

Work Instruction - Driver Handbook

1. Purpose, Scope and Binding Nature

1.1 Purpose

This Driver Handbook defines the mandatory requirements for the safe, legally compliant and high-quality execution of transport operations.

The objective is to prevent:

- Personal injuries
- Property damage
- Environmental damage
- Quality deficiencies
- Security incidents
- Transport deviations

This Driver Handbook supports compliance with our customers' requirements, applicable legal regulations, ADR requirements and the requirements of the SQAS system.

1.2 Behavior Based Safety (BBS)

Our company follows the principles of Behavior Based Safety (BBS) to promote a sustainable safety culture.

Every driver is required to actively contribute to the prevention of accidents, health risks, environmental damage and property damage by acting responsibly, safely and proactively.

The mandatory principles and behavioural rules are described in the Behavior Based Safety (BBS) Training Material and shall be observed by all drivers.

1.3 Scope

This Driver Handbook applies to:

- all employed drivers
- all agency drivers
- all subcontractors
- all drivers engaged by subcontractors

Compliance with this Driver Handbook is mandatory.

1.4 Binding Nature

Compliance with this Driver Handbook is ensured through:

- Transport Order
- Carrier Compliance Declaration
- Behavior Based Safety (BBS) Training Material
- Customer requirements
- Training and instructions

Every driver is required to know and comply with the contents of this Driver Handbook.

Failure to comply with this Driver Handbook may result in exclusion from transport assignments or termination of the business relationship.

2. Responsibilities

2.1 Driver Responsibilities

The driver is responsible for the safe execution of the assigned transport operation.

This includes, in particular:

- compliance with applicable legislation
- compliance with ADR requirements
- compliance with this Driver Handbook
- carrying out all required inspections
- proper cargo securing
- reporting deviations
- protecting people, the environment and property

Drivers are required to report identified risks or unsafe conditions without delay.

2.2 Dispatcher Responsibilities

The Dispatch Department is responsible for:

- issuing clear transport instructions
- providing support in the event of problems or emergencies
- communicating customer-specific requirements
- providing all transport-related information

Changes regarding:

- delivery locations
- transport routes
- safety measures
- transport orders

may only be authorized by Dispatch Department.

2.3 Company Responsibilities

The company is responsible for:

- selecting suitable drivers
- providing training and instruction
- providing suitable vehicles
- providing appropriate equipment
- carrying out all legally required inspections
- continuously improving safety, quality and environmental protection

3. Qualifications and Training

3.1 General Requirements

Drivers may only be deployed if they possess the required qualifications.

These include, in particular:

- valid driving licence
- valid driver card
- ADR training certificate (where required)
- legally required professional qualifications
- customer-specific requirements
- valid identification documents and any required work permits, residence permits or driving authorisations in accordance with the applicable legal requirements

3.2 Training

Drivers shall receive appropriate instruction before commencing their duties and shall participate in regular training.

Training may include, in particular:

- ADR
- Cargo securing
- SQAS
- Security
- Emergency management
- Environmental protection
- Operation Clean Sweep (OCS), where required for the assigned activities
- Defensive driving
- Behavior Based Safety (BBS)

Participation in mandatory training programmes is required.

All training activities shall be documented.

4. Pre-Departure Inspection

4.1 General Principle

A documented pre-departure inspection shall be carried out before every journey and after the vehicle has been parked for an extended period.

The inspection shall include at least the inspection points specified in Appendix 1 – Pre-Departure Inspection. An equivalent documented inspection system may also be used.

4.2 Defects

Any defects identified shall be reported without delay.

If safety-related defects are detected, the journey must not be started or continued.

4.3 Brake Test

A brake test shall be carried out after completion of the pre-departure inspection.

5. Conduct Before Departure

The following requirements shall be observed before commencing a journey.

5.1 Alcohol, Drugs and Medication

Drivers shall perform their duties free from the influence of alcohol, drugs or any other intoxicating substances.

This explicitly includes:

- residual alcohol
- illegal drugs
- medication that may impair driving ability

In case of doubt, the driver shall consult the supervisor before commencing the journey.

5.2 Personal Protective Equipment (PPE)

Before entering any loading or unloading site, drivers shall wear at least the following personal protective equipment (PPE):

- Safety helmet
- Safety glasses
- Protective gloves
- High-visibility vest
- Safety footwear (S2 or S3)

Customer-specific PPE requirements shall also be complied with at all times.

