

Drivers Handbook English



Driver manual Vos Groep
Postbus 2120, 7420 AC Deventer

Version 2016-1_EN

Introduction

This document has been specifically designed to briefly inform you about goals, agreements and rules applicable within the company Vos Transport, which aim to secure the quality of work and the well-being of employees.

Vos Transport realises safety and quality of work is mainly determined by the way an employee carries out his/her tasks. In order to fulfil that responsibility, clear rules and regulations are required. Besides, the employee must be aware of the way he/she carries out his/her job.

This combination will lead to the safest and most responsible behaviour. It is based on the principles of Behaviour Based Safety (BBS) and focuses on below mentioned goals:

- Improvement of work performance;
- Improvement of safety;
- Minimal environmental impact;
- Cost reduction.

This manual is the basis for the performance of your activities and you are supposed to know its content.

Deventer, December 2016

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ABOUT VOS TRANSPORT

1.1 History

The company Vos was founded in 1947 in Schaijk and was established in Apeldoorn for many years. Until the end of the 20th century the company experienced gradual growth.

When the current management took over the company the organization developed rapidly. Besides expansion caused by considerable autonomous growth Vos took over the companies Tabor Transport (1999), Frenz (2004) and Tielbeke Scandinavia (2007).

In 2006 the company moved to its current location in Deventer.

In Autumn 2009 the organization started a forwarding company in Groningen. Mid 2016 the activities of Wilms BV (Ittervoort) were continued through the new entity Vos Limburg.

1.2 Goals and Policy

Goal: Continuation and further expansion; both in the Benelux and internationally.

Benelux shipments concern groupage shipments, preferable a couple of pallets. International markets are mainly Scandinavian countries, England and Germany.

Our policy focuses on meeting the legal requirements and, of course, the expectations and needs of our customers: Transport and treatment of goods from respectively to mentioned market segments in conformity with the agreements, by means of approved means, qualified employees, a social policy and in compliance with relevant laws and regulations.

In practice: Maintaining the high delivery reliability at progressive thickening of existing lines and increasing the degree of loading.

Each employee is responsible for performing his/her tasks in conformity with the requirements of the customer and, if possible, improving efficiency, safety and quality of services.

1. TASKS AND RESPONSABILITIES OF THE DRIVER

The driver plays an important role when it comes to carrying out transport orders to everyone's satisfaction. It mainly depends on the way he/she carries out the job. The driver should be aware of this responsibility and VOS transport aims to support the driver as good as possible.

The responsibility focuses on: improving the performance of the company, improving safety, reducing environmental impact to a minimum and reducing costs.

The driver makes sure he/she is both physically and mentally able to perform his/her work safely and responsibly, meaning the driver is not under the influence of medicines, drugs or alcohol. Smoking is not allowed.

Besides, you should pay close attention to your seating position and the way you lift things, making sure you use your body correctly, avoiding injuries.

For seating- and lifting instructions, s. enclosure 11

1.1 Appointment

At appointment the house regulations, the driver manual and other relevant instructions are handed. Besides, other relevant things (e.g. passes) are handed. You must sign the receipt.

Before you start working, the chief planner will instruct you. This instruction consists of:

- Explanation driver manual / guided tour. You are supposed to read the driver manual carefully. In case things are unclear, please turn to the Human Resource Manager. The chief planner will familiarize you with our company and will introduce you to your colleagues.
- Explanation board computer. A mentor driver will explain the use of the board computer. It is of crucial importance you know how to use this device, as this device is responsible for ride registration. Besides, wage payment is based on it.

A couple of days before your first working day you should contact the planner for information such as working hours etc.

1.2 Tasks of the driver

1.2.1 General:

- Performing transport orders in conformity with specifications of Planning department and driver manual;
- Ensuring availability and proper use of documents and licenses;
- Proper use of board computer;
- Maintaining contacts with shippers, customers, public bodies and customers officers;
- Treating information supplied by customer, shipper, cargo etc. confidentially;
- Observing all relevant laws and regulations, both nationally and internationally;
- Observing all company rules and rules of customers and shippers in general and especially loading- and unloading instructions (BBS loading-unloading);
- Reporting faulty products and/or transport material to Planner;

1.2.2 During transport:

- Loading, stowing and unloading correctly; or monitoring these activities;
- Checking shipments at receipt (entry check), during transport (interim check) and at delivery (final check);
- Registration of pallet data;
- Collecting COD fees;
- Driving according to BBS directions;
- Carrying out minor repairs to trucks;
- Cleaning the vehicle and guaranteeing a good condition.

1.2.3 With regard to safety:

- Observing instructions and regulations in the field of quality, health and safety and environment;
- Proper use of personal protection means;
- Reporting unsafe situations and possible improvements to the Planner, and situations he/she is not authorized to take a decision. Not only on the road and on our own site, but during loading and/or unloading at third parties as well.

1.3 Authorities of the driver

- Receipt and delivery of goods;
- Stopping transport in case further performance would endanger persons, material, cargo or environment.
-

1.4 Competences of the driver

Each driver born after June 30 1955, driving a vehicle with maximum permissible weight of more than 7,5 tons, must have a valid driving license and an acknowledged certificate of competence, the CCV-B certificate.

Other valid certificates of competence:

- Certificate of “Stichting Leerlingenstelsel Wegvervoer”;
- Practice certificate of “Stichting Leerlingenstelsel Wegvervoer” (issued after 1st January 1982).

The substitute-driver of a truck with a total weight over 3,5 tons must be at least 18 years old.

1.5 Characteristics of the driver

Besides competence you must have below characteristics:

Representative: You are the frontpiece of our company and should present yourself as such. You are immaculately groomed and dressed, meaning you wear long trousers, a corporate shirt and safety shoes. Besides, you behave properly towards customers and third parties.

Reliable: Reliability means being fair with regard to people and goods. Reliability means you can depend on someone. You keep your promises.

Collegiality: independence is required, just like collegiality. Together you will achieve more than alone.

Independent: Working independently is required, as most of the times there is no supervision or assistance available. Of course, you will be monitored afterwards.

Responsibility: Sense of responsibility and independence go hand in hand.

Punctual: You keep your promises, observe the house rules of Vos and take care of a correct administration.

Inquisitive: The transport industry develops rapidly. You follow the developments in the field of vehicles, communication and traffic legislation.

Insight: Insight is of crucial importance. Besides technical and administrative insight, geographic and economic insight are required.

Inventive: Being able to solve situations, having no supervisor within reach.

Skilled: It is of crucial importance to be skilled, both practically and theoretically.

Customer-friendly: At all times drivers are customer-friendly. You don't discuss problems with a customer, instead contact the planner immediately.

2. WORK PERFORMANCE

You must observe the work instructions with regard to planning, departure, loading- and unloading times and other activities. Without prior permission it is not allowed to deviate from these instructions. The driver is responsible for costs which result from non-compliance with the work instructions, in the event of wilful misconduct or recklessness.

Without permission it is not allowed to drive home. Driver is responsible for costs which result from non-compliance with the rules.

2.1 Route planning

The Planner plans the activities, allowing you to perform them in conformity with the instructions. Before departure you make a clear inventory of the ride and pay attention to:

- Number of driving hours;
- Departure times boats etc;
- Opening hours declarants, customs and customers;
- Breaks, rest;
- Loading- unloading times;
- Road conditions / traffic

2.2 Bill of lading AVC/CMR

Each shipment requires a bill of lading. Below procedure is applicable:

- Based on this bill of lading you check numbers, weight and package. In case of damage or deviation (cargo and/or package) you write it down on the bill of lading (section 18) and have it signed by the sender.
- In case sender doesn't accept it, you contact the planner.
- If goods are unloaded by means of internal transport equipment the receiver must first sign for acceptance. In case of damage or defects during this internal transport you can't be held responsible.
- If receiver refuses to sign, don't argue with him/her but, instead contact the Planner.
- Make sure the receiver signs for the amount of goods he has checked. It means, for example, he can never sign for an amount of 150 packages before he counted them. In such cases he must for example sign for the number of pallets or loading meters the goods take up.

You never leave without a signed and stamped bill of lading.

Instructions for filling out the CMR, s. enclosure 6

2.3 Euro pallets

Dimensions of an Euro pallet are: 80 x 120 cm. It is characterized by chocks, the right one says: Euro. If an Euro pallet is broken, it loses its total value. Within specific, below mentioned EU-countries an exchange system for Euro pallets is applicable:

- Belgium
- The Netherlands
- Luxemburg
- Germany
- Austria
- Switzerland
- Denmark (exclusively for customers of Koopman and Becky's)
- France

If you transport goods to and from one of these countries, the euro pallets must be exchanged, unless planner or route instructions decide differently.

For exchange instructions of Euro pallets, s. enclosure 5

2.4 Communication

Communication in the transport industry means you often and regularly contact the home base, by means of the message system of your board computer. It means you can receive and send messages to your planner. First of all you mention the name of the planner, who will react by return.

In principle you must make use of this system and reduce phone calls to a minimum, only in situations like:

- You are at home and your truck is situated elsewhere
- You can call 0570-678954 for your program after 08.00 pm
- In case of an emergency, waiting for a reaction of the planner will take too much time
- You have problems with your board computer

2.5 Board computer

The board computer amongst others registers your working hours. In case of damage or failure you must immediately inform Planner and HRM.

If you turn in the faulty module, we will replace it immediately. In case of a faulty module or in case your vehicle doesn't have a board computer, you must write down your working hours and hand in this report at the end of the week.

2.5.1 Documents

Before departure you must check if all required documents are available. In case documents have expired you inform the Planner, hand in previous versions and receive a new version. In this way there won't be any expired documents. You have a map, consisting of:

- Euro vignette;
- Vehicle registration certificate/pass;
- NIWO license national/international;
- Claim form;
- International motor insurance card
- Cash card and PIN code;
- MOT certificate;
- Hazards instruction card ADR

You check if all relevant documents are available.

When driving a vehicle on a highway in Belgium, Denmark, Luxemburg, the Netherlands or Sweden (for Sweden s. memo vignettes), you must at all times have an Euro vignette, otherwise you will get a hefty fine!

