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DIGITAL POCKET BOOK
PostNL Transport
2019 – first quarter



Digital Pocket book

POSTNL TRANSPORT

2019





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1. Welcome to PostNL Transport BV.

At PostNL, we are all working towards the same goal: to be the preferred deliverer. Our customers are always at the forefront and our employees are paramount. If, in these times of rapid change in the world and a lot of competition, we make it happen for our customers, think in their terms and make them happy, then we will make a difference.

PostNL Transport BV is and will continue to be the home carrier for our own networks. We support our own business with external work where necessary. The transport network stands out for its customer focus through its flexibility and a high degree of reliability. Transport will continuously improve its organisation and make it more efficient for a sustainable and responsible result. We do this partly through growth in our own people and diversity of resources.

Our network covers the whole of the Netherlands and parts of Belgium and Germany. The full implementation of all journeys is supervised 24 hours a day, 7 days a week by the Control Room Groot Vervoer [Control room for wholesale transport] (CRGV) from our head office in Hoofddorp.

Each region has driver coaches who are the PostNL drivers' managers and supervisors. They are also the point of contact for the temporary agency workers if they have any questions or comments. Charters can contact the Procurement department for questions or comments. Planning the trips for both PostNL drivers and charters and the administrative processing of the trips takes place in Hoofddorp.

Digital Pocket book

In front of you, you can see PostNL Transport's Digital Pocket book. It contains all of the rules and guidelines that are important to carry out the work safely and in accordance with our agreements with clients and customers. Please read this booklet through carefully before starting work.

We want to remain a reliable and flexible transport company. As part of this, it is important that you as a driver, carry out your work according to the agreements made. You are PostNL Transport's business card and the professional driver our customer can expect. This pocket book will help you to perform your work as a driver correctly.

Make sure that you always have this (digital) pocket book to hand and act according to the specified guidelines. If you have any questions about the contents of this pocket book, you can ask PostNL Transport's Procurement department.

Have a good journey!





2. General rules of conduct

We're everyone's deliverers. We ensure that our customers can easily send and receive anything anywhere. How? We keep it simple, we make it smart and we do it together.

Specific rules of conduct for PostNL Transport are summarised as follows.

- The driver complies with laws and regulations and the visibility requirements.
- The driver is PostNL's business card for the customer and behaves accordingly.
- The driver never enters into a discussion with the customer but contacts the CRGV in the event of a disagreement.
- The driver does not exhibit improper or unacceptable behaviour such as sexual harassment, discrimination, bullying, name-calling or verbal abuse.
- The driver respects the applicable house rules, rules of conduct and safety rules maintained by PostNL and the customer.
- The driver does not smoke in the cabin of the truck. This is a workplace. Smoking is only permitted in the designated smoking areas.
- The driver reports disruptions and imminent delays of over 15 minutes directly to the CRGV and behaves in a cooperative manner. This policy expressly does not apply to journeys that are proactively monitored. Information about journeys that are proactively monitored can be found in chapter 3b).
- The driver shall at all times ensure that he/she clocks his/her waybills before unloading and after loading by date and time. For this purpose, various facilities are available at the loading and unloading locations in the form of time clocks or stamps. If there is no time clock available, add the necessary information to the waybill/CMR in pen.
- The driver directly and indirectly takes care of his/her own safety and that of others and only uses the equipment for which he/she is authorised.
- In extreme weather conditions (ice, frost, fog, storm, heavy rain or snowfall), the driver is authorised not to drive or stop if his/her own safety or that of others is in danger. Discuss this with the CRGV and remain available for further instructions. Also note the indications on the TVs in the regions and weather alarms.
- The driver handles the load entrusted to him/her carefully and consciously.
- The driver tries to drive as economically as possible and minimises the environmental impact.

3. Implementation of the assignment

a) Preparation for the work

As a driver, make sure that you:

- are on time, well rested and not under the influence of alcohol, drugs or medicine
- check your vehicle for:
 - Liquid levels: oil, coolant and windscreen washer fluid
 - Tires: tread and pressure
 - Working lights
 - Presence of a working on-board computer or device with on-board computer app and active GPS antenna
 - Presence of working OBU (Belgium and Germany toll)