Personal protective equipment shall be inspected regularly for completeness, cleanliness and proper condition.

Damaged or unsuitable personal protective equipment shall not be used.

5.3 Documents

Before commencing a journey, the completeness and validity of all required documents shall be verified.

These include, in particular:

- Driving licence
- Driver card
- ADR training certificate
- Vehicle documents
- Transport documents
- Permits
- Identification documents
- Customs documents (where required)

5.4 Carriage of Unauthorised Passengers

The carriage of unauthorised persons is prohibited unless expressly authorised by the company.

5.5 Working Time Regulations

The applicable regulations regarding:

- working time
- driving time
- rest periods

shall be complied with at all times.

6. Conduct While Driving

6.1 General Principle

Vehicles shall be driven safely, defensively and with foresight at all times.

Drivers shall adapt their driving behaviour to the prevailing road, traffic and weather conditions.

6.2 Principles of Defensive Driving

Drivers shall:

- maintain good forward observation
- keep a safe following distance
- continuously monitor surrounding traffic
- identify hazards at an early stage
- always maintain a safe escape route
- ensure they remain visible and are aware of other road users

6.3 Seat Belt Use

Seat belts shall be worn at all times while the vehicle is in motion.

6.4 Mobile Phones and Communication Devices

Reading, writing or sending messages while driving is prohibited.

Telephone calls may only be made using an approved hands-free system.

Customer-specific requirements prohibiting the use of mobile phones must also be observed.

6.5 Driver Assistance Systems

Driver assistance systems are intended solely to support the driver.

Responsibility for the safe operation of the vehicle always remains with the driver.

6.6 Weather Conditions

Driving behaviour shall be adapted accordingly in the event of:

- snow
- ice
- fog
- heavy rain
- strong winds

For dangerous goods transport, any applicable driving restrictions and ADR requirements shall also be observed.

6.7 Parking

When leaving the vehicle, it shall be properly locked.

Vehicles shall only be parked in secure parking areas in accordance with the applicable Transport Conditions.

For dangerous goods transport, the requirements of ADR Chapters 8.4 and 8.5 shall also be observed.

7. Manoeuvring and Damage Prevention

7.1 General Principle

Manoeuvring is one of the activities with the highest accident risk in road transport. It should therefore be avoided wherever possible and always carried out with particular care.

Safety always takes precedence over time pressure.

7.2 Avoiding Manoeuvring

Before arriving at a loading or unloading site, the approach shall be planned in such a way that manoeuvring is minimised wherever possible.

General principle:

Reverse in – Drive out forwards.

Reversing from company premises or driveways directly into moving traffic shall be avoided wherever possible.

7.3 Reversing

Before reversing, the driver shall check the intended driving path.

Where necessary, the driver shall:

- leave the vehicle and inspect the area behind the vehicle;
- identify any obstacles;
- consider height and width restrictions;
- take traffic routes and pedestrian areas into account.

If the area behind the vehicle cannot be fully observed, reversing must not be carried out.

7.4 Banksman

Wherever possible, a competent banksman shall be used during difficult manoeuvring operations.

The driver remains responsible for the safe operation of the vehicle at all times.

The following principles shall apply:

- the banksman shall remain clearly visible;
- hand signals shall be clear and unambiguous;
- visual contact shall be maintained at all times;
- if visual contact is lost, the vehicle must be stopped immediately.

Reversing cameras do not replace the driver's responsibility.

7.5 Side-Swipe and Collisions

To prevent side-swipe collisions, the following principles shall be observed:

- avoid unnecessary lane changes;
- maintain an adequate safety distance;
- check mirrors regularly;
- perform shoulder checks;
- be aware of blind spots.

Lane changes shall not be forced when another vehicle is travelling alongside.

When passing obstacles, an adequate safety distance shall be maintained.

7.6 Rear-End Collisions

To prevent rear-end collisions:

- maintain a sufficient following distance;
- as a minimum, keep a distance equivalent to half the vehicle speed in metres;
- on motorways, maintain at least 50 metres when travelling above 50 km/h;
- increase the following distance in adverse weather conditions;
- exercise particular caution in traffic jams, stop-and-go traffic and on gradients.