In case you don't have or can't get an Euro vignette and you must continue your trip on a highway, please contact our planner immediately and don't drive without his permission! Driver is responsible for costs which result from not having an Euro vignette.

2.5.2 Route

Make sure you are familiar with the route and check the height of your vehicle and/or cargo in connection with bridges, fly-overs, tunnels and railway crossings.

2.5.3 Vehicle check

Before start of his daily routine, the driver has to carry out a couple of things. The driver registers it in the board computer: 'vehicle OK'. It applies to both truck and trailer. Defects should be reported and will be solved or completed by the Chief Planner.

Before departure the driver must check below things:

- **ADR-box:** All boxes have been sealed, the driver must check it before departure.
- **Protection means:** Fire extinguisher and personal protection means.

- **Technical condition vehicle:** Check if car, trailer, emitrailer and possible container bins are undamaged; especially if you change cars to avoid you will be held liable for damage that already existed.

To report damage to the semitrailer please use Enclosure 4

- **Tires:** Check if tires are OK and undamaged (cracks, wear, tire pressure). If you change tires you must check them after 50 km;
- **Wheel nuts:** Check the wheel nuts to avoid unnecessary damage. Loose nuts might result into damage to rim and axles. The trailers are fitted with indicators.
- **Mirrors and windows:** Check if mirrors and windows are clean. Adjust the mirrors if necessary. The same goes for the Dobli mirror.

For a proper adjustment of the mirrors, s. Enclosure 7

- **Lighting:** Check the entire lighting and signalling system. Remove deposit and check if spare lights and spare fuses are available.
- **Equipment:** Check if all stowing means are available (tensioning straps, fasteners, beams, wedges, stakes, anti-skid mats and edge protectors). Make sure they are stored in a safe place and won't get lost during the ride.
- **Cargo:** Check if your cargo is protected against weather conditions such as rain, storm and splashing water on the road. Check the theft protection and check sealing.
- **Fuel:** Check if you have enough fuel and if your fuel tank has been closed. Check possible leaks.
- **Couplings:** Check if coupling with semitrailer is OK.
- **Brake pressure:** Check the air pressure indicator to see if air pressure in the air reservoir is ok.
- **Oil level and water:** Check oil level and water. The same goes for spare oil.

2.5.4 Repairs

Small repairs to truck and trailer will be solved in Apeldoorn. Mechanic Pierre will help you on working days from 08.00 am – 05.00 pm. You can also complete a form and report the damage so we can plan a repair. This form is available at the desk.

We have maintenance contracts for all trucks. If you contact planning, a repair can be carried out or things like oil, lights, windshield wiper fluid etc. can be arranged.

Scania

Beers Bedrijfsauto
Solingenstraat 6, De Weteringen
7333 PB Apeldoorn

Mercedes

Wensink
Dortmundstraat 2
7418 BH Deventer

Daf

Bakker Bedrijfswagens
Paramariboweg 76
7333 PB Apeldoorn

2.5.5 Cargo securement

If you transport cargo which might move, you must stow it, to avoid damage. For this, you can use tensioning straps and anti-skid mats. Tensioning straps are available in the pilot.

You must avoid tearing tensioning strips. For this you can use edge protectors.

You tighten the tensioning straps by means of ratchets (manually). Make sure you store ratchets and tensioning straps properly.

For an instruction with regard to cargo securement, s. Enclosure 2

2.5.6 Weight

Before departure (after loading or unloading) you must always check authorized weight. Steering shaft max. 7,5 tons, drive shaft max. 11,5 tons. Max. 9 tons per axle on trailer axles. Authorized weights can be found on the dashboard.

If there is too much weight on one or more axles, planning must be contacted. In case of non-compliance with this rule, you will be responsible for all costs.

2.5.7 Stickers and connections on vehicle

Employees are not allowed to decorate the vehicle (stickers, flags etc.). Besides, it is not allowed to build in accessories without prior permission of the Planner. You will be responsible for all costs which result from removing things.

In case things have to be connected, you must at all time turn to the workshop.

It is not allowed to carry out modifications/completions with regard to electrical installations and utilities yourself.

2.6 During the ride

2.6.1 Working hours decree for road transport

The working hours decree for road transport applies to national and international transport. You must observe these rules. You are responsible for violation of these rules, if you can be blamed for it.

Damage/defects to the tachograph must immediately be reported to Planner and workshop.

You must (in compliance with the working hours act and the working hours decree for road transport) plan your breaks in such a way that business is impeded as little as possible.

Plan rest and breaks, if possible, during activities such as on a ferry, at loading-, unloading locations and when you don't have to use your vehicle for a moment.

For a further explanation of the working hours decree, please check the enclosures of the collective labour agreement.

2.6.2 Digital tachograph

In order to use your digital tachograph, you must have a driver card. This driver card is strictly personal. Never leave it in a vehicle. If you ride a vehicle with digital tachograph, you must be able to show your personal driver card at request of control officials. Write your driving license number and a signature on the backside of each ticket.

2.6.3 Hour registration

All trucks of Vos have a board computer. You must, in conformity with the collective labour agreement, complete the board computer correctly and completely.

In case of a faulty board computer, you must complete a report and, also, report it to both Planner and the HRM. The HRM must also receive a copy of the reports in order to avoid problems with regard to wage payment.

To allow a good and timely wage payment it is required to read out the board computer at arrival on location. In case it isn't possible it should take place preferably on Saturday or on the next Monday at the latest. Please report it to the HRM as well, allowing him/her to have all data in time.

Each week you must place the documents in the corresponding box.

Incorrect, or unclear completed hour registrations and/or board computer data will not be treated. If you read out your board computer too late, your basic wage will be paid later.

The employer reserves the right to correct the completed hour registration/report/board computer data, as determined in the collective labour agreement.

2.6.4 Waiting hours

In case loading or unloading takes longer than you agreed with the Planner (after 1½ hours at the latest), below procedure is applicable:

- Contact the Planner immediately;
- Fill out the time of arrival and time of departure on the CMR (section 18) bill of lading of that specific ride;
- Have the bill of lading signed and stamped by the sender or receiver where loading- or unloading takes place! (in case of refusal contact the Planner immediately);
- Fill out the actual waiting time and loading- and unloading time in board computer and tachograph;
- Plan rest and breaks, in conformity with the collective labour agreement, during waiting times;
- Complete the form 'non-productive hours declaration', fully, clearly and correctly (add copy of CMR (photocopy or part 4);

You must hand all documents to the HRM at the end of each week or place them in his/her pigeon hole. Documents which have not been fully completed will not be treated. If you haven't observed the instructions, your case will not be treated.

It is extremely important to observe this procedure. It enables Vos to pass on extra hours to the customers. Besides, an optimal planning can be realized.

If above mentioned instructions are observed, Vos will pay out these hours.

2.6.5 Breaks

Drivers must regularly rest and take breaks. In the board computer you fill out the command 'rest'.

In case you can't rest sufficiently or take enough breaks, Vos applies a minimum rest period, besides the rules of the working hours decree:

0 - 8 hours working hours:	min. 30 minutes break
8 -12 working hours:	min. 60 minutes break
12 working hours or more:	min. 90 minutes break

You must plan your breaks, if possible, during activities such as loading, unloading or waiting. Besides, you must plan a break when you leave the location and before the final loading- or unloading location on the same day.

2.6.6 Boat hours

Boat hours are compensated in conformity with the collective labour agreement.

2.6.7 Fines

Fines for traffic offenses ("Mulder act"): "for which the driver can be blamed", such as amongst others exceeding speed limit, stowage, parking prohibited, jumping the lights etc. must be paid by the employee, in conformity with the collective labour agreement.

2.6.8 Lift ban

It is not allowed to pick up passengers who aren't employed by Vos, without prior (written) permission of the Planner.

In case of an accident the Management is not responsible and liable for consequences for passengers. Therefore, we recommend you (in case of permission) to insure your passenger.

2.6.9 Check after stop

Check below elements after every stop:

- Possible defects;
- Lighting, water and if possible oil;
- Tires and tire pressure;
- Cargo.

2.6.10 Driving up and off a ferry

Although you have moved the outriggers of your trailer to the highest position, you might face problems when driving up and off a ferry. When driving up and off a ferry, make sure you bring the drive shaft with air pressure to the highest position, to avoid the outriggers can hit ground or loading ramp.

Attention: Total height and tailboard must be considered.

2.7 Driving behaviour

The max. permitted driving speed depends on laws in a specific country and at a specific location. Trucks have a built-in speed limiter, on the one hand for their own safety, on the other hand to guarantee low fuel consumption.

The built-in speed limiter is your max. driving speed.

Based on the tachograph we will regularly, for your own safety, check if drivers observe the max. permitted speed. You will be responsible for all costs which result from inactivating the speed limiter.

2.7.1 Fuel consumption

Below you will find a couple of driving style instructions which, if observed, will save fuel, especially in combination with good maintenance:

- Maintain the agreed speed;
- Maintain a constant speed as much as possible;
- Choose the right gear;
- Accelerate slowly and throttle back in time;
- Maintain the green rpm;
- Turn off the engine, for example in a traffic-jam

For example: Truck A and B are identical when it comes to brand and type. Truck A has a fuel consumption of 1:3, truck B a fuel consumption of 1: 3,5. Both trucks drive 150.000 km a year.

Truck A requires $(150.000 : 3) = 50.000$ litres of fuel

Truck B requires $(150.000 : 3,5) = 42.850$ litres of fuel.

The difference between (A) 50.000 – and (B) 42.850 = 7.150 litres. Suppose the average diesel fuel price is € 0,80. The financial benefit would be $7.150 \times € 0,80 = € 5.720,-$ a year.

Suppose a saving in fuel consumption of 8% would be possible, with a fleet consisting of 80 cars, the annual savings would be $€ 5.720,- : 2 = € 2.860,-$ (is 8%) $\times 250$ cars = € 715.000,-.

This example indicates fuel is an important cost factor in the transport industry and, for this reason, we would like to draw your attention to it.

Make sure you adjust your driving behaviour to traffic, country, road, sight and weather conditions.

