



Annex 1

DHL Safety Instructions for Drivers of Carrier

to the GENERAL TERMS AND CONDITIONS FOR CARRIERS

Note: obligations of the driver in relation to the DHL Monitoring Centre are to be met by the driver only in cases for the kind of shipping where Carrier is subject to the obligation to fulfil the reporting obligation towards the Monitoring Centre (hereinafter “monitored shipment”). The driver is obliged always before starting a trip to ensure with the Carrier whether it is a monitored shipment.

THE DRIVER UNDERTAKES

- to arrive for loading only with a full tank of fuel in the vehicle
- to check the goods for shipping as per the bill of lading, CMR bill of lading and bill of delivery. Each discrepancy (damage, missing goods, difference in the loaded quantity compared to the quantity specified in the Contract and so on) must be reported by the driver immediately to the responsible employee at the loading point who is arranging the loading and the DHL employee who issued the individual shipping order, and specified also on the bill of lading or CMR bill of lading. If the driver is not permitted to take part in the loading of the goods, **the driver is obliged to report this fact immediately** to the DHL employee who issued the shipping order **and to record this fact (reservation) in writing on the original of the CMR bill of lading in the case of international shipping and in the bill of lading in the case of domestic shipping**. This objection must be formulated in a way that does not create uncertainties about the basis of the reservation, such as “Not admitted to the loading” or “Driver’s presence not allowed at loading” etc., but not general formulations such as “Not present at loading” and so on.
- to lock the vehicle immediately after loading and to ensure that the vehicle is properly locked and sealed directly at loading, except for cases where the client expressly does not request the sealing of the vehicle and the connection with the DHL Monitoring Centre was tested out
- after the breaks physically check integrity of the seal, locks and the customs cable
- to notify the DHL employee who issued the individual shipping order and the DHL Monitoring Centre that the loading was completed
- in cases where after loading the driver is obliged to leave and abandon the vehicle at the loading point, to co-operate and fulfil the commands and instructions of the security personnel at the loading point
- after leaving the loading estate, to head directly to the set destination in cases of FTL shipping Do not park/stop the vehicle anywhere but in those car parks that Carrier designated for the driver. Where parking/stopping the vehicle is not possible in a car park designated by Carrier, to park with the aim of meeting compulsory and legally prescribed trip stops as well as for rest or breaks, only at secure parking places – this means with lighting, controlled entry and exit, fenced off, 24/7 guard, secured by security cameras, while these must also be paid car parks, and when stopping or parking the vehicle not to go far from the vehicle, with the exception of going to take care of personal hygiene issues and to ensure that the vehicle is locked and that the DHL Monitoring Centre is informed about the stopping or parking of the vehicle
- to inform the DHL Monitoring Centre about each interruption in the journey, and start of trip or continuation of the trip after a stop, or the parking report of driver must include the expected stoppage time, the reason and the place
- when damage is discovered to the seal or the customs cable before the goods are unloaded at the consignee, to report this circumstance in writing to the DHL Monitoring Centre and the DHL employee who issued the individual shipping order, together with the seal number. If the seal is damaged for reasons of inspection by competent authorities (police, customs officers and so on), the driver must immediately inform the DHL Monitoring Centre and the DHL employee who issued the individual shipping order about this circumstance and also about the new seal number, in writing
- to report immediately to the DHL employee who issued the individual shipping order and the DHL Monitoring Centre any loss, theft or change to the vehicle registration plate
- if the vehicle is accompanied by a security escort, to respect the commands and instructions of the security escort without reservation
- to inform the DHL employee who issued the individual shipping order immediately about the fact that the consignee refuses to accept the shipment after the vehicle has arrived at the agreed time for unloading
- to comply with the prohibition of any manipulation with the goods unless such an instruction has been issued by the DHL employee who issued the individual shipping order, in writing
- if the driver is not able to take the shipping route as determined by Carrier for demonstrably objective reasons, to use only the shortest and safest possible public roads for motor vehicles for shipping the goods from the loading point to the unloading point
- to inform the DHL employee who issued the individual shipping order and the DHL Monitoring Centre about any loss event
- to check that the markings of the trailer do not give indications that goods of a high value are being transported
- at any moment to be available by mobile telephone or other communication device
- to inform the DHL employee who issued the individual shipping order and the DHL Monitoring Centre about completion of the shipping after leaving the unloading point