- Presence of 2 flashboards (trailers)
- Presence of lashing straps. For PostNL drivers: each trailer has one lashing strap. We don't use tie-down straps any more to keep the lock rails intact. Always tighten the lashing strap in a U-shape to prevent damage to the lock rails.
- Working tailgate
- Working camera
- Correct mirror adjustment
- Clean windows
- are in possession of appropriate personal protective equipment:
 - Safety shoes; wear during execution of work
 - Work gloves; wear during execution of work
 - Ear plugs; use when circumstances require it
 - Safety vest; compulsory at depots and in the event of a breakdown abroad. An increasing number of PostNL customers also want the driver to be required to wear a safety vest.
- are in possession of the correct and valid personal documents
 - Driving licence C/CE specifying Code95
 - LZV driver certificate (if applicable)
 - ADR certificate (if applicable)
 - Declaration of employment. Statement must have been issued by the holder of the NIWO licence.
 - Passport or ID card
 - Driver card: driving without a driver card is NOT allowed
 - PostNL company pass, access pass or temporary access pass
- are in possession of the correct vehicle documents:
 - Vehicle registration certificate and, if necessary, registration certificate for the semi-trailer/trailer
 - Copy of the periodic vehicle inspection report for the vehicle and, if applicable, of the semi-trailer/trailer
 - Copy of test certificate for tailgate
 - NIWO licence (Europe)
 - Green card (insurance certificate)
 - Fuel card for the vehicle
 - Diesel or LNG tank instruction
 - Claim form
 - Blank waybills and CMR waybills
 - Enough print rolls for the tachograph
- have the correct transport order/journey list:
 - Ask for the correct journey in the on-board computer or the on-board computer app.
 - The journey list for the on-board computer takes precedence over the paper journey list.
 - If in doubt, ask the CRGV for an explanation.
 - Note your name, the registration number of the vehicle and trailer, the odometer reading and your starting time on the transport order/journey list.
- are available during the implementation of the transport order or call the CRGV back as soon as possible.





- you have the correct keys or door codes for the locations where you have to load/unload (if applicable).

b) During the work

- The driver executes the journey in order of loading, unloading, waiting and driving as indicated on the journey list or on-board computer. The on-board computer takes precedence over the paper journey list.
- The driver always drives the fastest route between the different addresses.
- The driver does not stray from the route but calls the CRGV if he/she cannot find an address, for example.
- The driver complies at all times with laws and regulations including driving times and rest periods. Deviations must be reported immediately to the CRGV.
- In the event of disruptions or imminent delays of over 15 minutes to the schedule, the driver must always call the CRGV.
- Failure to report disruptions or delays may result in the delay to the schedule not being made affordable.

c) Loading

- **Arrival:**
The driver reports to the customer upon arrival and then takes the vehicle to the designated loading bay.
- **Loading:**
The driver distributes the load over the vehicle in such a way that it complies with the statutory and maximum load capacity. The driver secures the load in such a way that it complies with statutory regulations and cannot shift or damage the load.
The driver applies the brakes to all roll containers and container carts, with the exception of nesting roll containers.
- **Sealing:**
Sealing of the loading doors or tailgate will be carried out by (an employee of) the shipper. The driver checks whether the seal number on the waybill/CMR is the same as the number on the seal. The driver never applies the seal himself/herself.
- **Waybill/CMR:**
The driver ensures that a waybill/CMR is issued for each load. The driver checks that the waybill/CMR has been completed in full. For cross-border transport, the load/cargo must always be covered by a CMR. Make sure you always carry blank copies. NB: ensure that the NIWO licence number is listed in box 25 of the CMR.
- **Freight shipments:**
In the case of freight, specific instructions and forms may be required. These are communicated or handed out prior to the journey.

d) Disruptions to loading

- **Load incomplete and/or damaged:**
If the load is incomplete or damaged, the driver will state this on the waybill and inform the CRGV by telephone.
- **Load not ready:**
When the load is not ready at the indicated time of loading and the waiting time may increase to 30 minutes or more, the driver will contact the CRGV.





