 No more than once annually and upon reasonable advance written notice, Company shall arrange for HUSA and its internal and or external auditors to be granted, at no additional charges, full access to the records, documents, premises, systems (including operational records) and people used to provide the Services at all reasonable times during (and, in an emergency, outside) normal working hours to perform operational, technical, regulatory and financial audits for the following purposes:
- 4.1.1 to monitor and verify the provision of the Services;
 - 4.1.2 to verify Company's compliance to its other obligations;
 - 4.1.3 to carry out reviews and audits as may be necessary from time to time to maintain the insurance cover by HUSA;
 - 4.1.4 to review the integrity and security of data transmitted, generated, processed or stored as part of the Services;
 - 4.1.5 to perform audit activities for the purpose of conducting the internal and statutory audits of HUSA companies (including affiliates and group companies) and/or to prepare reports required by any regulator;
 - 4.1.6 to perform investigations on potential criminal incidents or security breaches; and
 - 4.1.7 to perform additional IT security audits to verify compliance with the Standards.
- 4.2 For the avoidance of doubt, Company shall not be obligated to share records, documents, premises, systems to the extent these are not related to HUSA and/or the Services provided to HUSA, and HUSA and its auditor shall enter into a nondisclosure agreement reasonably requested by Company.
- 4.3 HUSA's access to Company's locations/premises per this clause shall be subject to reasonable site security obligations as notified in advance and in writing to Company.
- 4.4 In order to allow HUSA the opportunity to audit Company's provision of the Services, the charges invoiced and the measurement of the performance of the Services in relation to the Service Levels, Company shall retain all data related thereto in sufficient detail for at least seven years after the year in which such data were generated, to allow these to be audited.
- 4.5 Company shall nominate a contact person for any audit who shall be the central communication point and organizer for the performance of Company's responsibilities under this section.
- 4.6 Standard planned audits will be notified to the Company three (3) months in advance of the audit and will be conducted in such a manner that they do not materially interfere with Company's ability to perform the Services in accordance with the Service Levels, unless HUSA relieves Company from meeting the applicable Service Levels for the relevant audit activity period.

5 Data Protection

- 5.1 In the course of providing the Service, Company may collect, hold and use (collectively, "process") HUSA Data, directly or indirectly, provided, collected or made accessible to Company. For these purposes, HUSA Data may be transferred to or be accessible by (i) Company personnel as is required to perform the Service and with applicable data protection rules on the transfer of data; (ii) third parties who process HUSA Data on Company's behalf as data processors, in which case Company's agreements with those third parties shall provide for the protection of HUSA Data in accordance with applicable data protection rules; and (iii) third parties (such as courts, law enforcement, or regulatory authorities) where required by law, provided Company will provide adequate notice to HUSA prior to any such

disclosure. Notwithstanding the foregoing, Company shall exercise commercially reasonable efforts to prevent and limit any such disclosure and to otherwise preserve the confidentiality of Data and shall cooperate with HUSA with respect to any action taken with respect to such request, complaint, order or other document, including to obtain an appropriate protective order or other reliable assurance that confidential treatment will be accorded to Data.

- 5.2 When Company discloses HUSA Data in order to process such data, Company confirms: (i) that it has the required legal authority and provided the necessary notice and obtained all necessary consents to do so; and (ii) will securely encrypt such data in all instances where the HUSA Data is in the Company's possession, in transit, or at rest, utilizing full disk encryption, anti-virus protection and endpoint detection and response on all laptop assets or other Company infrastructure storing HUSA Data. Unless otherwise approved in writing by HUSA GIS with enabled encryption, Company is prohibited from storing HUSA Data on removable media (e.g., USB thumb drives, CDs, external hard drives, cloud storage (i.e., drop box), etc.).
- 5.3 In the event of suspicion or instance of data breach or any authorized access or disclosure, unauthorized, unlawful or accidental loss, misuse, destruction, acquisition of or damage to Data (hereinafter referred to as a "Security Incident,") Company will promptly notify HUSA if Company believes that a detected intrusion attempt may impact HUSA, the Service or HUSA Data. This includes lost or stolen assets. Company has the obligation to cooperate with HUSA to limit the unauthorized access, disclosure or use of Data and seek the return of any such Data. Company will promptly coordinate, document and keep HUSA reasonably informed of all investigative and recovery efforts related to any suspected data breach and Security Incidents, including discovery, investigation and containment, recovery, use of data and experience for gap identification and process improvement, mitigation plans, cooperation with law enforcement as appropriate, and Company shall pay any associated fines and charges related to notification costs reasonably incurred by HUSA and required by law. Unless required by law, Company will not notify any individual or any third party other than law enforcement of any potential Security Incident involving Data without first consulting with, and obtaining the written permission of, HUSA GIS.
- 5.4 Upon notice to Company, Company will provide reasonable assistance and support to HUSA in the event of an investigation by any regulator, including a data protection regulator, or similar authority, if and to the extent that such investigation relates to Personal Information handled by Company on behalf of HUSA. Such assistance will be at HUSA's sole expense, except where investigation was required due to Company's acts or omissions, in which case such assistance will be at Company's sole expense.

