



**Contractor**

**Minimum Security Requirements  
Transport**



## Transport Contractor

### 1) Conducting employee background checks (vetting)

The Contractor shall perform a background check on any employees or subcontractors handling and transporting goods supplied by DHL Freight unless specially prohibited by local law.

A background check includes a review of the employee/applicants prior employment, work permit checks, educational certificate checks and driving and criminal history for a period of five years prior to hiring date.

The Contractor shall provide evidence of such background checks to DHL Freight representative upon request.

**Local laws shall govern compliance with this requirement and no action to comply is to be in conflict with those laws or regulations.**

### 2) Subcontracting

The contractor is allowed to subcontract one level (no sub-sub). Contractor has to make sure their subcontractor will adhere to all security regulations as stipulated in these Minimum Security Requirements (and, if applicable, any other additional security requirements as agreed between contractor and DHL Freight).

Contractor must have a documented selection process and should provide a copy of the process to the DHL Freight representative on request.

In case of subcontracting on spot market (e.g. via Freight Exchange portals), the contractor should:

- Be very cautious when communicating with subcontractors using only email addresses without registration (i.e. 'hotmail / Gmail') and or mobile phone
- Check fixed and published land line phone numbers
- Obtain authorization from DHL Freight representative for any new spot market subcontractor prior to usage.

### 3) Practical Security

- 1) Drivers to receive written security instruction (driver rules). Incl. Illegal immigrants instruction, if applicable.
- 2) Driver procedures require that truck cabin doors are locked during transit
- 3) Trailer immobilization device in place when trailer is dropped (kingpin, landing gear lock or brake line lock)
- 4) Security seal applied on cargo doors (excluded PUD vehicles)
- 5) Two way communication system present during entire journey. To be understood as a mobile phone, switched on during entire journey. Driver name and phone number to be provided by contractor to DHL Freight representative



- 6) No unauthorized parties allowed in truck or trailer. Procedures must be in place to prevent unauthorized parties from being present in truck or trailer (like hitchhikers, friends, non-driving relatives, children, etc)

#### 4) Routes / Schedules / Parking

Time schedule to be considered and agreed between DHL Freight representative and contractors, Aiming minimizing stops / parking, in particular during night and even more risky during weekend.

Where a planned stop / parking (e.g. for legal needed rest) is needed, listed and approved parking facilities, stopping places and prohibited parking/stopping places must be part of driver's manual / instructions.

Contractor must provide approved parking instruction for drivers per TBO Line haul route to DHL Freight representative (for other transports on request).

As a general rule, Motorway service stations, with fuel options and restaurant, meet the minimum requirement

As a general rule, not to be approved parking locations are

- a) lay by's,
- b) on road side's
- c) industrial area's
- d) within 100 km radius from loading / 50 km from unloading address,
- e) in front of destination location during non operational hours
- f) an area listed by DHL Freight as "hot spot"

parking locations mentioned under a to f could be used as approved parking locations only if they are considered a **secured** parking.

DHL may share its list of pre-approved secured parking places with contractors only for information, as a non-exhaustive source of information: the contractor is supposed to also have his own information of the available secured parking facilities.

A) The contractor must ensure that the drivers legal driving time is managed in such a way that they can take their break at an approved parking place

B) The contractor must inform DHL Freight via email in instances where this has not been possible and stop has occurred in an unauthorized location. This email must include a reason (e.g., road closure, police check) and be within 48 hours of instance

#### 5) Goods Handover

Driver must be able to identify by means of official identification (passport, driver's license or national ID card)

Transport documents must be legible, complete and accurate, including (where appropriate) time, date, driver signature and printed name, signatures of shipping and receiving personnel, shipment details, and any special instructions.

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Unless prohibited (or agreed) by shipper or receiver policies, a documented procedure must be in place detailing that drivers must be present for loading and unloading to confirm piece count.

In circumstances that driver is not allowed to witness loading / unloading (e.g. at customers premises), the driver must make the relevant reserves on the freight documents.