- **Load too heavy/ overloaded:**
If the load is too heavy for the vehicle or the product carrier, contact the CRGV. The CRGV will indicate how to proceed.
- **Load contains ADR goods:**
If the load contains ADR goods, refuse the load and contact the CRGV.
- **No load present:**
If there is no load, the driver asks for a '0 letter' and contacts the CRGV.
- **No waybill/CMR:**
If the shipper is unable to submit a waybill, the driver fills in a waybill and states on it that there is no waybill from the shipper present. In the case of a CMR, make sure that the NIWO licence number is listed in box 25 of the CMR.
- **Too much load:**
If there is too much load, the loading/unloading employee decides what to do. Under no circumstances will the driver load the contents of the roll containers or container carts together. For external customers, the driver contacts the CRGV.
- **Loading and coupling of semi-trailer/box truck:**
If the vehicle has been loaded by a third party, the driver enters 'Loaded vehicle taken over' on the waybill. This in connection with potential liability.
- **Special request:**
Special requests from the shipper are never settled between themselves. In this case, the driver always calls the CRGV.
- **Nobody present:**
If no one is present at the loading address, the driver calls the CRGV and then states on his own waybill: "Not present".
- **Driver does not need to load and calls the CRGV if:**
 - the loading conditions are unsafe;
 - the goods to be transported are not properly packed (risk of damage, falling over, becoming loose, etc.);
 - transport is prohibited by law (e.g. hazardous substances for which the driver is not trained or the vehicle is not properly equipped);
 - the transport is excluded by the PostNL terms and conditions for the transport of goods.

e) Unloading

- **Arrival:**
The driver reports to the customer and goes to the designated unloading bay.
- **Registering:**
The driver always stamps the waybill first. This applies mainly to Letters locations. If there is no time clock present, the driver enters the date and time of arrival on the waybill himself/herself.
- **Sealing:**
The driver never breaks the seal himself/herself, but has the seal removed by an employee at the receiving location.
- **Lock (if required):**
The driver opens the lock and unlocks the loading doors.
- **Handover:**
The driver gives the waybill to the employee and unloads the freight behind the tailgate.





- **Unloading:**
The driver follows the instructions as specified in Chapter 4 “Working responsibly and safely”.
- **Checking:**
The employee at the receiving location checks the freight, fills in his/her part of the waybill and signs it.
- **Part C:**
The driver receives part C of the waybill signed off.
- **Unmanned location (key address):**
The driver then writes "Not present" on the waybill and unloads the freight. Leave the part of the waybill designated for the unloading address with the time of arrival.
- **Driver does not need to unload and calls the CRGV if:**
 - The loading conditions are unsafe.

f) Disruptions to unloading

Report to the CRGV if:

- **the load is incomplete and/or damaged;**
- **the fence or door cannot be opened;**
- **the seal is broken;**
- **the trailer to be coupled is not present.**

g) End of work

- **Handover:**
During the journey, the driver contacts the CRGV directly in the event of urgent matters and delays.
- **Documents:**
For charters: waybills with peculiarities fully completed after execution of the journey but within 24 hours are emailed to rittenadministratie@postnl.nl
For commercial projects (CMRs): waybills with peculiarities fully completed after execution of the journey but within 24 hours are emailed to transport.commercieel@postnl.nl

At the request of the PostNL administration, it is possible to request the original waybills. According to the legal frameworks, the original waybills must be kept for a period of seven years.

h) Environment

PostNL Transport behaves responsibly towards the environment. We focus on reducing fuel consumption, damage and noise pollution. The driver can make an important contribution to this:

- **Use fuel sparingly:**
Drive according to the principles of *Het Nieuwe Rijden* [‘The New Way of Driving’] and anticipate.





- **Prevent damage/limit maintenance:**
The production of replacement parts or repairs to the sheet metal is damaging for the environment. Conscious driving behaviour can prevent damage and reduce the frequency of maintenance to the vehicle.
- **Noise pollution:**
Try to make as little noise as possible, especially in residential areas at night and in the early hours of the morning. You can always adjust the volume of the radio and your own voice!
- **Liquids/Leakages:**
If oil or liquid is spilled, prevent it from ending up in the sewage system and sprinkle absorption granules as soon as possible.
- **Diesel leakage:**
If there is a diesel leakage, the vehicle must be parked on the side of the road immediately in order to limit the damage to the environment. Then contact the CRGV straight away. Clearly inform them about the situation. Follow the instructions of the CRGV and the emergency services. Try to prevent diesel from ending up in the sewage system or surface water.
- **LNG leakage:**
If there is a leakage of LNG on the road, the vehicle must be parked on the side of the road immediately in order to limit the damage to the environment. Keep a safe distance from the vehicle and contact the CRGV immediately and avoid open fire, sparks or smoking cigarettes. This could lead to very dangerous situations. Clearly inform the CRGV about the situation. Follow the instructions of the CRGV and the emergency services.