6 Data Governance

- 6.1 Written policies and procedures for data retention and storage shall be established and applied by Company, and backup or redundancy mechanisms implemented to ensure compliance with regulatory, statutory, contractual or business requirements. Testing the recovery of backups must be implemented at planned intervals.
- 6.2 Company will establish, implement and maintain written policies, procedures and mechanisms for the permanent deletion of data from any/all hardware (including, but not limited to, servers, laptops, removable media and cloud storage), storage media and data stores (including backups) when such data is no longer required in order to provide service to HUSA or for regulatory or legal purposes. Additionally, Company should have an end-of-life secure disposal/erase policy for all equipment used for storing HUSA data to ensure at the time of equipment disposal that HUSA data is not recoverable by any computer forensic means.
- 6.3 Upon request by HUSA, Company will immediately cease to process and otherwise handle Data and will promptly return to HUSA all such information, or destroy or permanently delete the same, in accordance with such instructions as may be given by HUSA at that time unless such information must be retained by the Company for legal or compliance purposes. Upon request, Company will provide a written certification that Data has been returned or securely destroyed.
- 6.4 Company will provide on-demand access to the content of an existing HUSA user to the authorized HUSA personnel.

6.5 Company will promptly notify HUSA in writing, and in any case within two (2) days of receipt, unless specifically prohibited by applicable law, if Company receives: (i) any requests from an individual with respect to Personal Information (provided by HUSA to Company) processed including, but not limited to, opt-out requests, requests for access and/or rectification, and all similar requests, or (ii) any complaint, notice or other communication relating to the processing of PII (provided by HUSA to Company) or either party's compliance with applicable law in relation to the processing of PII (provided by HUSA To Company) including, but not limited to, allegations that the processing infringes an individual's rights under the applicable law. Company will not directly respond to any such request, complaint, notice, or other communication unless expressly authorized to do so by HUSA or required by applicable law and it will provide HUSA with reasonable cooperation and assistance in relation to any such request, complaint, notice or communication.

7 Return and Destruction of Data.

7.1 All HUSA data in Company's possession shall be promptly returned to HUSA upon HUSA's request. Company shall not retain data any longer than necessary for the purposes of performing its obligations. Company shall provide written proof, in a form specified by HUSA, that data has been appropriately destroyed. Company shall, at the option of HUSA, return the data and copies thereof to HUSA or shall deliver the data to another company as may be directed by HUSA, or shall securely destroy such data, except to the extent the law provides otherwise. In that case, Company shall no longer process the data, except to the extent required by applicable law. Company shall promptly verify, confirm and warrant for HUSA that Company has returned, deleted and/or destroyed all data and any copies of such data.

