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1 Performance of personnel reliability audits

The Carrier undertakes to exclusively deploy personnel who possess the knowledge, skills and reliability necessary to perform the services – see 4.8 of the GTCs.

The Carrier shall be responsible for the reliability of its vicarious agents and shall verify this using suitable documents (such as a written self-declaration by the vicarious agent). If requested, it shall demonstrate the reliability of its company and of its vicarious agents. Persons who have previous convictions for relevant offenses (for example, offenses against property, and particularly theft, embezzlement or robbery; or for traffic offenses or relevant offenses against the Narcotics Act) must not be employed to provide the contractually agreed services under any circumstances – see also 4.9 of the GTCs.

2 Subcontracting

The subcontracting of the services or parts thereof requires the prior written consent of DHL. Should services be fully or partly subcontracted by the Carrier to a subcontractor, the Carrier remains liable toward DHL as if it had rendered the services itself. Any agreement according to which the Carrier is authorized to entrust third parties with the performance of the contractual services or parts thereof does not release the Carrier from the liability and obligations arising from the contract. Subcontracting by the subcontractor to a further subcontractor is strictly prohibited. When subcontracting, the Carrier shall not be permitted to use any freight exchange except Saloodo! – see also 2.9 of the GTCs.

3 Security measures

All statutory and contractually agreed security requirements must be met. A number of the security measures to be complied with are described below. This list is not conclusive.

- Visual check of the vehicle prior to departure, when parked, e.g., during breaks and upon arrival.
- No notification of third parties about routes and transported goods, e.g., in social networks.
- No amendment of delivery addresses unless instructed to do so by authorized DHL personnel. In case of doubt, instructions must be sought using the telephone number specified in the transport order.
- The presence of persons in the vehicle other than the personnel required to render the services is prohibited during the rendering of the services – see 2.3 of the GTCs. It is also prohibited to pick up hitchhikers. Any deviation from the agreed transport procedure must be approved by the assigning DHL unit, using the telephone number specified in the transport order.
- Activation of the trailer locking system when the trailer is uncoupled (kingpin, bogie block or brake line lock).

4 Driver instructions

The Carrier instructs its drivers as pertains to the minimum security requirements for the transport process at least every two years, initially no later than 60 days after the commencement of collaboration with DHL. These instructions comprise, at minimum, threat awareness and early detection during the transport procedure, robbery response and reaction to other dangerous events, vehicle checking, use of guarded parking lots or enclosed private lots, and communication as regards service performance and potential security incidents. Instructions shall also include the security risks described in this and other contractual documents. This is not a conclusive list: a conclusive list shall be provided to the drivers in writing. Verification of these instructions shall be provided within 24 hours if requested by DHL.

5 Parking / Route

The Carrier shall ensure that the goods are accepted on time within the agreed time window at the loading point, carried and delivered on time, free from loss and damage, to the recipient at the destination. The Carrier shall notify DHL immediately – by calling the emergency telephone numbers if DHL has specified such numbers to the Carrier – of any hindrances to acceptance, carriage, and delivery and of any delays which become apparent, of loss or damage to the goods, and of any other interference with and threats to the service, including when these are the result of an unavoidable event or force majeure, and shall seek the instructions of DHL – see 2.2 of the GTCs. If a loaded vehicle is parked, particularly during breaks and on weekends, guarded parking lots or enclosed and locked private lots must be used for this purpose. Parked vehicles must be locked and secured – see 2.5 of the GTCs.

6 Receipt of goods by the Carrier

Drivers must be able to identify themselves through an official ID.

Transport documents must be legible, complete and accurate, including time, date, driver signature and printed name, signatures of shipping and receiving personnel, details of the shipment, and any special instructions. 2.4 of the GTCs additionally applies.

7 Advance notice of transport

The Carrier shall provide the license plate number of the tractor unit for all transports as well as, in the case of subcontracting, the name of the deployed subcontractor pursuant to 2.9 of the GTCs so as to ensure adequate advance notice between the loading and unloading points.

8 Transports crossing the English Channel (UK)

The “Vehicle Security Checklist” must be observed when transporting goods from and to the United Kingdom.

→ <https://www.gov.uk/government/publications/vehicle-security-checklist>

9 Security inspections

DHL reserves the right to request a security assessment of the Carrier once a year. The questionnaire provided to the Carrier must be filled out completely and truthfully and returned within the deadline specified in the cover letter.

10 Investigation of incidents

The Carrier undertakes to cooperate with DHL in the event of a security incident.