



Chain of Responsibility (CoR) – Heavy Vehicle National Law (HVNL) COMMITMENT STATEMENT

DHL is committed to 'Safety First' in all tasks completed by our organisation. This commitment drives our efforts to ensure compliance to Health & Safety requirements and the Chain of Responsibility (CoR).

CoR is enforced by national and state-based legislation throughout Australia. This legislation encompasses requirements for all parties in the transport supply chain to comply with heavy vehicle mass, dimension, load restraint, speed and fatigue. International freight, both imports and exports, are also subject to these laws as they travel on our roads.

Compliance with CoR requires anyone with control or influence, or the capability to exercise control or influence, over the transport supply chain, including load, vehicle and driver compliance, to take responsibility for and ensure the safety of its activities. These include, but are not limited to, consignors/consignees/receivers, schedulers, packers, loaders/unloaders, operators, exporters/importers, drivers, corporations, employers and directors.

As a customer or supplier of DHL, you are a part of the supply chain. You also have an active role to play in complying with HVNL. DHL does not tolerate, support or reward non-compliance.

Recognising your role in the supply chain is an important step towards CoR compliance. Individual responsibilities are determined by your activities not job title.

CONSIGNORS, CONSIGNEES, SUPPLIERS, TRANSPORT AND DEPOT PROVIDERS are ALL required to adopt practices to facilitate compliance with CoR laws which may include, but are not limited to, and may vary depending on their role in the chain:

- Methods to demonstrate and ensure the declared weights and container weight declarations on all consignments are correct, accurate and in accordance with all applicable laws.
- Declaring any dangerous goods and providing the appropriate documentation.
- Providing accurate documentation which reflects the actual total mass and dimension of loads and ensuring that all loads do not exceed any applicable mass, dimension and load requirements.
- Checking the maximum payload weight of the container is appropriate for the goods before packing and can be legally transported from the loading site.
- Ensuring business practices and any request or instruction for road transport do not cause vehicle drivers to drive while fatigued, exceed fatigue and speed limits, or fail to comply with mass, dimension and load restraint requirements.
- Compliant facilities are provided for driver welfare.
- Provide realistic and compliant delivery times.
- Provide training in CoR risks (Speed, Fatigue, Mass and Dimension and Load Restraint) to all relevant employees.
- Have systems and procedures to monitor and audit compliance with CoR.
- Ensure all equipment is maintained in a safe and roadworthy condition.
- Ensuring compliance with National Transport Commission (NTC) 'Guidelines and performance standards for safe carriage of loads on roads on road vehicles (the Load Restraint Guide)' and any replacement or modification thereof.
- Being extra vigilant in situations where there are urgent deadlines in relation to transporting goods to ensure that customers do not influence or direct that drivers breach any applicable speed/fatigue laws.
- Ensure that goods are packaged appropriately for transportation.

DHL is committed to proactively understanding, managing and preventing CoR breaches in the supply chain. As a part of the supply chain, DHL expects you to be proactive about CoR compliance too. It is only through working together that we can all help ensure a safe transport supply chain and safer roads.

More information on DHL's commitment to CoR and HVNL compliance can be found on our website <https://www.logistics.dhl.au/en/home/footer/privacy-notice.html> You can also contact us at: DSCCoR@dhl.com (for DHL Supply Chain) / DGFCoR@dhl.com (for DHL Global Forwarding) / DHLECoR@dhl.com (for DHL Express) / DHLeCommerceCoR@dhl.com (for DHL eCommerce).

Saul Resnick
CEO Australia, New Zealand, & Life Science
Healthcare APAC, DHL Supply Chain

Denise McGrouther
Managing Director, Oceania
DHL eCommerce

George Lawson
Managing Director, Australia
DHL Global Forwarding

Gary Edstein
CEO, Senior Vice President Oceania
DHL Express