Notwithstanding anything set forth in the attached Road Transportation Standards below,

- (i) the requirement to use EURO-4 Class trucks shall mean the North American equivalent;
 - (ii) The driver training requirements for each driver to go through site safety induction for each HUSA site and Eco-training shall not apply.
-



ROAD TRANSPORTATION STANDARD

SUPPLIER SPECIFICATION



GENERAL SPECIFICATIONS

- Vehicles must comply with local legal legislation such as traffic regulations, vehicle specifications and vehicle condition.
- Vehicles must be maximum 10 years old or engine must be minimum EURO-4 class (or equivalent).
- Vehicles must be fit-for-purpose taking into account parameters below:
 - Tonnage, weight capacity.
 - Type of trailer.
 - Dimension of trailer.
 - Back versus side loading options.
 - Floor pressure resistance, e.g. FLT weight standard.
 - Fuel type.
 - Scope of activities.
 - Type of products.
 - Required tools on the job, like hand truck or hand pallet truck.

SAFETY SPECIFICATIONS

- Mirrors:
 - Wing mirrors on the left and right side of the cabin.
 - Special mirror for blind spots on both sides.
- Parking brake.
- Warning signals:
 - Audible warning device (horn).
 - Automatic audible reversing signal.
- Lights:
 - Front, rear and brake lights.
 - Daytime running lights (DRL), unless prohibited by local legislation.
 - Direction indicators lights in the front and back.
- Speedometer, showing speed and distance driven in appropriate local units.
- License plates.
- Cabin doors with locks.
- For all passengers, seats in the cabin with seatbelts.
- No extruding parts.
- Official papers with maximum payload.



- Safety equipment:
 - First aid kit.
 - Warning triangle.
 - Fire extinguisher with valid expiry date. Minimum size in the cabin must be 2kg.
 - High visibility vest for all passengers.
 - Minimum of two wheel chocks.
 - Flashlight.
 - Spare light bulbs.
 - Life hammer installed in the cabin and within reach for the driver.
- Steps or ladder for driver to get in- and out of truck and trailer without jumping.
- Handles or other aids to enable the driver to keep 3-point contact when entering or exiting the vehicle.
- Back- and side underride bars or guards.
- Tires:
 - Winter tires based on local legislation and risk assessment.
 - Spare tire & lifting jack, in case a breakdown service is not contracted for the vehicle.
 - On all vehicles 3.5t and above: wheel nut indicators.



- Safety systems:
 - ABS brakes.
 - Airbags for driver and passengers, either from steering wheel, dashboard, or as curtains above the doors.
 - Electronic stability controls.
 - Mobile phone hands free set.
- Telematics:
 - A telematics system must be installed as a means to improve safe and fuel efficient driving behaviour. To support the supplier, HEINEKEN offers its Fuel Management toolbox.
 - Relevant data showing progress must be shared regularly with the HEINEKEN Operating Company.
 - For specifications on the telematics system, see appendix B.

SPECIFICATIONS TO ENSURE QUALITY OF FINISHED PRODUCTS DURING TRANSPORTATION

- Products must be kept dry.
- Products must be protected against extreme temperatures. For the maximum storage times allowed without isolation for different temperature ranges see HMESC: 02.32.51.101 and 02.32.51.102.
- Products must be kept according to conditions specified, which could include:
 - Protected against direct sunlight.
 - Frozen, unfrozen, or cold.
- Products must be kept free from extruding objects.

SPECIFICATIONS FOR TRAILERS

- Rear, break, and direction indicator lights.
- Reflectors or reflective stickers at the rear and sides.
- Back- and side underride bars or guards.
- Coupling/decoupling mechanism.

(ADDITIONAL) SPECIFICATIONS FOR SECONDARY DISTRIBUTION VEHICLES

- Reverse camera system or sensor.

SPECIFICATIONS BASED ON LOCAL RISK ASSESSMENT

Next to minimum requirements above, a local risk assessment must be in place to cover specific situations. If identified as a risk, additional specifications are mandatory as well:

- For vehicles or driving environments with roll-over risk: roll over protection.
- For hijacking or hitching:
 - No accessible steps to the cabin when door is closed and vehicle is driving.
 - No handles or other parts that can be used by bicycles to grab and hitch.