If an LNG leakage occurs during refuelling, follow the procedure as follows:

1. Press the emergency stop (if possible).
 2. Warn others (if possible).
 3. Walk to a safe place or assembly point.
 4. Call the emergency number (112) and the CRGV.
 5. Call the service number as specified on the information board.
- For further information, consult the LNG tank instructions.

i) Safety & Disasters

The driver is obliged to follow the instructions below:

Passengers:

- Allowing passengers to travel with you on your own initiative is forbidden. Express permission must be sought from the Operations Transport Manager and Procurement Transport Manager.

Damage to property or buildings:

- Report the damage to the customer and to the CRGV immediately.
- Take photographs.
- Fill in a claim form together with the person(s) involved.
- Complete your part of the claim form on both sides.
- Return the claim form to the employer immediately after the journey.





Theft or robbery:

- Keep calm: don't resist.
- Accept orders.
- Hand over money and/or goods.
- Look: observe as best you can.

Do not touch anything and contact the police, the CRGV and/or your employer as soon as possible. Wait for further instructions from the police.

Suspicious situations:

- There may be situations that you don't trust.
Think of your own safety first!
- Contact the CRGV or the police (if necessary) and follow instructions.
- The CRGV has instructions on how to act when the driver reports a suspicious situation. The CRGV remains in contact with the driver until the situation is resolved.
- Make a mental note of as much information about the situation as you can.

Incidents:

- The driver immediately reports any incident or irregularity to the CRGV in order to ensure appropriate and timely follow-up action.
- If the vehicle is involved in an incident involving personal injury (by anyone) or more than superficial material damage to any vehicle and/or other third-party property, the driver reports this immediately to the CRGV.
- The driver fully cooperates with government officials and PostNL Transport employees in charge of resolving and inquiring about complaints.
- The driver fully cooperates with the PostNL Security staff in charge of investigating incidents.

4. Working responsibly and safely

PostNL Transport is a good employer and ensures safe working conditions. You must follow the instructions for working safely and responsibly and use protective equipment such as work shoes, gloves, ear plugs and safety vests.

What the driver himself/herself must do in order to work responsibly and safely:

- During loading and unloading:
 - Report both major and minor accidents to the Procurement Department.
 - Do not jump off the tailgate or out of the cabin.
 - Do not stand behind moving vehicles.
 - Do not stand behind the load when manoeuvring the tailgate onto the ground.
 - Secure the load with the strap(s) and/or beam(s).
 - Do not place more than three loaded roll containers and/or container carts on the tailgate: use the brake and rollover protection.
 - When loading and unloading, ensure that there is free space around the tailgate and mark it out if the situation requires it.
 - Only use equipment for which you are authorised and for which you have received explicit permission from the person responsible on site.





- Follow the instructions on the spot.
If you have any questions, consult an employee at the location.
- If a piece of equipment is faulty, stay away from it. Report it to the customer and to the CRGV. Manually operating and/or operating faulty equipment that is supposed to function electrically or mechanically is strictly forbidden.
- If you have to load or unload at a location where nobody else is present or can be contacted, make sure you have the on-board computer or a mobile telephone with you, e.g. at key addresses.
Make sure that the number of the CRGV and an emergency service are in the device in advance.
- Use product carriers:
 - Pushing a load is better than pulling.
 - Push full roll containers and/or container carts one by one.
 - Hold them with two hands and move off slowly.
 - Try to keep your back straight while working.
 - A maximum of three empty roll containers are permitted.
 - Never exceed the maximum load capacity and/or the number of product carriers of the tailgate in question.
 - Always report heavy roll containers to the CRGV.
- In the cabin:
 - Use the adjustment options available to adjust the driver's seat and mirrors to your own position. Having your mirrors correctly adjusted improves road safety. Also use the mirror adjustment site available at a number of locations around the country to ensure that the mirrors are properly adjusted.
 - Always wear your seatbelt correctly while driving.
This is a legal obligation.
 - Do not make calls or operate the navigation system/on-board computer while driving. Park the vehicle first.
If the telephone call cannot be postponed, always call hands-free.
Use the telephone only when necessary and for no longer than necessary.
Always prioritise road safety.
 - If present, make sure you know where the first aid kit, fire extinguisher and/or emergency hammer are located.
 - Do not store loose objects in the cabin. In the event of an emergency stop, they become unguided projectiles.
 - Do not place anything in front of the windows, as doing so will only obstruct your view.





5. Safety measures

Safety is a common interest. It is important for yourself as well as our customers. They trust that their information and goods are safe with PostNL. Various measures have been taken to protect customers' shipments. It goes without saying that you may not make any statements about this to third parties.

