



DRIVER'S HANDBOOK for SUBCONTRACTORS ENGLISH

Version 3 created by Fleet
original archived by QM
as of 01 September 2019
approved by FleetManagement
page 1 of 32

DRIVER'S HANDBOOK

for SUBCONTRACTORS



Berger Logistik GmbH

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page 2 of 32

Dear Driver,

you are our business card!

The impression our clients have of our service quality highly depends on you. Only with your help can we satisfy our customers and secure both your and our employment for a long time.

In this new edition of our driver's handbook we summarise essential service requests of our customers and work instructions of **Berger Logistik GmbH**. Further details can be found in our transport orders.

Read our driver's handbook carefully, keep it always in the driver's cabin and follow the work instructions.

If there are any questions, please do not hesitate to contact us!

We thank you for your assistance and look forward to a good cooperation.

The team of Berger Logistik GmbH wishes you a safe journey!



For questions regarding our driver's handbook or the transport orders, please contact our transport managers at any time. Name and phone number of your contact person can be found on every transport order.

Imprint:

The **Berger Logistik GmbH** driver's handbook is based on "Behavior-Based Safety" guidelines for safe steering of trucks - published by ECTA, EPCA and CEFIC.

Effective as of März 2019

Responsible for text and content:
Berger Logistik GmbH

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Table of Contents

1.	You are our „business card“!	5
2.	What to check before departure	5
2.1.	What to check before departure	5
2.1.1.	Documents	5
2.1.2.	Vehicle	5
2.1.3.	Required vehicle equipment	6
2.2.	Are you fit to drive?	6
2.2.1.	Context of the transport order	6
3.	Driving	7
3.1.	You have the responsibility!	7
3.2.	Defensive driving and eco safe driving	7
3.2.1.	Defensive driving	7
3.2.2.	Eco safe driving	8
3.2.3.	What are the benefits of defensive driving and eco safe driving?	8
3.3.	Overview of working hours for drivers in the freight transport industry	9
4.	Loading and Unloading	10
4.1.	Registration at loading and unloading places	10
4.1.1.	Regulations for loading and unloading by the driver	10
4.1.2.	Loading and unloading feedback to Berger Logistik GmbH	11
4.2.	Factory regulations and safety instructions at loading and unloading places	11
4.2.1.	Personal safety equipment (PSE)	11
4.3.	Notes regarding potentially dangerous situations and sources of risk	13
4.4.	Document handling	13
4.4.1.	Freight documents at loading	13
4.4.2.	Freight documents at unloading	14
4.4.3.	Original documents	14
4.4.4.	Custom clearance	15
4.4.5.	Neutral handling	15
4.5.	Load securing	15
4.5.1.	Load securing in combined traffic (Road – Rail)	16
4.6.	What to do in case of damage or missing goods at loading and unloading	16
4.6.1.	What to check at loading?	16
4.6.2.	What to check during transport (breaks)?	16
4.6.3.	What to check at unloading?	16
4.6.4.	What to do in case of damage, missing goods or other deviations?	16
4.6.5.	Careful treatment of goods	17
4.6.6.	Protection of the load	17
4.7.	Weight control	18

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Version 3 created by Fleet
original archived by QM
as of 01 September 2019
approved by FleetManagement
page 4 of 32

4.8.	Handling of exchange pallets.....	18
4.8.1.	Transport of pallets	18
4.8.2.	Procedure of pallet exchange	18
4.8.3.	Exchange criteria for EURO pallets (EPAL)	19
4.9.	Immediate report of delays	20
5.	Transport of dangerous goods (ADR)	21
6.	Emergencies/Accidents	22
7.	Miscellaneous.....	23
7.1.	Weapons.....	23
7.2.	Problems with refugees.....	23
7.3.	Contraband - drugs - alcohol	23
7.4.	Confidential treatment of company information	23
7.5.	Data protection.....	23
7.6.	Corporate Policy and Code of Conduct	24
7.7.	Smartphone (Scanner) for document transmission	24
7.8.	Emergency credit card	24
7.9.	Refuelling	24
8.	Notes	25
9.	European emergency numbers	26
10.	Manual for Smartphone	27
11.	Corporate policy and Code of Conduct	29
11.1.	Corporate policy.....	29
11.2.	Code of Conduct.....	30

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1. You are our „business card“!

Our clients' impression of both your and our service quality highly depends on you. Your friendly manner, clean appearance as well as conscientious behavior contribute greatly to our collective success.

2. What to check before departure

2.1. What to check before departure

Before starting your trip, please always check all the accompanying documents, your vehicle and the equipment in accordance with the following checklist:

2.1.1. Documents

- ✓ vehicle documents
- ✓ driving licence
- ✓ passport or identity card
- ✓ driving permit
- ✓ if loaded – shipping documents
- ✓ valid insurance documents
- ✓ EU licence
- ✓ transport licence



This applies in particular to the mandatory carriage of verification documents for the respective national minimum wage laws!