- For vehicles on rural roads in the dark: long distance headlights.
- For driving in winter weather conditions:
 - Winter tires and/or snow chains.
 - Front- and rear defrosters.
- For tail lifts:
 - When the tail lift is lowered warning signals must be activated.
 - A holding rail for the operator must be installed on the vehicle, covering the vertical travel distance of the tail lift.
 - Surface must be from anti-slip material.
- For working in environments with potential CO2 risk:
 - Provision of CO2 meters
 - Training on do's and don'ts related to CO2



A procedure must be in place to ensure that vehicles are regularly maintained according to:

- Local legislation.
- MoT, Tüv, APK or comparable test that confirms vehicle safety, roadworthiness aspects and exhaust emissions (at specified intervals).
- Manufacturer's specifications (at specified intervals and with specified parts).
- HEINEKEN Road Transportation vehicle specifications, as per chapter 1 of this document.
- Driver reports of any damages, malfunctions, or dashboard notifications that might lead to the vehicle being un-roadworthy or unsafe to operate.

A log must be kept with actual (maximum one week old) of odometer miles or kilometres to ensure maintenance in compliance with the vehicle manual — unless a Telematics system has been installed in the vehicle to deliver this data.

No retrofitting of the vehicle is allowed without confirmation of the manufacturer that it does not cause safety risks.



Procedures must be in place to ensure:

- Valid driver's license for the type of vehicle driven.
- Other local required documentation (e.g. vehicle's registration).
- Only trained and contracted personnel is allowed in the vehicle.
- Certification of proper health condition required to be employed as a driver similar to medical standards by Federal Motor Carrier Safety Administration (FMCSA), Driver and Vehicle Licensing Agency (DVLA), or comparable, based on periodical medical examination.
- Clear of alcohol, drugs and medicines that can influence driving performance.
- Certificate of periodic training, see chapter 5 of this document.
- Compliance to Life Saving Rules, see appendix C.
- Compliance to operating procedures, see chapter 4 of this document.

Following operating principles must be part of driver training (see chapter 5 of this document):

- Drive at the allowed speed and adjust speed to road and weather conditions.
- Phone use according to Life Saving Rules and local policy at HEINEKEN Operating Company, at minimum hands-free only.
- Wear the seatbelt at all times while driving (applies to all passengers).
- Adhere to local site rules and PPE requirements as per site safety induction by HEINEKEN Operating Company.
- Operate the vehicle only while in the driver's seat.
- Do not overload the vehicle as per specified maximum payload and/or local law.
- Before loosening any straps or securing tool in the truck, check that the load will not move or fall.
- Adhere to all road signage, on site as well as on public roads.
- Before driving, circle around the vehicle to make sure all areas (all sides and below the truck) are clear.
- Reverse into parking positions and drive away forward.
- When reversing the vehicle, provide an audible signal using the horn and visible signal using the back lights.
- Switch off vehicle engine while idling. This includes during loading and unloading.
- When the driver is not in the driver seat:
 - Apply parking break and wheel chocks.
 - When trailer or semi-trailer is attached to the truck, the parking brake of the trailer/semitrailer must also be applied.
- When the driver is not in the vehicle, it must be locked and its keys taken out.
- When the vehicle is parked in a traffic or pedestrian area, warning signals must be activated and a secure zone around the vehicle must be created.
- When the tail lift is lowered or doors/curtains are opened to handle the goods on public road, a safe zone around the vehicle must be created.
- The tail lift must be securely stowed while driving.
- Measures must be taken to prevent load from falling off the tail lift, such as barriers, blocks or rails.
- When refuelling, respect safety procedures.
- Stop driving and pull over to a safe place when:
 - Suspecting malfunctioning of critical elements.
 - In extreme weather conditions such as heavy winds influencing the stability of the vehicle, heavy rain leading to impaired vision or slippery roads, or snow or ice leading to reduced grip on the road.
- In case of vehicle breakdown:
 - Put your hazard lights on.
 - Pull over to the safest place available.
 - Leave the vehicle away from traffic.
 - Set up traffic warning signals.
 - Contact the emergency service according to local procedure, while waiting in a safe place.

All trainings must be delivered by certified training providers.

Training must include operating principles, see chapter 4 of this document.