2.7.2 Lighting

Make sure you are visible! Use dimmed lights at dusk, rain, snow or fog and headlights in case of fog during the day. We recommend to use dimmed lights in tunnels, on dikes or in the IJsselmeer polder as well. In case of fog with visibility less than 50 mtr, use your fog lamp.

Don't use excess lighting, it is a legal offence. Drivers are responsible for fines as a consequence of ornamental lighting.

2.7.3 Overtaking

Don't overtake in below situations:

- On roads with lots of curves and without crash barrier;
- If you might endanger the traffic behind you;
- In poor visibility conditions like fog, heavy snow or rain, on mountainsides.

2.7.4 Turning left or ride

If you turn left or ride indicate direction in time and not when you take a curve. On highways with separate acceleration- and deceleration lanes, you should indicate direction in time. When turning left or ride, pay attention to cyclists and/or moped riders situated next to your cabin.

2.7.5 Joining the traffic

If a sign tells you, you are approaching road narrows, join the traffic in time to avoid problems and aggression.

2.7.6 Keeping distance

Keep sufficient distance to the car in front of you and adjust distance if road, weather conditions and weight of your cargo force you to. Don't rush others by using light signals or keeping insufficient distance. Perhaps the other driver has less experience and might panic, resulting into damage.

A machine on wheels, for example a transformer or aggregate might, if it hasn't been fastened sufficiently, start moving/driving by sudden braking. So, pay attention to both weight and type of cargo.

2.7.7 Priority

Treat other drivers courteously and don't always insist on your priority, if you notice it endangers other cars. Priority is not a right!

2.7.8 Turning

In case you notice you missed an exit, don't take any unnecessary risks by turning on a busy road, but simply take the next exit or continue driving until you find a place where you can turn safely.

2.7.9 Stop

If you need someone to show you the way, make sure you don't impede traffic. If you notice an upcoming obstacle or traffic light, use your brake lights in time.

If you continue driving and suddenly brake it might result into a multiple collision. If you approach a traffic jam, make use of your hazard warning lights until the car behind notices it.

If you get stuck in a traffic jam, always make sure you keep crossings, driveways and exits and especially railway crossings open.

2.7.10 Reversing

Before reversing, first walk around your car to check if there aren't any obstacles. In order to avoid a new invisible obstacle on your way back to the cabin, you must call in someone's help, for example a substitute-driver or another person.

2.7.11 Delay

In case of trouble or damage you should put your car on a parking lane or hard shoulder while using the warning triangle and your alarm lights.

In case of darkness or bad weather conditions, place lights to warn other drivers. In case of damage, don't reposition the car until the police arrives. In other cases, you should mark (chalk) the position of the wheels and take pictures if possible.

2.8 After the tour

2.8.1 Arrival on site

The max. speed on our site is 15 km/hour. At arrival you observe below procedure:

- Park your vehicle and don't block docks, drives/exits;
- Sign up at the desk;
- Hand in documents, receive unloading list and go to the pilot coordinator. He will inform you where you can park your trailer;
- Uncoupling and going home or continue other activities
- Uncoupling in front of the docks should be reported to the pilot coordinator (in connection with "tipping" of the trailer.
- Hang up the keys of your truck in the pilotage office.

To protect your truck from moving/driving off you must use wedges.

2.8.2 Handing in documents

Below documents must be handed in at the end of the week at the latest:

- Expense form and *fully completed tachograph*; you can put them in the relevant box;
- Hand in bill of lading and CMR's mentioning the shipment number at the desk.

2.8.3 Refuelling

In principle refuelling takes place at the Shell petrol station at the Londenstraat in Deventer. For this you need a pass with a PIN-code. Enter the number of litres in the board computer.

With permission of the Planner, you are allowed to refuel elsewhere. In that case you enter the number of litres and the petrol station in your board computer.

If you go to or cross Belgium, you refuel your vehicle at unmanned petrol stations.

For a survey of all allowed petrol stations in the Netherlands and Belgium, s. Enclosure 9

2.8.4 Washing

You must wash your truck every week, in our own car wash open on:

Thursday and Friday from 04.00 pm – 09.00 pm

Saturday from 09.00 pm – 04.00 pm.

In Ittervoort you can wash your car at Strebo Truck & Car Cleaning (Oceanië 1A).

2.8.5 Parking

Vos has clear parking instructions for its site. After having parked your truck you hang up the keys at the Planning department.

For parking instructions with regard to truck and/or semitrailer, s. instructions in Enclosure 8

2.9 Pilot instruction

2.9.1 Entering the pilot

When entering the pilot, please pay attention to the pictograms on the door. Visitors must be guided by office employees. Employees may only pass the fence around the pilotage office if it is required for the performance of their activities. All people passing the fence must wear safety shoes.

2.9.2 Walking in the pilot

You pass the fence around the pilotage office and walk STRAIGHT ON along the left side of the pilot. Situated across the required dock, you must cross the pilot straight. You take up a position NEXT to the dock, in which activities are carried out. When leaving the dock you cross the pilot STRAIGHT, towards the pilotage office. You walk STRAIGHT ON to the pilotage office and leave the pilot.

3. SAFETY

In case crew, material, other road users or cargo are in danger, you must stop on a safe location and contact the Planner.

It is important the driver doesn't get distracted. For this reason he should focus on the road and not on other things. Make sure you get enough rest, don't eat and drink while driving. Making a phone call, even if you use a handsfree-set, distracts. Put the vehicle aside if you need to focus on other activities.

3.1 Personal protection means

When loading and unloading hazardous substances safety clothes are required.

It is not allowed to wear wooden shoes. For instructions with regard to safety shoes: s. below.

We advise you not to wear rings and other jewellery. Many colleagues miss a finger or a part of it, because their ring got stuck when they jumped out of their truck or semitrailer.

Wear gloves while loading/unloading to avoid damage to your hands.

Wear a safety helmet on locations with tower waggons or if it is required.

3.1.1 Safety shoes

You must wear safety shoes if it is necessary and required. It's your responsibility if you prefer not to wear safety shoes if it is necessary and required.

You are responsible for costs resulting from not wearing safety shoes.

As soon as your safety shoes can no longer be worn anymore, or don't guarantee safety anymore you can exchange them. For this, contact the HRM.

The employee is responsible for a good condition and proper use of the safety shoes. In case of non-compliance, you will be responsible for the costs.

If you leave the company you must return the safety shoes, otherwise you will have to pay the total purchasing costs.

If you lose your safety shoes, you will have to pay the total purchasing costs.

3.1.2 Seat belt

You must wear a seat belt. Besides, you must behave yourself in traffic.

3.1.3 Cabin design

Make sure there are no dangerous protrusions in your cabin that cause injuries when you slam on the brakes or make a false manoeuvre. Make sure there are no loose goods which fly through the cabin when you slam the brakes.

3.1.4 Fire extinguisher

There should be at least two fire extinguishers in your car. Make sure you have them checked once a year. If there is no fire extinguisher in your car, you can collect one in the workshop. Make sure you fasten it properly, so it won't fly around through your car if you suddenly slam on the brakes. If you have used one, you can immediately exchange it in the workshop.

3.1.5 First-aid box

A first-aid box should be within reach, yet safely stored. If you used it, a mechanic can complete it for you. Even if you haven't used it, you should check (have it checked) once a year to check if it is still up-to-date.

3.1.6 Reporting a dangerous work situation

In case dangerous situations occur during the performance of your activities, or in case you are convinced dangerous situations might occur, you should immediately report it to the Planner.

3.2 Transport of hazardous substances

3.2.1 ADR certificate

Drivers of Vos must have a valid ADR-certificate (physical ADR Card!). Expiry dates are monitored by the HMR, but, if you notice a certificate is about to expire, feel free to report it.

Information with regard to transport of hazardous substances is supplied during the ADR-training and is indicated on the TREM-card.

3.2.2 Instruction and calamities

In case of calamities you consult your TREM-card. In case of questions and/or indistinctness and in case of calamities you can turn to the security advisor. His tasks are:

- Advise on activities with regard to transport of hazardous substances;
- Check if regulations with regard to transport of hazardous substances are observed;
- Implementation of proper emergency procedures in case of accidents or incidents which might endanger the transport of hazardous substances or during loading/unloading;
- Implementing proper measures to avoid recurrence of accidents, incidents;
- Check if employees responsible for transporting or loading/unloading of hazardous substances dispose of detailed implementation procedures and instructions;
- Implementing control methods to make sure regulations with regard to loading/ unloading are observed.

For instructions in case of accident or emergency situation, s. Enclosure 10

3.2.3 ADR equipment

You are responsible for having a complete ADR-equipment in your vehicle. Possible shortcomings should be reported and will be completed during check-up in the car wash. An ADR-kit consists of:

1x absorption mat
1x steel pioneer scoop
2x sewer cover
1x explosion-proof flashlight
1x neoprene gloves
1x facial mask
1x acid-free safety goggles
1x eyewash solution (500ml)

3.3 Theft prevention

The safety of vehicles, environment, information is extremely important. Therefore, you must observe below directions. If you notice any irregularities, you must report it to planning and/or a relevant authority (police, municipality, fire department).

- Always keep a close eye on and check your environment carefully;
- Never give anyone information about your cargo or your destination;
- In case of high-risk cargo always use locks (on doors or T.I.R. eyelets of the trailer);
- Never stop along a quiet road, but always on a guarded or crowded parking lot and only stop if it is urgently needed (addresses of guarded parking lots are available at planning). This is for your own safety and for the safety of your truck/cargo;
- Make sure your parking place remains visible, even if you are in a roadhouse;
- If you leave your vehicle for a short or longer period of time, always take personal documents (driving license, passport, fuel pas etc.) and your vehicle registration certificate with you and put all other documents in the locked glove compartment.
- If you park your loaded vehicle, with permission, at home or elsewhere in the weekend or at a different time, you must park it in a closed pilot or a guarded parking lot. Close all windows and doors and take keys, documents and board computer module with you; it activates the immobilizer;
- Only with permission of the Planner you may take the truck or combination home. The driver must register these private km in the board computer.
- In case you spend the night with a high-risk cargo you must park it on a closed and/or guarded parking lot. This parking lot should meet the required safety norms. Instructions with regard to route, timetables or staying overs must be observed.