THE DRIVER HEREBY ACKNOWLEDGES AND UNDERTAKES TO COMPLY WITH:

- The following precautionary measures must be taken every time the vehicle is stopped:
 - each time the cab is left unattended, the driver is obliged to lock the cab and semi-trailer and to secure the truck against unauthorised entry
 - the driver may not leave the ignition keys in the vehicle cab when not present
 - always park the truck among several vehicles – never separately
 - where possible, always park the back end/doors to the semi-trailer against a building
- it is prohibited to stop and take hitchhikers into the cab
- it is prohibited to open a window or door to strangers
- upon any suspicion of threat, to continue on the journey immediately
- If the estimated time of arrival at the destination is outside opening hours, it is necessary to make a security stop at the last possible designated car park so that it is not necessary to park in front of the destination after arriving for unloading

All threats to the driver or goods that may cause delay or failure to deliver the goods must be reported immediately:

Number of the DHL Monitoring Centre - **+421 903 483 683**

It is strictly forbidden to provide information about shipping, parking, the shipment to any other telephone number than the one above, with the exception of information provided to the DHL employee who issued the individual shipping order!

Safety recommendations for drivers

These instructions are intended for drivers to increase their personal safety, the safety of the vehicle and the shipped goods, as well as for averting crisis situations.

Recommendations for driver and vehicle safety

- 1 When requested to leave the vehicle cab by persons posing to be police officers, customs officers or other government authorities, try to secure the presence of other persons and remain in the cab, and to contact the DHL Monitoring Centre before leaving the cab. Identify yourself with the “Security Notice” that is included in this Annex
- 2 If you disturb delinquents stealing goods from your vehicle, do not leave the cab, make sure the cab is locked, start the engine, switch on the lights, and where necessary use also the horn to get attention. Drivers of vehicles equipped with a “Panic Button” are to use this equipment or a mobile phone to connect immediately to the DHL Monitoring Centre and alert the local police.
- 3 Delivering to another place – where you are requested to do this by the consignee, do so after the verification and consent of the DHL employee who issued the individual shipping order. This is to be done also in cases where the new unloading point is in close proximity to the original one, or if the authorised person at the destination leads you there.
- 4 Park together with other drivers and vehicles nearby and in a well-lit place. Apply the so-called “train” principle when parking.
- 5 Never park at night at the delivery address or industrial zone.
- 6 Thoroughly check at loading that the particulars of the goods comply with the loaded goods and that after unloading you receive a clear and legible Proof of Delivery (POD).
- 7 Never mention in public the nature of the goods you are carrying and the shipping plan.

Recommendations in crisis situations

- 1 Always drive with the cab doors locked.
- 2 In the event of accidents or collisions, do not leave the vehicle immediately if the damage or collision is minima
 - a. assess the whole situation: what is actually happening, was it a real accident?
 - b. contact the police and the DHL Monitoring Centre from the cab by mobile telephone
- 3 Inform persons posing as police officers that you will contact your carriage operator and that you are prepared to follow them to the nearest police station. Where required, present page 5 of these rules: “SECURITY NOTICE”.
- 4 If you are threatened with a weapon, avoid the kind of reaction that would lead to you being in danger. Proceed with care and avoid a confrontational approach and words. Careless reactions could lead to escalation of the conflict. Your safety is paramount.
- 5 As soon as it is possible and safe, contact your superior and the DHL Monitoring Centre.

Published on: 01.01.2021



SECURITY NOTICE

**DUE TO HIGH CRIME AND POSSIBLE POLICE
IMPERSONATORS, I AM UNABLE TO OPEN THE CAB OR
PERMIT YOU ACCESS.**

**I SHALL BE PLEASED TO FOLLOW A MARKED POLICE
VEHICLE TO THE NEAREST POLICE STATION.**

**I AM PHONING MY COMPANY TO ADVISE THEM OF THIS
COURSE OF ACTION**

THIS IS A SECURITY PRECAUTION