- All drivers must successfully go through following training courses:
 - Site safety induction for each new HEINEKEN site visited, including Life Saving Rules.
 - Basic safety training, including risks identified for the job.
 - Emergency response.
 - Hazard perception.
 - Defensive driving.
 - Eco-driving.
- Based on risk assessment, additional trainings may need to be added:
 - Securing cargo on the vehicle.
 - Manual handling and lifting.
 - Use of utility knife.
 - Use of tail lift.
 - Use of removable dock leveler.
 - LNG refuelling.
 - Use of compressed air systems (e.g. for inflating vehicle tires).
 - Reversing by banksman.
 - Driving in mountainous areas.
 - Hazard spotting or Last Minute Risk Assessment for delivery at customer premise.

- Drivers must follow refresher courses every 2 years.
- Drivers must follow refresher courses when involved in accident, after consultation with manager and based on the outcome of accident investigation.

If applicable, training on procedures and correct use of equipment must be provided for following activities. Additionally, required equipment must be made available.

- Working at height, compliant to HMESC 01.40.01.703.
- Entering a confined space with potentially high levels of CO₂, compliant to HMESC 01.40.01.712.
- Operating removable dock levelers.
- Operating a tail lift.
- Delivering to customer premise.



In order to generate desired behaviours and performance, proper systems and conditions must be put in place.

- Duty/driving/break/rest time according to or comparable with the table below (based on Regulation (EC) No 561/2006), including an overnight stay policy¹ must be in place.
 - Local legislation prevails in case it is more stringent.
 - In case of significant deviations that could increase diver fatigue, approval by the HEINEKEN Operating Company (Supply Chain director, Safety Manager, and Logistics Manager) is required by means of an appendix in the contract.

Summary table for EC. 561/2006:

	At any time (continuous)	Daily	Weekly
Max. driving hours	4.5 hours	9 hours ²	56 hours ³
Max. duty hours	-	12	72
Max. working week	-		6 consecutive days
Min. break	45 minutes ⁴	11 hours ⁵	45 hours ⁶
Min. shift break	36 consecutive hours when changing shifts		36 consecutive hours

1 Daily rest period or a reduced weekly rest period can be taken in the vehicle, provided the vehicle is stationary and is fitted with suitable sleeping facilities and parked in a safe and appropriate location.

2 Can be increased to 10 hours twice a week.

3 Maximum 90 hours fortnightly driving limit.

4 A break can be split into two periods, the first being at least 15 minutes and the second at least 30 minutes (which must be completed after 4.5 hours driving).

5 Can be reduced to 9 hours no more than three times a week. Alternatively, this regular daily rest period may be taken in two periods, the first of which must be an uninterrupted period of at least 3 hours and the second an uninterrupted period of at least nine hours.

6 Can be reduced to 24 hours, provided at least one full rest is taken in any fortnight. There should be no more than six consecutive 24 hour periods between weekly rests.

- Responsibility for load securing lies with the supplier, also in cases where the HEINEKEN Operating Company is in charge of loading the vehicle. In case of disagreement, this must be communicated and resolved before start of the trip.
- Regular (at least yearly) reporting of KPI's from the supplier to the HEINEKEN Operating Company. These must include at minimum:
 - Safety:
 - Accidents.
 - Driving behaviours from Telematics data.
 - Service:
 - Truck availability.
 - On Time in Full.
 - Savings: Damage value.
 - Sustainability: Fuel consumption (L/100km per truck).
- Facilitation of audits at the suppliers' site(s). The audit must cover all minimum requirements from this standard, HMESC 02.32.51.701 Road Transportation Standard (Supplier edition). Only the transportation providers with satisfactory audit scores are allowed to work on behalf of HEINEKEN.
- The supplier must be available for regular evaluation meetings with the HEINEKEN Operating Company on operational, tactical and strategic level. Purpose of such meetings is to confirm performance and collaborate on continuous improvement, by having a joint improvement plan and projects for Safety, Savings, Service and Sustainability. The preferred way of working for this is captured in the HEINEKEN "LSP Management Program". More information can be provided by the HEINEKEN Operating Company.

APPENDIX A. SCOPE

This standard is applicable when distribution of HEINEKEN-owned goods takes place over public road:

- By vehicles not owned or leased directly by HEINEKEN
- By drivers not under daily supervision of HEINEKEN

In case either vehicles or drivers are HEINEKEN owned or managed, requirements of HMSC 02.32.51.701 Road Transportation Standard (internal edition) apply instead.

