

Conextrans I.F.F. SA

Drivers' Handbook

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1. Introduction

The demands placed upon us have been increasing year by year. Therefore it is imperative that we familiarize you with our processes. In support we have described our operations in a driver's manual for you. It will help you to meet the defined processes and to react properly in non-routine tasks.

1.1. Handling

The driver's manual is regularly being updated. If there are any changes, you will automatically get an updated version. It is obligatory for all drivers and meant as a general operating procedure.

1.2. Interests of the Management

- Quality means for us to meet the demands and requirements of our customers.
- As a driver you are the reputation of our company. You represent our company to the outside. Your behaviour and your appearance are essential to the success of our company.
- So please put value to your outward appearance and your clothes. Always conduct yourself in a polite and courteous manner in public and especially towards our customers.
- You take a high responsibility in the road traffic for the loaded goods, the vehicle and especially towards the other road users. Please always remember and be aware that you drive a vehicle which deviates from the properties of a car.
- Always follow the rules that apply to the road and at loading points.

1.3. Organization

Your direct contact is the respective competent dispatcher. He creates the disposition plan and gives you the appropriate instructions.

2. General rules

2.1. Workwear

It is to wear clothes which are appropriate, equal to the type of work and clean.

The EKAS-/ accident prevention regulations require you wear safety shoes during the loading and unloading and to wear appropriate clothing according to the seasons.

► *Violation of this policy will be assessed as grossly negligent.*

2.2. Equipment

Your company should provide you with technically and optically perfect working material. Please proceed with care with all materials and equipment and drive in a manner which cares for the material foresighted.

2.3. Expenses

We anneal expenses according to the freight agreement with your company. Other supplements are only being issued on effective pursuant expenses.

2.4. Ban on alcohol

Strict alcohol ban applies during working hours. The insurance cover does not apply in case of failure and you have to expect disciplinary actions from your company.

This applies as well for residual alcohol.

► *Damages which are attributable to alcohol consumption are considered as gross negligence.*

2.5. Theft

Any theft as well as the support or acquiescence of such an offence is considered as a breach of contract and will be subject to legal action on our behalf.

2.6. Driver's license

We expect all drivers to possess a valid driver's license. In case of revocation of a driving license, even temporarily, you are forbidden to drive on behalf of Conextrans I.F.F. SA. If you pursue to the usual business without a valid driver's license and drive your company will be held responsible for any/all legal consequences.

2.7. Location of the vehicle

The vehicle is to be parked only at designated secure areas and not to be left unsupervised at any time.

2.8. Driver's Liability

The driver is fully responsible for the loaded goods. After loading the driver has to check the completeness and condition of the goods. Any defects must be noted immediately on the acceptance protocol/document accompanying the goods (bill of lading, packing list CMR). Furthermore, the driver is liable for the proper load securing.

3. Shipping documents

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3.1. Carried shipping documents

3.1.1. Personal shipping documents

- Driver's license
- Identity card / Passport
- ADR certificate (if needed)

3.1.2. Vehicle related shipping documents

- Vehicle registration certificate
 - Trailer ID
 - Location certificate
 - Toll certificate
 - Log book (if necessary)
 - Bills of lading national / international - CMRs
 - Approval of freight transportation national / international
- **strictly check if all documents are available before every commencement of transport. In case of discrepancies please contact your company immediately. Possible fines for not carrying the documents will not be covered by Conextrans I.F.F. SA.**

3.2. Document processing

3.2.1. CMR

Is to be acknowledged at the handover of the goods to the receiver. Furthermore, at the unloading it is necessary that the date and time are being listed as well as a legible signature and the receiver's stamp.

► **Special customer requirements (CMR acknowledged with name of signatory in block letters) must also be considered mandatory.**

3.2.2. Transit document T1 + T2

Please handle these documents as per dispatchers' instructions. You will be given instructions for every shipment that is accompanied by such documents.

4. Appearance / Behaviour

4.1. Premises

Keep premises, transfer stations, warehouses, lounges as well as your vehicles clean.

4.2. Forklifts

Drivers are not to use forklifts at either loading or unloading locations. In case you are asked to do so please contact dispatcher immediately.

4.3. Behaviour at road accidents

- After securing the accident site, you have to inform your company and our dispatcher immediately.
- In the event of a traffic accident, please inform competent authorities ASAP.
- If you are involved in a traffic accident, state your personal details and vehicle data to the authorities. Please refrain from making any further statements prior to receiving legal advice from your company's legal department.
- Please get all details of the other parties involved in the accident.