7.7 Height-Related Damage

Drivers shall know the overall vehicle height, both loaded and unloaded.

Particular attention shall be paid to:

- bridges;
- underpasses;
- warehouse entrances;
- canopies;
- awnings;
- pipe bridges;
- loading facilities

It in doubt:

Stop – Check – Proceed

8. Loading and Unloading

8.1 General Principle

Loading and unloading operations shall only be carried out in compliance with all applicable safety requirements.

Before commencing loading or unloading, the procedure shall be agreed with the responsible loading or unloading personnel.

If unsafe conditions or unsafe working practices are identified, loading or unloading operations must not be started or shall be stopped immediately.

In such cases, the responsible loading or unloading personnel and the Dispatch Department shall be informed without delay.

Work may only resume once the hazard has been eliminated or permission to continue has been granted.

Safety always takes precedence over time pressure or operational requirements.

8.2 Check-In

Drivers shall report to the designated contact person immediately upon arrival and comply with all applicable site safety and behavioural rules.

Customer-specific requirements are mandatory.

8.3 Securing the Vehicle

During loading and unloading, the vehicle shall be secured against unintended movement.

This includes, where applicable:

- applying the parking brake;
- switching off the engine (where required);
- using wheel chocks;
- using any additional customer-specific devices.

8.4 Personal Safety

During loading and unloading, driver shall:

- maintain safe distances;
- never stand beneath suspended loads;
- never stand between the vehicle and a moving load;
- avoid hazardous areas.

Forklift trucks or cranes belonging to third parties must not be operated without explicit authorisation.

8.5 Cargo Inspection

After every loading and unloading operation, the following shall be checked:

- integrity of the cargo;
- completeness of the cargo;
- effectiveness of cargo securing;
- cleanliness of the loading area;
- damage to the vehicle or cargo.

Any deviation must be reported immediately.

8.6 Vehicle Weight and Axle Loads

The driver shall ensure compliance with:

- the maximum permissible gross vehicle weight;
- axle load limits;
- the vehicle's technical operating limits.

9. Cargo Securing

9.1 General Principle

All cargo shall be secured in accordance with the applicable legal requirements and recognised engineering standards.

Cargo shall be secured in such a way that it cannot shift, tip over or fall during transport.

Cargo securing shall be carried out in accordance with the latest edition of the *European Best Practice Guidelines on Cargo Securing for Road Transport*.

9.2 Securing Methods

Cargo shall be secured by:

- form-fit securing;
- friction-fit securing;
- or a combination of both methods.

9.3 Securing Equipment

Only suitable and undamaged securing equipment shall be used.

The following damaged equipment shall not be used:

- lashing straps;
- anti-slip mats;
- shoring bars;
- edge protectors.

9.4 Inspection During Transport

Cargo securing shall be checked regularly:

- after loading;
- after partial unloading;
- after extended journeys;
- after unusual driving manoeuvres.

When necessary, cargo securing measures shall be adjusted.

9.5 Special Requirements for Dangerous Goods and Chemical Transport

For dangerous goods and chemical transports, particular attention shall be paid to:

- product compatibility;
- segregation requirements;
- customer-specific requirements;
- prevention of damage to packaging.

When transporting Big Bags, lifting loops shall be inspected regularly and re-tensioned where necessary.

10. Dangerous Goods Transport (ADR)

10.1 General Principle

Dangerous goods transport shall only be carried out in full compliance with the applicable ADR regulations.

10.2 Documents

Before commencing a journey, the following documents shall be checked in particular:

- transport documents;
- written instructions;
- ADR training certificate;
- any other required documentation.

10.3 Marking and Labelling

The driver shall ensure that:

- orange- coloured plates;
- placards;
- hazard labels

are correctly displayed and clearly legible.

10.4 ADR Equipment

The required ADR emergency equipment shall be complete, operational and readily accessible at all times.

10.5 Smoking Prohibition

Smoking is prohibited:

- during loading and unloading;
- on chemical sites;
- at tank storage facilities;
- at ranshipment facilities;
- in designated safety areas.

This prohibition expressly includes electronic cigarettes.

10.6 Product Compatibility

For dangerous goods transport, product compatibility and segregation requirements shall be strictly observed.

In particular, foodstuffs shall not be transported together with incompatible dangerous goods.