- In case seals are missing, the Planner must be informed immediately, before departure. At arrival always have them checked by the receiver and have the CMR or bill of lading signed for acceptance.
- In case of non-compliance with regard to above mentioned instructions, the driver is liable in conformity with the relevant article in the collective labour agreement.
- Instructions with regard to route and timetables must be respected
- If – in case of high-risk cargo – several trucks drive the same route, they must drive in convoy.
- Vehicles may never be left unattended;
- In case a route for a specific destination is not available, it must at all times be discussed and agreed with the Planner before departure;
- Spending the night near the own company must, for your own safety as well, always take place in Deventer
- The company is not insured against theft or loss of personal items from your vehicle. The management is not liable for loss or theft or personal properties.

3.3.1 Theft

In case of theft, please report it to the local police, your employer and the Planner as soon as possible, mentioning below information:

- Passport number;
- Brand and type of truck;
- License number of truck;
- Type of cargo;
- Location of theft;
- Time of theft;
- Things which are missing, except for the cargo
- All information which simplifies tracing the vehicle, such as special features and numbers of machines and spare parts.

4. DAMAGE

In case of damage to goods you must report it to the Planner. Besides, you must write it down on the bill of lading (CMR).

In case of damage to your vehicle you must report it to the Planner and register it in your board computer. Besides, you must complete a claim form and hand it to the HMR as soon as possible.

If employer can prove loss or damage to vehicles and tools is a consequence of negligence, employer reserves the right to charge costs which result from it.

In case of damage to a vehicle, make sure the police makes a report, even if you believe you can't be blamed for it, even if you have witnesses.

4.1 Damage procedure

4.1.1 Report

In case of bodily injury call police and/or ambulance immediately. With regard to transport of hazardous substances: in case of leak, fire etc. immediately call fire department and/or police mentioning the code number of the substances and always contact your Planner!

4.1.2 Delineation

In case, due to damage or car trouble, you can't continue your ride anymore, turn on your hazard warning lights and position the warning triangle. In case the other party is, due to injury or shock, not able to do anything anymore, take care of his vehicle as well.

4.1.3 Witnesses

Write down name and address of witnesses. USUALLY WITNESSES ARE DECISIVE WHEN IT COMES TO DETERMINING GUILT!

4.1.4 Claim form

Complete the claim form together with the other party. One takes the original, the other one gets a copy. Make sure you complete the front side of this form completely, otherwise claim settlement might be delayed. Signing the claim form doesn't mean you admit guilt, you only sign for your wording of the accident and the other party signs for his/her wording. In case the other party has another wording, insist on having the police making a report.

4.1.5 Sketch of the situation

As the claim form doesn't offer much space to make a sketch, you'd better use a separate piece of paper to draw this sketch.

4.1.6 Personal explanation

Always briefly explain the situation/damage. It will give the insurance company of Vos insight into the situation before, during and after the accident. Hand it in together with the claim form at arrival in Deventer.

4.1.7 Manual for completion of European claim form

Usually drivers hate completing above mentioned claim form, as it would be too complicated and takes too much time. For this reason, the driver usually makes a couple of notes.

Due to lack of data many questions can't be answered afterwards. If the form is completed correctly on the spot, it's quite simple and doesn't take much time. You only have to complete one form together.

Each party completes his/her own column (don't forget sections A and B). You tear off the upper sheet, throw away the carbon and hand one sheet to the other party.

You can complete the backside of the form at home or in the office, however go through the questions on the spot as it allows you to check things (e.g. situation, type of road, width, number of traffic lanes etc.)

If you don't fill out the form completely, claim settlement might be delayed. It might even be possible that, if you don't have any witnesses and the other party does have (assuming a report has not been made), you become a suspect, instead of the other party.

Always try to contact the police and write down as much as witnesses as possible (name, address, phone number, license number).

Don't get tempted by the other party promising he/she will admit guilt. Always complete a claim form. The other party usually goes back on such promises. Without a claim form or witnesses you will usually be held responsible for the damage.

Always treat the other party and/or the police courteously, even if it means you are the only polite person. If, in connection with the traffic situation, the vehicle has to be moved before the police arrives, mark the situation (chalk) and take pictures, if possible.

EACH DAMAGE, EVEN SMALL DAMAGE AND EVEN WHEN IT SEEMS THERE AREN'T ANY CONSEQUENCES, MUST BE REPORTED TO THE EMPLOYER. BESIDES, YOU MUST ALWAYS COMPLETE A CLAIM FORM.

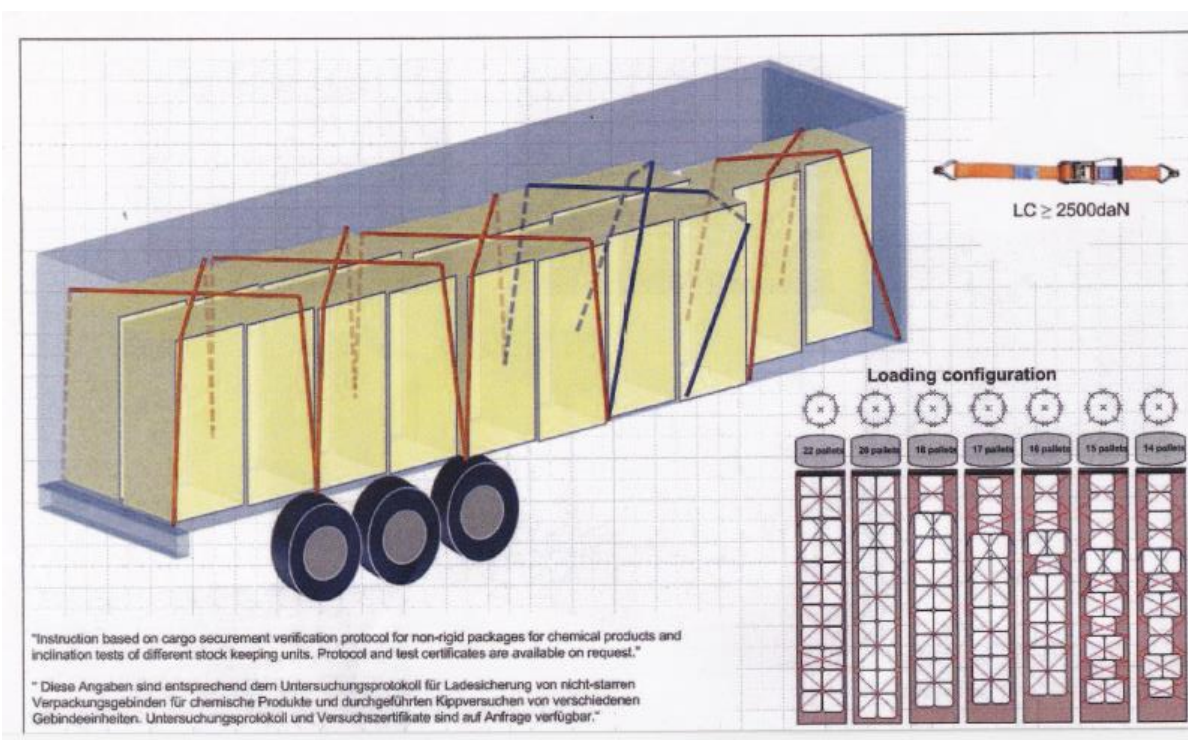
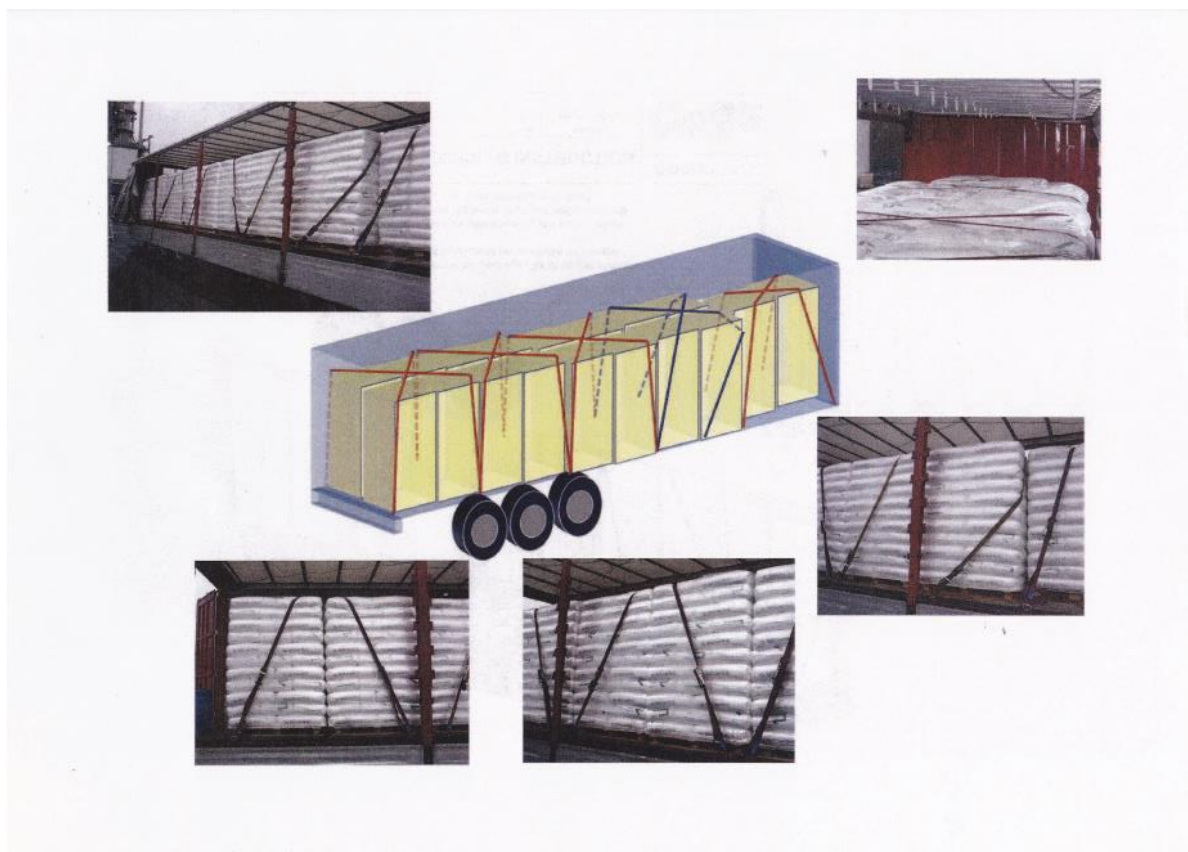
Claim forms are available at the Planner. Each year Vos organizes a damage prevention day.