4.4. Behaviour at industrial accidents

Each operational/industrial accident is to be reported immediately to your company and our dispatchers. Please follow on site safety instructions.

4.5. Mobile phones

Mobile phones are not to be used while you are driving. In case you need to make a phone call please park vehicle safely prior to making the call.

4.6. Handling of customers

You are our connection to our customers. The satisfaction of our customers depends on your actions and your appearance. Therefore always be polite and helpful. In case of disagreements, please do not argue with the customer, but talk to your dispatcher and ask him/her to clarify this for you.

4.7. Behaviour on the road

The statutory traffic regulations and the guideline on driving and rest periods must be observed and followed at all times.

Fines for self-inflicted violations are not being covered. (e.g. speeding, violations of driving and rest periods)

Furthermore, it is strictly forbidden to perform any manipulation on the speed controller and the tachograph.

Avoid waving tail plans by closing them properly after every loading and unloading.

► ***your correct, courteous and proactive attitude is conducive to the positive image of our company as well as the transport industry in general.***

5. Flow of goods

5.1. General

The prescribed dates must be strictly adhered to!

► *In case you encounter obstacles in any way, the dispatcher must be informed immediately! The classification of your vehicle is up to the dispatcher. This includes under certain circumstances also the distance and the order in which the customers should be approached. The dispatcher is dependent on your productive cooperation. Only together we can achieve optimum customer satisfaction.*

5.2. Collection

Generally, you have to note the following points when taking over shipments:

- Quantity
- Packaging
- Volume (excess)
- Damages
- *Check number and packaging with the amount specified by your company and the dispatcher.*
- *Additional quantities and items may only be taken after consultation with the dispatcher.*
- *Damages are to be acknowledged at the sender! If the sender reject this, you have to talk to the dispatcher before the departure!*
- *Request customs documents and also acknowledge them, respectively, acknowledge the non-receipt.*
- *In case of differences immediately (this means directly on location) inform the dispatcher!*

5.3. Delivery

At deliveries the following points apply next to the above mentioned ones:

- *The volume shall be checked carefully and discrepancies immediately communicated to the dispatcher*
- *You have to look after a clean receipt from the customer*
- *Returnable packaging (euro pallets, MV container, etc.) should be exchanged directly if instructed to do so. Exceptions only after consultation with the dispatcher.*
- *In case of differences immediately (this means directly on location) inform your company and the dispatcher.*

5.4. Pallets

The exchange of equipment is to be made upon directions given by your company and the dispatcher. A certificate must be issued for each movement of equipment

You have to mind the exchange ability of the Euro pallets.

► *Shortages and the assumption of non-exchangeable pallets will be charged.*

5.5. Customs / Customs clearance

All customs clearance documents are extremely important shipping documents. For the handling of these you will be given instructions from your company and the dispatcher on a case per case basis. We ask you to deal of custom documents with utmost care.

5.6. Other transportation-related documents

All further transport-relevant documents such as CMR consignment notes, etc. are to be handed in promptly after each transport.

6. Vehicle and equipment

6.1. Departure check

Before setting off, you have to perform a departure check on your vehicle.

6.2. Visual inspection

- Lighting
- Leak check of the underside of the vehicle
- Tire check (tire pressure & -state, including spare wheel)
- Construction trailers / semitrailers / swap body
- Coupling device / drawbar
- Chock
- Fire Extinguisher/s
- Connections motor car trailers / semitrailer
- Plane closed properly

6.3. Function check

- Fuel
- Engine oil
- Cooling water
- Windscreen washer
- Battery water
- Compressed air braking system
- Brake test
- Light

6.4. Equipment

- Warning triangle
- Warning lights
- First aid kit
- Vehicle documents
- Tools
- ADR equipment (if applicable)

6.5. On the way inspection

You should do a small security check after every loading and unloading.

This check should include:

- Tires
- Lighting
- Coupling device
- Connections
- Plane
- Load securing

► *If you detect any damages or irregularities which you cannot resolve directly, please inform your company and the dispatcher directly.*

6.6. Vehicle maintenance

We expect all our contractors to perform regular maintenance on their fleet in order to ensure roadworthiness. You, as drivers, are to report to your companies any additional maintenance in order to safeguard safety and environmental standards.