### 6) Driver Training

A Security Threat Awareness training program must be conducted every two years with drivers and documented in driver records. This training, as a minimum, shall include threat awareness, robbery response, vehicle checking, recognition of developing threats, use of approved parking, appropriate responses to threatening events and communication with police and management.

Arrangement of trainings to be the responsibility of the Contractor, DHL is not obliged/expected to provide this service. However content example can be provided.

Evidence of training to be submitted by Contractor to DHL upon request

### 7) Pre-alert

To ensure proper pre alert procedure between loading and unloading locations, The contractor must submit for all TBO line hauls as a minimum, trucking company name, driver name and license plate pulling unit.

For other transports if and when requested by DHL Freight

### 8) Cross channel transport

Special attention must be given to transports into the UK, to prevent illegal immigrants using our trucks to cross the Channel or to detect such. Following must be adhered to:

- Trailer integrity checks have to be made at any stop before proceeding on route, even in so called controlled parking areas such as the Tunnel / Ferry yards.
- Special attention for tilt trailers: TIR cord needs to be properly applied and sealed
- Any signs of tampering must be reported immediately to DHL Freight origin station for advice, as well to authorities if detected in Tunnel / Ferry parking areas
- Drivers must receive additional awareness training for the special risk of stowaways (In addition to the regular security awareness training)
- All security measures must strictly be followed. If stowaways are detected by the authorities, drivers may be subject to prosecution for not securing their truck
- It is strongly recommended to use box trailers, locked with appropriate security lock, only when traveling to the UK
- It is strongly recommended to have the vehicle voluntarily checked on possible illegal immigrants.

### 9) Re-Direction

Deliveries will only be made to the address stated on the freight documents. Re-direction to a new delivery location/address is only allowed if and after the contractor received a written approval from DHL Freight.



### **10) Security Audits**

The Contractor agrees to permit DHL Freight to conduct security audits at their premises and vehicles, and to cooperate with such audits.

The Contractor will perform a yearly self-assessment that indicates the agreed Security requirements / procedures are in place. The self-assessment report will be submitted to DHL Freight on request for review. DHL Freight reserves the right to contact the Contractors for additional questions.

### **11) Investigations**

The Contractor agrees to work closely with the DHL Freight in case of an incident / investigation and will hand over relevant documents, CCTV frames, etc.

### **12) Theft Sensitive goods**

For specific transports (e.g. when transporting high risk / theft sensitive goods), as indicated by DHL Freight, additional security requirements might be applicable. Such requirements will be indicated by the relevant DHL Freight entity in writing and to be confirmed in writing by contractor.

### **13) Closing**

Any exceptions to these minimum security requirements have to be agreed with the relevant DHL Freight representative in writing.

Local laws shall govern compliance with these requirements and no action to comply is to be in conflict with those laws or regulations.



### Minimum Security Rules for Drivers

Goods carried on behalf of DHL Freight must be subject to security procedures. The minimum requirements are stipulated below:

1. Keep truck cabin doors locked during transit
2. Conduct visual checks around the truck, before departure and upon arrival (including parking stops)
3. Do not communicate route or load details publicly across social media or to persons unknown to you
4. Do not change your delivery address without approval from your home base or DHL Freight
5. Use only pre-approved, well-lit parking sites, according your company instructions
6. Carry mobile phone and keep switch on during entire journey
7. Keep your truck keys secure and always with you
8. Do not stop or give lifts to any unauthorized persons
9. Do not attach / remove seal yourself
10. Inform the authorities, home base and DHL Freight of any security incidents immediately

### TIPS

1. Keep your ID cards and wallet secure and out of sight
2. Never carry goods for anyone else, other than the authorized load
3. Be aware that thieves might be breaking into your truck while moving
4. Be aware of the risk of attempts to deceive you, such as bogus police and staged accidents, and the risk of fake documents and bogus warehouse workers
5. Do not leave freight documents visible in your truck / cabin
6. Share experiences on security incidents with driver colleagues, your home and DHL Freight
7. Comply with local laws and regulations, including transport safety and personal safety
8. Stay vigilant at all times, as you are well placed to recognize potential illegal activities
9. At all times, stay safe and secure, while avoiding being provoked into confrontations
10. Receive security training from your company