5. ENCLOSURES

Enclosure 1: Important phone numbers

Person	Function	Number
Vos transport Vos Limburg Vos Groningen	Chief planning Chief planning Chief planning	(0031) 570 678989 (0031) 475-431201 (0031) 598-392600
Tom Overmars	Chief planning	(0031) 570 678954 (0031) 6 51314219
Jerome Vos	Operational manager	(0031) 570 6789 (0031) 6 13939461
Rob Vermeulen	Planner Germany	(0031) 570 678965 (0031) 6 22441933
Nick de Witte	Planner Jutland	(0031) 570 678956 (0031) 6 13922720
Stef Vloedgraven	Planner export Copenhagen and Norway and export and import Finland.	(0031) 570 678981 (0031) 6 53703765
William Klomp	Planner export Sweden	(0031) 570 678959 (0031) 6 22466316
Enzo Montana	Planner import Sweden & Norway	(0031) 570 678961 (0031) 6 20000672
Joost Bekius Ron v/d Meent	Planner export and import Great Britain	(0031) 570 67 8991 (0031) 6 53717811 (0031) 6 13850666
Ronnie Curré	Planner Benelux	(0031) 570 678994 (0031) 6 20000833
Sven Ankersmit	Planner Benelux	(0031) 570 678950 (0031) 6 51524296
Vytautas Meskauskis	Chief of Lithuanian department	(0037) 068552973
Robertas Radziunas	Managing Lithuanian drivers	(0031) 570 678963 (0031) 622441862

Enclosure 2: Cargo securement schedule



Enclosure 3: Report form cargo damage

Description of the damage

Probable cause

Date:

Announcer:

Customer:

Shipment nr. (TO)

Approach: Have measures been taken to reduce and avoid damage? If yes, explain

License/fleet nr.:

Released hazardous substances: yes/no

Pictures available: yes/no

Disposable cameras are available at Planning

Digital pictures can be forwarded by E-mail to: insurance@vosdeventer.com

or you can hand them to administration.

Type of damage:

Other information:

- Damaged chocks
- Damaged foil/sheet
- Leak
- Cardboard / pallets collapsed
- Crooked pallets
- Other, namely

**DAMAGE MUST ALWAYS BE NOTED ON THE CMR
DAMAGE MUST ALWAYS BE REPORTED TO PLANNING**

5.1.1 Enclosure 4: Claim form semitrailer

Semitrailer nr.: _____ Circle the correct term: Damaged / Broken / Doesn't function

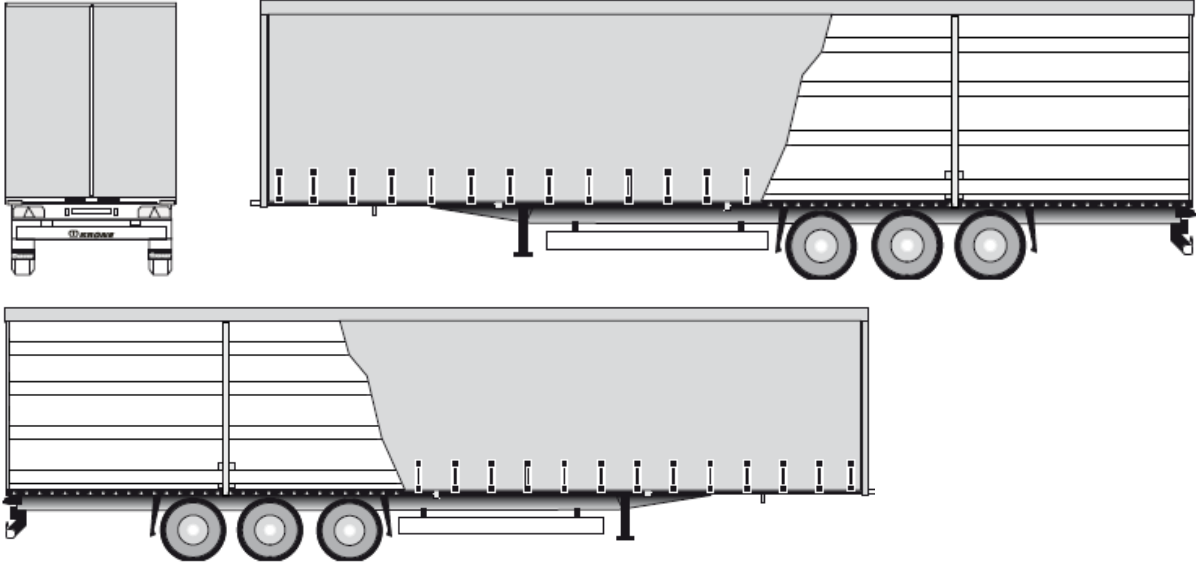
Date: _____ Time: _____ license number: _____

Checked by: _____

Received from: _____

Mark all damage by means of a character:

(D = Dent, H = Hole, I = Imperfection, O = Out of alignment, C = Crack, S=Scratch)

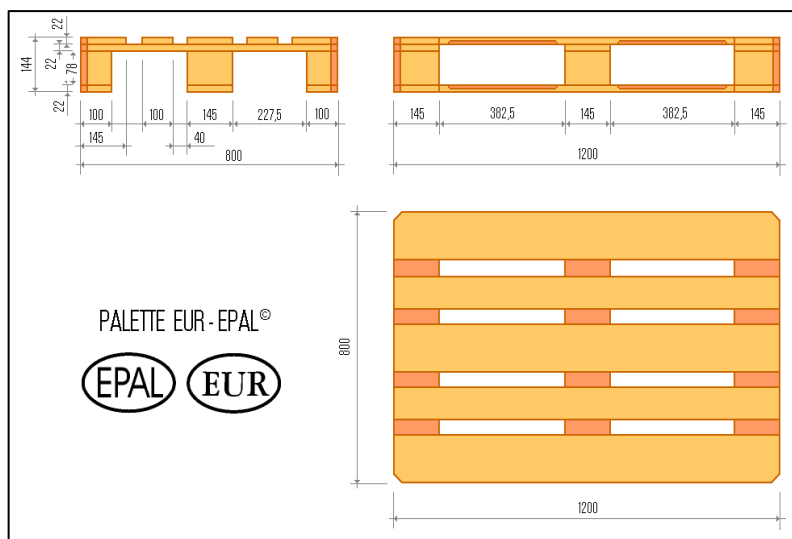


Application:	Defect:
Luchtkoppeling	Air coupling
Stekkerdoos	Multiple socket
Voorsteunen	Front supports
Slinger	Crank
Contourverlichting	Contour lighting
Tirkabel	TIR-cable
Gespen	Clasps
Bumper	Bumper
Verlichting achter	Rear lights
Rongen	Stakes
Vloer	Floor
Kopschot	Headboard
Dakconstructie	Roof construction
Banden	Tires
Spatborden	Fenders
Zeil	Tarpaulin
Remfunctie	Brake function
Fietsenvanger	Bicycle protection guard
Opbergkist	Storage box
Planken	Planks
Remarks:	

Enclosure 5: Instruction exchanging Euro pallets

Dimensions of an Euro pallet are: 80 x 120 cm. It is characterized by chocks, the right one says: Euro. If an Euro pallet is broken, it loses its total value. Within specific, below mentioned EU-countries an exchange system for Euro pallets is applicable:

- Belgium
- The Netherlands
- Luxemburg
- Germany
- Denmark (only for customers of Koopman, Becky's en MCCM)



If you transport goods to and from above mentioned countries, the Euro pallets must be exchanged, unless planner or route instructions decide differently.

If Euro pallets are exchanged, quality must be checked, meaning the pallets can't have any missing planks/chocks and visible nails. The Euro pallet must meet its requirements. Defects must be noted on the CMR/AVD and/or national route list. Always write down the TO number on the pallet receipt (section shipment number).

Whether Euro pallets are exchanged or not, you must **always** write a pallet receipt. Pallet receipts are available at the desk. You hand them in together with your route list and all other papers.

If CMR and route list state the goods are positioned on Euro pallets and you notice this is not the case, you adjust route list and CMR. The same goes if reverse is the case.

In case you transport Euro pallets from the Netherlands to a non-exchange country (amongst others Sweden/Norway/England) these Euro pallets may **not** be exchanged (with a few exceptions).

If the customer wishes to exchange them, you must write a pallet receipt. If customer refuses to sign this pallet receipt, you must inform the pallet administration. Ria van Campen: 0570-678988 or rvcampen@vosdeventer.com. For further information, please contact the pallet administration (accessible through driver desk).



Datum: 18-12-2014
(Date)

Bonnummer: 005641

Vlootnummer: 863
(Fleetnumber)

Zendings- / Referentienummer: 423452 / 3
(Shipment- / Refnumber)

Klant naam: Junker
(Customer name)

Plaats: Veenendaal
(City)

Door Vos aan klant geleverde europallets: 3 stuks
(Number of europallets delivered from Vos to customer)

Door Vos van de klant retour ontvangen europallets: 3 stuks
(Number of europallets received from customer by Vos)

Reden van chauffeur Vos voor niet retour genomen europallets:
(Reason truck driver for not accepting return pallets from customer)

Handtekening klant:
(Signature customer)

Naam klant in blokletters: BART DE GROOT
(Name customer)

5.1.2 Enclosure 6: instruction for completion of CMR

Each shipment requires a bill of lading. Below procedure is applicable:

- Based on this bill of lading you check numbers, weight and package. In case of damage or deviation (cargo and/or package) you write it down on the bill of lading (section 18) and have it signed by the sender.
- In case sender doesn't accept it, you contact the planner.
- If goods are unloaded by means of internal transport equipment the receiver must first sign for acceptance. In case of damage or defects during this internal transport you can't be held responsible.
- If receiver refuses to sign, don't argue with him/her but, instead contact the Planner.
- Make sure the receiver signs for the amount of goods he has checked. It means, for example, he can never sign for an amount of 150 packages before he counted them. In such cases he must for example sign for the number of pallets or loading meters the goods take up.