10.7 Packages

Packages, packaging, containers or other transport units must not be opened, altered or tampered with.

11. Security and Theft Prevention

11.1 General Principle

All drivers actively contribute to protecting vehicles, cargo, information and customer interests.

11.2 Confidentiality

Confidential information relating to:

- customers;
- products;
- transport orders;
- loading and delivery locations

shall not be disclosed to unauthorized third parties.

11.3 Vehicle Security

When leaving the vehicle, driver shall:

- lock the vehicle;
- close all windows;
- take the vehicle keys with them;
- secure the cargo.

Vehicle keys must never be left unattended inside the vehicle.

11.4 Secure Parking Areas

When leaving the vehicle, it shall be properly locked.

Vehicles shall only be parked in secure parking areas in accordance with the applicable Transport Conditions.

For dangerous goods transport, the requirements of ADR Chapters 8.4 and 8.5 shall also be observed.

11.5 Transport Instructions

Changes to:

- delivery locations;
- transport routes;
- safety measures;
- transport orders

may only be authorized by Dispatch Department.

Instructions issued by third parties shall not be implemented independently.

11.6 Security Incidents

The following incidents shall be reported to the Dispatch Department without delay:

- theft;
- break-in;
- suspected tampering;
- damaged seals;
- missing seals;
- suspicious persons;
- unauthorized access attempts.

12. Emergency Management

12.1 General Principle

In the event of accidents, breakdowns, fires, product spills or any other emergency, drivers shall remain calm and act in accordance with the applicable emergency procedures.

12.2 Order of Actions

The following order of action shall be observed:

1. Ensure personal safety
2. Secure the accident scene
3. Call the emergency services
4. Inform the Dispatch Department
5. Provide first aid where safe to do so
6. Follow the written instructions
7. Follow instructions from emergency services

12.3 Dangerous Goods Incidents

In the event of dangerous goods incidents, the following shall be observed:

- written instructions;
- customer instructions;
- requirements issued by the competent authorities.

Drivers shall only take action within the limits of their qualifications and without compromising their own safety.

12.4 Reporting Obligation

The following incidents shall be reported without delay:

- accidents;

- near misses;
- product spills;
- environmental incidents;
- security incidents;
- damage;
- injuries.

All incidents shall be documented and evaluated.

12.5 Emergency Card

Current Current emergency telephone numbers and contact persons are specified in the separate Emergency Card and shall be carried in the vehicle at all times (Appendix 2 – Emergency Card).

13. Environmental and Resource Protection (including Operation Clean Sweep)

13.1 General Principle

Protecting people, the environment and property is an integral part of our company policy.

Every driver actively contributes to preventing environmental pollution and conserving natural resources through responsible behaviour.

Applicable legislation, customer requirements and internal environmental standards shall be complied with at all times.

13.2 Prevention of Environmental Pollution

Drivers shall ensure in particular that:

- operating fluids are not released into the environment;
- product losses are prevented;
- waste is disposed of properly;
- unnecessary fuel consumption is avoided;
- engines are not left idling unnecessarily.

Leaks, product spills or any other environmental hazards shall be reported without delay.

13.3 Operation Clean Sweep (OCS)

As part of our environmental strategy, compliance with Operation Clean Sweep (OCS) programme is mandatory.

The objective is to prevent pellets from entering the environment.

Drivers shall:

- inspect the loading area for plastic pellets and product residues;
- immediately contain and recover any product losses;
- dispose of product residues in accordance with applicable legal and site-specific requirements;
- report any contamination without delay.

Inspections shall be carried out in particular:

- before commencing a journey;
- after loading and unloading;
- after changing vehicles;
- during cleaning activities.

13.4 Cleaning

After every unloading operation, the loading area shall be inspected for:

- product residues;
- damage;
- contamination.

Any residues identified shall be removed properly.

14. Documentation and Reporting

14.1 General Principle

Documentation provides evidence that transport operations have been carried out correctly and supports the continuous improvement of safety, quality and environmental protection.

All required records shall be completed accurately, completely and without delay.

14.2 Reportable Incidents

The following incidents shall be reported immediately:

- accidents;
- near misses;
- product spills;
- environmental incidents;
- damage;
- shortages;
- security deviations;
- suspected tampering;
- theft;
- injuries;
- technical defects;

14.3 Mandatory Records

The following activities shall be documented:

- pre-departure inspections;
- damage;
- accidents;
- emergencies;
- OCS incidents;
- exceptional occurrences;
- security incidents;
- customer complaints.