NOTE: In case a vehicle is branded with any of the HEINEKEN portfolio and/or the driver wears any of HEINEKEN Portfolio outfit, the operation must be considered as HEINEKEN-owned transportation.

APPENDIX B. TELEMATICS REQUIREMENTS

GENERAL

As of 2016, all truck manufacturers have been required to build telemetry into their vehicles. There is no industry standard for this and therefore, the levels and types of data are very varied. In almost all instances, the OEMs are not making this data easily and readily available to its clients. However, some manufacturers, such as: Scania, MAN, DAF, Ford and Mercedes, are more willing to making some of the data available than others, meaning the data is directly available through some sort of API (or partner API).

PURPOSE

The purpose of this document is to outline the requirements for Telematics when not available at OEM level. Telematics is a device installed in the dashboard of a vehicle that can register distance driven as well as driving behaviour such as speeding and harsh accelerating and braking. Tracking this data and providing feedback to the drivers can improve both road safety

and fuel consumption, which leads to a reduction of CO2 emissions. Telematics is also a key enabler for increased efficiency, security and real-time transport visibility.

SCOPE

Telematics is mandatory for all vehicles of HEINEKEN logistics service providers and their subcontractors.

TELEMATICS MINIMUM REQUIREMENTS

1. Installation

- Should be hard wired into the cab or engine bay to give the most accurate readings, and either connected via the CAN bus (access to more data for diagnostics etc.) or OBD
- Should have the capability to interface with the other on-board or in-vehicle systems (e.g. a tachograph, in-vehicle cameras for safety purposes, Tire pressure monitoring systems etc.)

2. Indicators

The Telematics device should at least measure the below indicators:

- Driver behaviour
 - Speeding
 - Engine RPM (i.e. to identify Harsh acceleration events)
 - Harsh braking
 - Idling
- Journey distance (in KMs) to support accurate consumption measurements and cost per km
- Vehicle location and notification
- Fuel module to receive accurate fuel consumption data and accurately calculate CO2 emissions
- Maintenance reminders when vehicle is due for service

We highly recommend the below additional features:

- Driver ID
 - In case multiple drivers use the same truck
- Driver behaviour
 - Safe reversing
 - Seatbelt tracking
- Tire-pressure monitoring systems (TPMS). If not provided at OEM level, TPMS helps to properly maintain recommended tire pressure, reduce rolling resistance of the vehicle and enhance fuel economy.

3. Technical requirements

Sharing the data related to HEINEKEN trips is mandatory and it is the responsibility of the LSP to provide it regularly. We highly recommend using a telematics system with accessible data through an open API, for which there should be no charge to the user (e.g. LSP & HEINEKEN). This should incorporate the additional connections to the telematics device such as cameras, tachograph, and vehicle monitoring, if applicable. A category related to HEINEKEN trips only, can be introduced in the telemetry data and is then easily accessible through the API. In all cases, data Privacy local regulations must be applied and taken into consideration.

APPENDIX C. LIFE SAVING RULES

1. Be sober and free from drugs.
2. Wear your seatbelt and helmet.
3. Operate vehicles only when authorized.
4. Comply with CO2 procedure when required.
5. Obtain authorisation before entering a confined space.
6. Obtain authorisation before starting any hot work activity.
7. Phone hands free only.
8. Drive at the allowed speed.
9. Lock out, tag out before work on machines or equipment begins.
10. Protect yourself when working with chemicals.
11. Protect yourself against a fall when working at height.
12. Drive forklift trucks safely.

APPENDIX D. DEFINITIONS AND REFERENCES

DEFINITIONS:

LSP = Logistics Service Provider

REFERENCES AVAILABLE ON REQUEST:

- HMSC 01.40.01.712 Confined Spaces and Handbook CO2 in Cellars.
- HMSC 02.32.51.101 Transport of beer at low temperatures Process Standard.
- HMSC 02.32.51.102 Transport of beer at high temperatures Process Standard.
- HMSC 01.40.01.703 Safe Working at Height.