You never leave without a signed and stamped bill of lading.

1

Model IRU / Auteursrecht s/va / Stichting Vervoeradres - s-Gravenhage

www.beurtvaartadres.nl


Tel. 088-55 22 111

Uitgave Beurtvaartadres

versie 3.1 Art. 3004

LA 4Z
LE

Exemplaire pour expéditeur / Expéditeur (nom, adresse, pays) / Afzender (naam, adres, land)
 Exemplar für Absender / Absender (Name, Anschrift, Land)
 Les parties encadrées de lignes grasses doivent être remplies par le transporteur / De dik omlijnde vakken moeten ingevuld worden door de vervoerder / Die mit fett gedruckten Linien eingerahmten Buchken müssen vom Frachtführer ausgefüllt werden
 1-15 y compris et / inbegrepen 19+21+22
 1-15 einschließlich
 A remplir sous la responsabilité de l'expéditeur / In te vullen onder verantwoordelijkheid van de afzender / Auszufüllen unter der Verantwortung des Absenders

Exemplaire pour expéditeur / Expéditeur (nom, adresse, pays) / Afzender (naam, adres, land) Exemplar für Absender / Absender (Name, Anschrift, Land)		LETTRE DE VOITURE - DOCUMENT DE TRANSPORT VRACHTBRIEF - VERVOERDOCUMENT FRACHTBRIEF - TRANSPORTDOCUMENT		CMR	AVC-2002	Code transporteur Vervoerderscode Code Frachtführer	No Nr
1 Expéditeur (nom, adresse, pays) / Afzender (naam, adres, land) Absender (Name, Anschrift, Land) SODRA TIMBER STRANGSMALA SE-36195 LANGASJO Zweden		Indien de overeengekomen plaats van inontvangstneming en van aflevering van de zaken zijn gelegen in twee verschillende landen zijn het CMR-Verdrag alsmede in aanvulling daarop de Algemene Vervoercondities 2002, laatste versie, van toepassing. NL 102679		Indien de overeengekomen plaats van inontvangstneming en van aflevering van de zaken zijn gelegen in Nederland zijn de Algemene Vervoercondities 2002, laatste versie, van toepassing. De Algemene Vervoercondities 2002, laatste versie, zijn door s/va / Stichting Vervoeradres gedeponneerd ter griffie van de arrondissementsrechtbank te Amsterdam en Rotterdam.			
2 Destinataire (nom, adresse, pays) / Geadresseerde (naam, adres, land) Empfänger (Name, Anschrift, Land) VOS EXPEDITION LONDENSTRAAT 5 NL-7418 AA DEVENTER NEDERLAND		16 Transporteur (nom, adresse, pays) / Vervoerder (naam, adres, land) Frachtführer (Name, Anschrift, Land) Vos Expeditie Deventer B.V. LONDENSTRAAT 5 NL-7418 EE DEVENTER NEDERLAND					
3 Lieu prévu pour la livraison de la marchandise (lieu, pays) / Plaats (bestemd) voor de aflevering der goederen (plaats, land) / Auslieferungsort des Gutes (Ort, Land) NL-7418 AA DEVENTER NEDERLAND		17 Transporteurs successifs (nom, adresse, pays) / Opvolgende vervoerders (naam, adres, land) Nachfolgende Frachtführer (Name, Anschrift, Land)					
4 Lieu et date de la prise en charge de la marchandise (lieu, pays, date) / Plaats en dat. v. inontvangstneming der goederen (plaats, land, datum) / Ort und Tag der Übernahme des Gutes (Ort, Land, Datum) SE-36195 LANGASJO Zweden		18 Réserves et observations du transporteur / Voorbehoud en opmerkingen van de vervoerder Vorbehalte und Bemerkungen des Frachtführers					
5 Documents annexés / Bijgevoegde documenten Beigefügte Dokumente							
6 Marques et numéros / Merken en nummers Kennzeichen und Nummern	7 Nombre de colis / Aantal colli Anzahl der Packstücke	8 Mode d'emballage / Wijze van verpakking Art der Verpackung	9 Nature de la marchandise / Aard der goederen Bezeichnung des Gutes	10 No statistique / Statistisch nummer / Statistiknummer	11 Poids brut, kg / Bruto gewicht in kg	12 Cubage m³ / Volume in m³ Umfang in m³	
	1	COLLI	Algemene handelsgoederen		25000		
Europallets op laadadres afgezet:		Europallets op losadres gelost:					
Europallets op laadadres geladen:		Europallets op losadres terug:					
13 Instructions de l'expéditeur / Instructies afzender Anweisungen des Absenders LT438192 TO0537578 - 10000 		19 Conventions particulières / Speciale overeenkomsten Besondere Vereinbarungen					
14 Prescriptions d'affranchissement / Frankeringsvoorschrift Frachtzahlungsanweisungen <input type="checkbox"/> Franco / Frei <input type="checkbox"/> Non franco / Niet franco / Untfrei FREE		20 A payer par / Te betalen door / Zu zahlen vom: Expéditeur / Afzender Absender Prix de transport / Vrachtprijs Fracht: Réductions / Kortingen Ermäßigungen: Solde / Saldo Zwischensumme: Suppléments / Supplementen Zuschläge: Frais accessoires / Bijkomende kosten / Nebengebühren: + TOTAL / TOTAAL: GESAMTSUMME:					
21 Etablie à / Opgemaakt te Ausgefertigt in LANGASJO le / de am 05-09-2016		15 Remboursement / Rückerstattung					
22 SODRA TIMBER STRANGSMALA SE-36195 LANGASJO Zweden		23		24 Marchandises reçues / Goederen ontvangen Gut empfangen Lieu / Plaats Ort le / de am			
Signature et timbre de l'expéditeur / Handtekening en stempel van de afzender / Unterschrift und Stempel des Absenders		Signature et timbre du transporteur / Handtekening en stempel van de vervoerder / Unterschrift und Stempel des Frachtführers		Signature et timbre du destinataire / Handtekening en stempel van de geadresseerde / Unterschrift und Stempel des Empfängers			

Instructions for completion of the CMR-form:

1. Sender (name, address, country);
2. Addressee (name, address, country);
3. Place of destination for delivery of goods (place, country);
4. Place and date of receipt of goods, unloading address (place, country, date);
5. Enclosed documents (for example T-document and invoices);
6. 6-12: Data with regard to the cargo;
13. Instructions from the sender, mentioning the semitrailer-number;
14. Franking instructions. Carriage paid: sender must pay, carriage forward: addressee must pay
15. COD;
16. Transporter (name, address, country);
17. Name of subsequent transporter (Vos, Vosas, Vosecu). Always fill out ride- and shipment number;
18. Reservation and remarks of the transporter, in this column you write down time of arrival and departure for loading respectively unloading, signature and stamp receiver or sender;
19. Special agreements;
20. Amount due (carriage costs);
21. Place and date;
22. Signature and stamp of sender;
23. License number and signature of driver;
24. Name, signature and stamp of addressee

Enclosure 7: Mirror adjustment

Proper mirror adjustment

A proper mirror adjustment increases your sight and avoids accidents. In front of the parking lot for private cars you will find a mirror adjustment location.

How does it work?

Drive your truck straight between the lines. On your left side you will notice an eye measuring line. Make sure it is straight next to you.

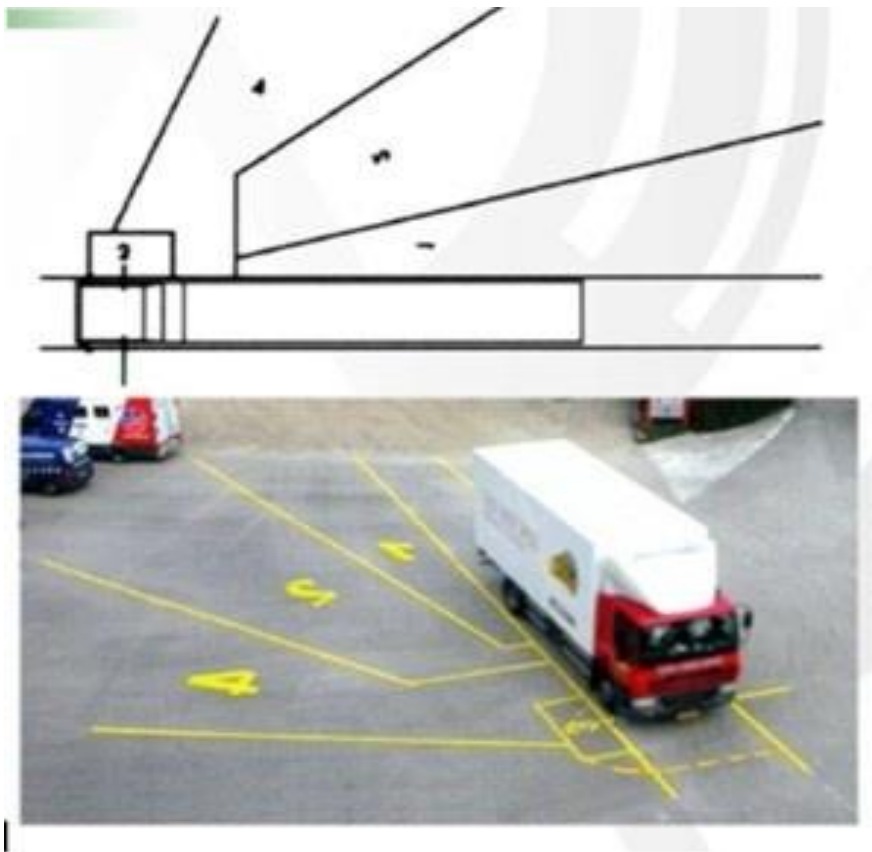
Your eyes should be perpendicularly above this line. Put your chair in the right position and sit up straight. Look in your mirrors.