14.4 Corrective Actions

Reported incidents shall be analysed and evaluated.

Where necessary, the following shall be implemented:

- corrective actions;
- preventive actions;
- additional training.

15. Operational Processes

15.1 Communication

Information relating to:

- transport orders;
- delivery locations;
- loading addresses;
- route changes;
- safety measures

shall only be authorized by the Dispatch Department.

If the driver receives conflicting instructions from any other party, the Dispatch Department shall be informed immediately.

15.2 Delivery Problems

If problems occur at the loading or unloading site, the driver shall:

- inform the Dispatch Department without delay;
- identify the local contact person;
- describe the situation accurately;
- await further instructions.

Drivers shall not make independent decisions that may affect the transport order.

15.3 Delays

Any deviation from agreed arrival times shall be reported without delay.

This applies in particular to delay caused by:

- traffic congestion;
- accidents;
- technical failures;
- waiting times;
- actions taken by public authorities.

15.4 Customs Transports

For international transport operations, all applicable customs regulations shall be observed.

The driver shall ensure that:

- customs instructions have been understood;
- all required documentation is available;
- customs offices are approached as instructed.

In case of uncertainty, Dispatch Department shall be contacted immediately.

16. Transport Documents, Neutral Deliveries and Pallet Management

16.1 Transport Documents

Transport documents shall be completed accurately, truthfully and legibly.

They shall include, in particular:

- consignor;
- consignee;
- loading location;
- unload location;
- vehicle registration number;
- description of the goods;
- loading and unloading times;
- required signatures.

The product description shall correspond to the information provided by the customer.

16.2 Neutral Deliveries

For neutral deliveries, information concerning:

- the consignor;
- the consignee;
- other customers;
- transport relationships

shall not be disclosed to third parties.

Any special instructions issued by the customer shall be strictly observed.

16.3 Pallet Management

All pallet movements shall be properly documented.

Pallet exchange receipts shall be completed in full and signed accordingly.

Damaged pallets or stillages shall not be exchanged.

Any damage identified shall be reported to the Dispatch Department.

16.4 Load Handling Equipment

Load carriers shall be inspected to ensure they are in proper condition.

Defective or unsafe load carriers shall not be used.

17. Requirements for Subcontractors

17.1 General Principle

This Driver Handbook applies without restriction to all subcontractors and the drivers engaged by them.

17.2 Obligations

Subcontractors shall ensure that their drivers:

- are familiar with this Driver Handbook;
- understand its contents;

- comply with the requirements described herein;
- possess the required qualifications;
- have completed the mandatory training.

17.3 Evidence of Compliance

Upon request by SUN Global Logistics Solutions GmbH, appropriate evidence of qualifications, driving licences, ADR training certificates and completed training and instruction shall be provided.

Further obligations of the Carrier are set out in the Transport Conditions and the Carrier Compliance Declaration.

17.4 Carrier Compliance Declaration

The requirements of this Driver Handbook are further reinforced through the Carrier Compliance Declaration and the applicable Transport Orders.

18. Final Provisions

18.1 Compliance

Compliance with this Driver Handbook shall be monitored on a regular basis.

Identified non-conformities may result in:

- additional training;
- corrective actions;
- restrictions on transport assignments;
- termination of the business relationship.

18.2 Continual Improvement

Safety, quality, environmental protection and occupational health shall be continuously improved.

All drivers are encouraged to submit improvement suggestions and report identified risks.

18.3 Objective

The objective of this Driver Handbook is to ensure that all transport operations are carried out safely, in compliance with legal requirements, in accordance with quality standards and with due regard for environmental protection, in the interests of our customers, employees, business partners and the public.

Safety shall always take precedence over time pressure, costs or operational constraints.

19. Related Documents

This Driver Handbook forms part of the management system of SUN Global Logistics Solutions GmbH.

The documents listed below supplement this Driver Handbook and shall be observed in their current version.

The latest version of all publicly available documents can be accessed at: www.sun-logistics.de/richtlinien

- Behavior Based Safety (BBS) Training Material
- Appendix 1 – Pre-Departure Inspection
- Appendix 2 – Emergency Card

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