Measures:

- **Vehicles:**
We drive modern, lockable vehicles. The vehicles are equipped with telephones, cameras and on-board computers.
- **Goods from customers:**
Under no circumstances are you allowed to store customer goods in the driver's cabin.
- **Access control:**
Access control in buildings, special locks and passes. Do not provide any information about this to third parties.
All Transport employees who use PostNL buildings and/or vehicles must be in possession of a document stating that valuables such as mobile telephones, laptops, tablets and cameras etc. are the property of the employee. This document is available from the Procurement department.
- **Customer details:**
You may not discuss work procedures, customer data and company data with third parties.
- **Stopping en route:**
Do not stop following signs from members of the public while en route unless it is clear that there is an emergency or accident. Take breaks, preferably on PostNL premises when possible.
- **While driving:** On unlit routes, be sure to look in your mirrors often and make sure that you are being not followed. Be cautious of cars driving in front of you and that force you to slow down. Do not try to stop, but keep driving if you can. Do not create confusion by honking, turning on your full beam headlights and turning on the hazard lights.
- **Getting pulled over:**
If you are pulled over, ask to see the ID of the person who has pulled you over. You may only be pulled over by the police, officials from the Human Environment and Transport Inspectorate (ILT), customs, the Royal Netherlands Military Constabulary, city enforcement officers, the Directorate-General for Public Works and Water Management and the Labour Inspectorate. The person who pulls you over must be in recognisable uniform or in possession of an official badge or ID issued by the Dutch State.





6. Abbreviations and contact details

Abbreviations on the journey list:

- SCL = Sorting centre Letters
- Oo = Ordering office
- Bucu = Business counter
- Bupo = Business point
- TP = Transfer point
- HUB = Location for the transfer of mail
- PC = Pre-sorting centre
- PA = Preparation area
- PL = Preparation location
- Rcs = Roll containers
- Ccs = Container carts
- Plts = Pallets
- IMEC = International Mail and E-commerce Centre
- Depot = Location where parcels are sorted and distributed

Contact details:

- Emergency number: **112**
- Police non-emergency number: **0900-8844**
- Controlroom Groot Vervoer [Control room for wholesale transport] (CRGV): **088-2363737**
(24 hours a day/7 days a week)
- Transport administration : administratie@postnl.nl



7. Hazardous substances/ADR

Toegestaan voor chauffeurs die een awareness training hebben gehad			
LQ 	EQ 	Droogijs als koelmiddel 	Bloedmonster / niet infectieus bloed
Diagnostisch monster UN3373 	Asbestmonster 	Waarschuwingen voor gebruik. Bijvoorbeeld: 	

<p>Hoeveel LQ mag er geladen worden? Wanneer er meer dan 8 ton (bruto massa) LQ geladen wordt moeten aan de voor- en achterkant van de transporteenheid LQ kenmerken aangebracht worden. Neem eerst contact op met de ADR veiligheidsadviseur (via je leidinggevende).</p> <p>Hoeveel EQ mag er geladen worden? Het aantal colli in een voertuig of container mag de 1000 niet overschrijden.</p>	<p>LET OP !</p> <ul style="list-style-type: none"> •Voorzichtig mee omgaan. •Pijlen naar boven wijzend. • Zendingen vastzetten tijdens vervoer •Geen roken of open vuur nabij.
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Alleen toegestaan voor chauffeurs met ADR certificaat						

Hierboven enkele voorbeelden. Het gaat om ruitvormige etiketten met symbool bovenin en nummer onderin.	
<p>Beschadigde zendingen (lekkage):</p> <ul style="list-style-type: none"> > Denk eerst aan je eigen veiligheid en die van anderen. > Neem alleen maatregelen als dat op een veilige manier kan. > Zet deuren open om dampen te laten vervliegen. > Voorkom lekkage in het riool of in het milieu. > Breng je leidinggevende op de hoogte en volg instructies. <p style="text-align: center; color: red;">In geval van acute dreiging: bel 112</p> <p>Ook pakketten zonder waarschuwingsetiketten kunnen gevaarlijke stoffen bevatten.</p>	<p>LET OP !</p> <ul style="list-style-type: none"> •Voorzichtig mee omgaan. •Pijlen naar boven wijzend. • Zendingen vastzetten tijdens vervoer. •Geen roken of open vuur nabij.

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