If you:

See all lines of section 1 in your right outside mirror and if you
See all lines of section 1 and 2 in your right width mirror, and if you
See the entire section 3 in your curb mirror and if you can
See all lines of section 4 in your front mirror and if you
See as much as possible of section 1, 2 and 3 in your Dobli-mirror (if available)

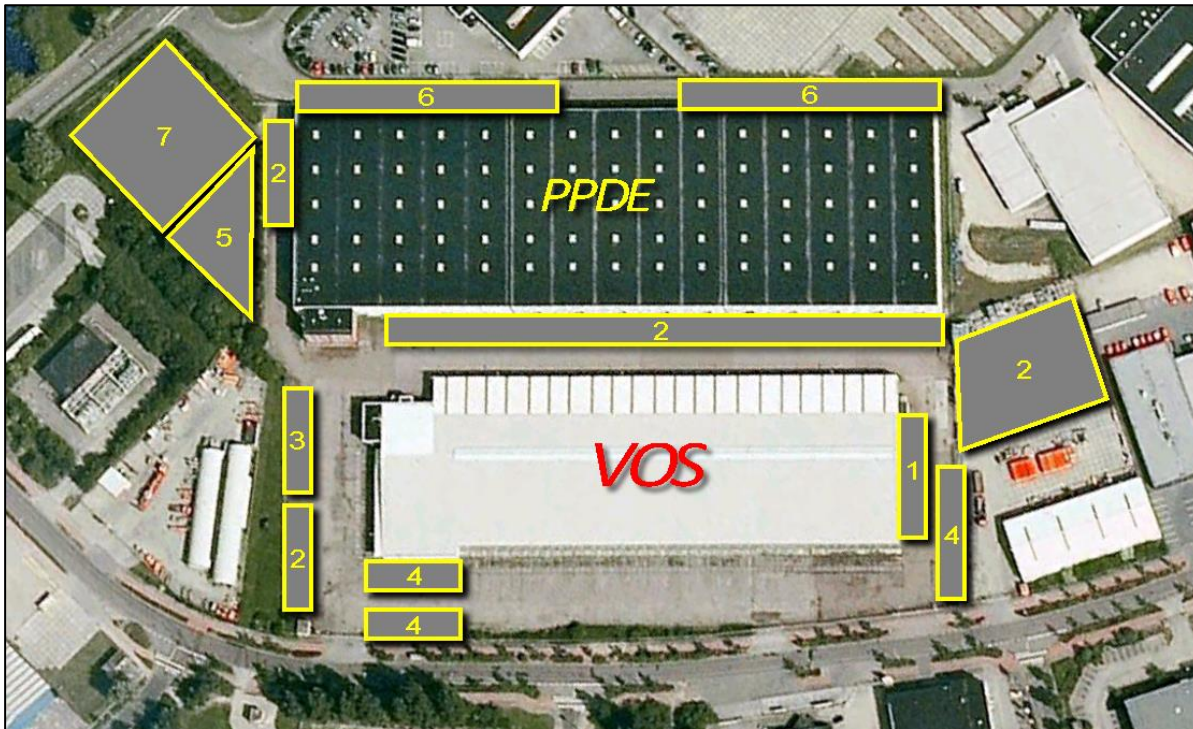
Then.....

Your mirrors are adjusted properly!



Enclosure 8: Parking instructions Vos Deventer

1. Lithuanians



2. Separate/loose trailers
3. Parking ban
4. Separate/loose trucks
5. Combinations ready to leave
6. Loose trailers in case of full site
7. Parking place private cars

It is not allowed to park in front of docks 1 – 4 – 6 – 8 – 11 – 13 of the PPDE/Nefit building. At all times loose/separate trucks must be parked in section number 4, on weekdays as well. Trucks are not allowed in section number 7 on weekdays.

If the pilot manager (Ecran Akkaya) instructs you to park your combination in front of the dock, you observe this instruction and hang up the keys in the pilotage office.

If planning instructs you to park a full or empty trailer in the parking lot, you must park it in section number 2. Make sure the rear tire of each trailer is parked against the Concrete backing. This is the right position for your trailer! If you park your trailer in section number 2, it must at all times be uncoupled.

If you park a trailer in the new parking lot number 2 you must approach this parking lot **backwards**. Make sure your rear tire doesn't cross the Concrete backing

Trailers may NEVER NEVER be uncoupled in front of docks 10-45 along the fence anymore!

Luxurious cars of employees of Vos Groep must always be parked in section number 7 and not in section number 5, which occurs occasionally.

If all parking places in section number 2 are taken by trailers on Friday evening, you are allowed to park your trailer in section number 3 (parking ban). Park your trailer neatly.

If all sections are taken you are allowed to park your trailer in section number 6, only with permission of planning.

If you park your truck, always hang up your keys on the board.

Enclosure 9: Overview of petrol stations

You must refuel at the Shell petrol station next to our building. With permission of the Planner, you are allowed to refuel at below mentioned Shell petrol stations in the Netherlands:

Name	Address	Postal code	Place
SHELL	RIJKSWEWEG A2	6011 PE	ELL
SHELL	EINSTEINLAAN 19	9615 TE	KOLHAM
SHELL	SAMUEL MORSESTRAAT 5	5928 LZ	VENLO
SHELL	HENGELLOSESTRAAT 256	7562 PK	OLDENZAAL
SHELL	IMPACT 85-87	6925 RZ	DUIVEN










If you go to or cross Belgium you can refuel at:





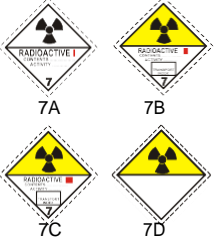



Name	Address	Postal code	Place
ROCOURT SHELL EXPRESS	CHAUSSEE DE TONGRES 338	4000	ROCOURT
JAMBES SHELL EXPRESS	AV PRINCE DE LIEGE 110	5100	JAMBES
SENEFFE SHELL EXPRESS	CHAUSSEE DE MONS 119	7180	SENEFFE
TRUCK G&V LISSEWEGE	ZEELAAN 15-17	8380	LISSEWEGE
ELVERSELE SHELL EXPRESS	NIEUWE STEENWEG 129	9140	ELVERSELE
TRUCK SHELL MEER	AMSTERDAMSESTRAAT 2-4	2321	MEER
TRUCK SHELL BEVEREN KALLO	HAZOPWEG Z/N	9130	KALLO
TRUCK SHELL SOMBREFFE	RUE DU CHATEAU DU FAYS 8	5140	SOMBREFFE
TRUCK SHELL GENT HAVEN	JOHN KENNEDYLAAN 30E	9042	GENT
TRUCK SHELL ANTWERPEN HAVEN 200	ROMEYNSWHEEL 1	2030	ANTWERPEN
TRUCK SHELL BAELEN	RUE MITOYENNE 37	4837	BAELEN
DEERLIJK	VICHTESTEENWEG 135	8540	DEERLIJK
BRUCARGO	STATION SHELL BRUCARGO	1931	BRUCARGO
ZONHOVEN	HEUVENEINDEWEG 80	3520	ZONHOVEN
	NIEUWPOORTSESTEENWEG 889	8400	OOSTENDE
PARKING LUCHTHAVEN OOSTENDE			
TRUCK WHITEPUMP HERSTAL	RUE DE HERMEE 196	4040	HERSTAL
SAINT-VITH	STEINERBERG 3	4780	SAINT-VITH
SHELL BULLINGEN	MORSHECK 6	4760	BULLINGEN
			WATOU
TRUCK SHELL POPERINGE WATOU	CALLICANNESWEG 18 18	8978	POPERINGE
TRUCK DILISSEN OVERPELT	L BAUWENSLAAN 6	3900	OVERPELT
TRUCK G&V COURCELLES	RUE DU HAINAUT	6180	COURCELLES
TRUCK G&V HERENTALS	ATEALAAN 6	2200	HERENTALS
TRUCK G&V IZEGEM	NOORDKAAI 26	8870	IZEGEM
TRUCK G&V LUMMEN	BOTERBOSSTRAAT 26	3550	LUMMEN
TRUCK G&V MAASMECHELEN	SLAKWEIDESTRAAT 26	3630	MAASMECHELEN
	RUE DE LA TERRE À BRIQUES 33	7522	BLANDAIN
TRUCK G&V BLANDAIN TOURNAI			TOURNAI
TRUCK G&V TURNHOUT	BLEUKENLAAN 2	2300	TURNHOUT
TRUCK G&V VEURNE 1	VOORUITGANSTRAAT 1	8360	VEURNE 1
TRUCK G&V ZEEBRUGGE 1	LANCELOT BLONDEELLAAN 1	8380	ZEEBRUGGE 1
TRUCK G&V ZEEBRUGGE 2	AZIËSTRAAT KAAI 524	8380	ZEEBRUGGE 2
TRUCK G&V OOSTENDE	SOLVAYLAAN 4	8400	OOSTENDE
TRUCK G&V ARDOOIE	PITTEMSTRAAT 16	8850	ARDOOIE
TRUCK G&V VEURNE 2	VOORUITGANSTRAAT 1	8360	VEURNE 2
TRUCK G&V WAHA	ROUTE DE BASTOGNE 132	6900	WAHA
			MARIAKERKE-
TRUCK G&V MARIAKERKE-GENT	WAALKENS 10	9030	GENT

Enclosure 10: Instruction card accident or emergency situation with hazardous substances (ADR)



In case of an accident or an emergency situation during transport the drivers/passengers of the vehicle must take below measures (only if possible and if no risks are involved):

- 1 Activate the braking system, turn off the engine and switch off the battery by opening the battery switch, if available.;
- 2 Avoid ignition sources. Don't smoke (e-)cigarettes etc., don't switch on any electronic device;
- 3 Contact the appropriate emergency services and supply as much as information as possible with regard to the incident or accident and the hazardous substances which are involved;
- 4 Put on a fluorescent jacket or garment and place warning signs.;
- 5 Make sure you have all transport documents within reach when emergency services arrive;
- 6 Don't walk into or touch released substances. Don't breathe in fumes, smoke etc. by staying upwind;
- 7 If possible and if no risks are involved, start using the fire extinguishers to extinguish the start of a fire, brakes or the engine compartment;
- 8 Driver/passengers of the vehicle must not try to extinguish fire in the loading compartments;
- 9 If possible and if no risks are involved, the equipment on board can be used to avoid leakage of substances in the aquatic environment or in the sewage system and to stop leakage;
- 10 Leave the location of accident or emergency situation, instruct other persons to leave the location and to observe the instructions of the emergency services;
- 11 Put off each dirty garment and protection equipment and get rid of it safely.

Additional guidance to members of the vehicle crew on the hazard characteristics of dangerous goods by class and on actions subject to prevailing circumstances		
Danger labels and placards	Hazard characteristics	Additional guidance
(1)	(2)	(3)
Explosive substances and articles  1 1.5 1.6	May have a range of properties and effects such as mass detonation; projection of fragments; intense fire/heat flux; formation of bright light, loud noise or smoke. Sensitive to shocks and/or impacts and/or heat.	Take cover but stay away from windows.
Explosive substances and articles  1.4	Slight risk of explosion and fire.	Take cover.
Flammable gases  2.1	Risk of fire. Risk of explosion. May be under pressure. Risk of asphyxiation. May cause burns and/or frostbite. Containments may explode when heated.	Take cover. Keep out of low areas.
Non-flammable, non-toxic gases  2.2	Risk of asphyxiation. May be under pressure. May cause frostbite. Containments may explode when heated.	Take cover. Keep out of low areas.
Toxic gases  2.3	Risk of intoxication. May be under pressure. May cause burns and/or frostbite. Containments may explode when heated.	Use emergency escape mask. Take cover. Keep out of low areas.
Flammable liquids  3	Risk of fire. Risk of explosion. Containments may explode when heated.	Take cover. Keep out of low areas.
Flammable solids, self-reactive substances, polymerizing substances and solid desensitized explosives  4.1	Risk of fire. Flammable or combustible, may be ignited by heat, sparks or flames. May contain self-reactive substances that are liable to exothermic decomposition in the case of heat supply, contact with other substances (such as acids, heavy-metal compounds or amines), friction or shock. This may result in the evolution of harmful and flammable gases or vapours or self-ignition. Containments may explode when heated. Risk of explosion of desensitized explosives after loss of desensitizer.	
Substances liable to spontaneous combustion  4.2	Risk of fire by spontaneous combustion if packages are damaged or contents are spilled. May react vigorously with water	
Substances which, in contact with water, emit flammable gases  4.3	Risk of fire and explosion in contact with water.	Spilled substances should be kept dry by covering the spillages.

Additional guidance to members of the vehicle crew on the hazard characteristics of dangerous goods by class and on actions subject to prevailing circumstances		
Danger labels and placards	Hazard characteristics	Additional guidance
(1)	(2)	(3)
<p>Oxidizing substances</p>  <p>5.1</p>	<p>Risk of vigorous reaction, ignition and explosion in contact with combustible or flammable substances.</p>	<p>Avoid mixing with flammable or combustible substances (e.g. sawdust).</p>
<p>Organic peroxides</p>  <p>5.2</p>	<p>Risk of exothermic decomposition at elevated temperatures, contact with other substances (such as acids, heavy-metal compounds or amines), friction or shock. This may result in the evolution of harmful and flammable gases or vapours or self-ignition.</p>	<p>Avoid mixing with flammable or combustible substances (e.g. sawdust).</p>
<p>Toxic substances</p>  <p>6.1</p>	<p>Risk of intoxication by inhalation, skin contact or ingestion.</p> <p>Risk to the aquatic environment or the sewerage system.</p>	<p>Use emergency escape mask.</p>
<p>Infectious substances</p>  <p>6.2</p>	<p>Risk of infection.</p> <p>May cause serious disease in humans or animals.</p> <p>Risk to the aquatic environment or the sewerage system.</p>	
<p>Radioactive material</p>  <p>7A 7B 7C 7D</p>	<p>Risk of intake and external radiation.</p>	<p>Limit time of exposure.</p>
<p>Fissile material</p>  <p>7E</p>	<p>Risk of nuclear chain reaction.</p>	
<p>Corrosive substances</p>  <p>8</p>	<p>Risk of burns by corrosion.</p> <p>May react vigorously with each other, with water and with other substances.</p> <p>Spilled substance may evolve corrosive vapours.</p> <p>Risk to the aquatic environment or the sewerage system.</p>	
<p>Miscellaneous dangerous substances and articles</p>  <p>9 9A</p>	<p>Risk of burns.</p> <p>Risk of fire.</p> <p>Risk of explosion.</p> <p>Risk to the aquatic environment or the sewerage system.</p>	

NOTE 1: For dangerous goods with multiple risks and for mixed loads, each applicable entry shall be observed. **NOTE 2:** Additional guidance shown in column (3) of the table may be adapted to reflect the classes of dangerous goods to be carried and their means of transport.

Additional guidance to members of the vehicle crew on the hazard characteristics of dangerous goods, indicated by marks, and on actions subject to prevailing circumstances		
Mark	Hazard characteristics	Additional guidance
(1)	(2)	(3)
 Environmentally hazardous substances	Risk to the aquatic environment or the sewerage system	
 Elevated temperature substances	Risk of burns by heat.	Avoid contact with hot parts of the transport unit and the spilled substance.

Equipment for personal and general protection to carry out general actions and hazard specific emergency actions to be carried on board the transport unit in accordance with section 8.1.5 of ADR

The following equipment shall be carried on board the transport unit:

- for each vehicle, a wheel chock of a size suited to the maximum mass of the vehicle and to the diameter of the wheel;
- two self-standing warning signs;
- eye rinsing liquid^a; and

for each member of the vehicle crew

- a warning vest;
- portable lighting apparatus;
- a pair of protective gloves; and
- eye protection.

Additional equipment required for certain classes:

- an emergency escape mask for each member of the vehicle crew shall be carried on board the transport unit for danger label numbers 2.3 or 6.1;
- a shovel^b;
- a drain seal^b;
- a collecting container^b.

^a Not required for danger label numbers 1, 1.4, 1.5, 1.6, 2.1, 2.2 and 2.3.

^b Only required for solids and liquids with danger label numbers 3, 4.1, 4.3, 8 or 9.

Enclosure 11: Seating- and lifting instruction

Sitting healthy – why?

What does a driver do all day? That's right, he sits! However, the human body is not made for sitting all day long. Sooner or later, back, shoulders and/or upper legs will hurt! Unless you stay friends with them. Make sure that *if* you sit, you sit *properly*. So, *on* the right chair, *in* the right position, with a right seat adjustment.

Usually, the chair is ok: modern driver's seats have an adjustable seat height, back and lumbar support. Most trucks are fitted with pneumatic suspension and automatic weight adjustment.

This is how you sit healthy



Adjust the proper seat height and –distance

- ✗ Your feet must be able to touch accelerator pedal, clutch pedal and brakes easily
- ✗ Your upper legs are positioned horizontally
- ✗ The angle between upper- and lower legs should be 90-120 degrees



Make sure your seat offers sufficient support

- ✗ Your upper legs must be supported
- ✗ The blood vessels in the back of your knees may not pinch off
- ✗ A fist can be placed between the front of your seat and the back of your knees



Adjust back and lumbar support properly

- × You should “slightly” feel the lumbar support
- × Your pelvis and lower back must be properly supported
- × Angle seat-back must be 95-115 degrees, so the back is positioned slightly backwards



Adjust wheel properly with regard to distance and height

- × Your arms must be in a relaxed, comfortable position above the wheel
- × Your shoulders must hang down relaxed
- × If you change gears or steer your back must still touch the back of the seat

Seating Tips

A healthy chair

- × Your chair must be adjusted easily and offer various positions
- × Your back and lumbar region must be supported properly
- × You must not slide off your chair
- × The pressure on the seating part must be divided evenly
- × Covering should breathe
- × The foam parts of the seat and back of the seat must be sustainable and offer sufficient support for a period of at least three years.

In short, a good chair, adjusting your chair and sitting healthy is extremely important.

Some more tips:

- × Change position now and then
- × Use your break not to continue sitting. Stretch your legs
- × Stretch now and then. In between and as ‘warming up’
- × Make sure your chair is checked and maintained regularly.

Taking good care of your back – why?



Lifting heavy things. Moving containers. Sitting on your chair for long periods of time. Clear out your car. Whether you drive in a truck, work in a warehouse or in the office, your back suffers a lot. Especially in case of poor posture. After all, if you continue this poor posture, it will lead to back problems or injuries.

A wrong lifting technique is the main cause of so many back problems. Not occasionally, but over and over again, although it takes just as much time and effort to lift properly. So, what are you waiting for!

Lifting Technique



Wrong

- ✗ Don't have too much distance between your body and the load



Right

- ✗ Keep the load close to your body



Wrong

- ✗ Lifting and turning is really killing for you back



Right

- ✗ Make sure the load is straight in front of you



Wrong

- ✗ Do not lift above shoulder height



Wrong

- ✗ Do not keep the load too low with stretched arms



Right

- ✗ Hold the load at belly/breast height



Wrong

- ✗ Do not bend over with your legs in a straight position. Avoid reaching



Wrong

- ✗ Do not bend your knees completely



Right

- ✗ Keep the load close to your body. Make sure there is some space between your feet and bend your knees slightly. Lift the load slow and careful

Tips for a healthy back

Lifting Tips & Tricks

- × Keep the load close to your body
- × Lift slowly, gradually, so you will have more time to pay attention to your lifting technique
- × Lift with a straight back
- × Is the load too heavy, too big? Then lift it together with someone
- × Lifting equipment are practical. Use them if available

Also remember:

- × A good chair and a good seating position are of vital importance
- × Did you complete a long ride? Step out of your cabin carefully. One big jump might lead to back injuries
- × Use your break not to continue sitting, but stretch your legs
- × Exercise and develop strong back- and stomach muscles. You won't get them by slaying down on your sofa and watching TV
- × Make sure you are in a good physical and mental shape