2.1.2. Vehicle

- ✓ Review of the vehicle in accordance with the statutory provisions of the road traffic act
- ✓ Check for visible damage e.g. tarpaulin (tightness, icing on the roof), bottom, vehicle body, protruding nails.
- ✓ Cleanliness of the vehicle (use carwash of Berger - consult our dispatcher)
- ✓ Keep the loading floor free of pallets etc.
- ✓ After every single unloading the trailer has to be cleaned.
- ✓ Check the levels of oil and cooling water, pressure, fuel.
- ✓ Check the brakes
- ✓ Check on tyre condition, tyre pressure, tight fit of the wheel nuts
- ✓ Lighting
- ✓ Possible leakage at fuel tank, oil sump etc.
- ✓ Check of the cockpit (seat, safety belts, rearview mirror, blind spot camera, dashboard displays, air conditioning system etc.)
- ✓ Twist Locks (for intermodal transport)

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- ✓ Customs seal (if loaded)

2.1.3. Required vehicle equipment

- ✓ at least 16 lashing straps
length: at least 9 m, traction: at least 5 tons, 500 daN, STF 50
- ✓ 2 clamping bars
- ✓ 32 edge protectors
- ✓ anti slip mats

Broken load securing equipment needs to be replaced immediately, especially damaged lashing straps! Please contact your transport manager from Berger Logistik GmbH.

- ✓ first aid equipment
- ✓ fire extinguisher
- ✓ equipment for accidents/breakdown (warning triangle, safety vest)

2.2. Are you fit to drive?

- 0,0 blood alcohol level and no drugs!
- It is strictly prohibited to work or drive under the influence of alcohol or drugs!
- Are you tired?
- Drive only if you are fit enough!
- The statutory driving and resting times must be respected.

2.2.1. Context of the transport order

Our transport order provides you with all the relevant information:

- loading location/locations
- unloading location/locations
- loading and unloading date and time
- details regarding the goods
- information regarding neutralisation
- specific customers' requirements and much more



If anything is unclear, please get in touch with your transport manager who is indicated on the transport order.

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3. Driving

3.1. You have the responsibility!

You drive a vehicle with a total weight of up to 40 tons. This is why you are the largest, strongest and heaviest road user. Be aware of the risks and dangers.

The instructions which are given below will help protecting you, other drivers, the transported goods and the environment.

- ✓ Stick to the Road Traffic rules. As a truck driver, you are a role model for other drivers.
- ✓ Comply with the statutory driving hours and resting time.
- ✓ Obligatory wearing of seatbelts – fasten your seatbelt!
- ✓ Switch on your mobile phone during your working time.
- ✓ Phone conversations only with hands-free kit.
We recommend conversations only when truck is parked.
- ✓ Parking – Loaded trucks need to be parked exclusively at secure and guarded parking lots. Do not leave your vehicle unattended. Special instructions for special and valuable goods are indicated on your transport order.

At regular intervals (every 2 months), trailer inspections are carried out in Wörgl (BERGER Truck Service), Brixlegg (HS Hermann Schmid) and Vorarlberg (Schwarzmüller Company). This involves a detailed check of all regulations and internal guidelines concerning the semitrailer and the load.

3.2. Defensive driving and eco safe driving

3.2.1. Defensive driving

Defensive driving means using observational skills to help predicting dangerous situations and preventing accidents.

How to drive defensively:

- keep an adequate distance
- brake in time
- adapt speed to: road conditions, weather conditions, road and traffic
- drive with light - even during the day
- take breaks

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3.2.2. Eco safe driving

Driving eco safe means improving your truck's fuel economy and helping reduce exhaust emissions as well as noise pollution.

How to drive eco safe:

- Before starting your trip, check the map and route as well as cockpit settings (mirror, seat, etc.).
- Fasten your seatbelt.
- Do not let the engine run idly.
- Drive carefully and defensively in order to avoid fuel-intensive acceleration or braking.
- Switch off the engine in front of closed railway gates, in traffic jams, while loading and unloading and during resting time.
- Check tyre pressure at every fuel stop.
- roof spoilers support saving fuel
- Drive at low RPM: save fuel, protect the engine and reduce noise level
- Dispose of your personal waste at the closest dustbin - pay attention to waste separation.
- Clean your vehicle in authorised carwash services only
- When driving downhill, use engine brake.

3.2.3. What are the benefits of defensive driving and eco safe driving?

- increase of your driving comfort
- reduction of stressful situations
- decrease risk of damage and accidents (lower insurance rate)
- cost savings (fuel, reduced tyre and brake wear)

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3.3. Overview of working hours for drivers in the freight transport industry

Driving Time	
daily	9 hours daily 2x per week 10 hours
weekly	56 hours 90 hours in 2 weeks
Trip interruption (driving break)	
duration	after 4,5 hours – 45 minutes
possibility to split a break	First part at least 15 minutes Second part at least 30 minutes
Daily Resting Time	
1 Driver:	
regular resting time	11 hours within 24 hours
split resting time	Possibility to split at a total of 12 hours: First part at least 3 hours Second part at least 9 hours
reduced resting time	3 x between 2 weekly resting times at least 9 hours No obligation of compensation
2 Drivers:	9 hours within 30 hours
Weekly Resting Times	
regular resting time	Uninterrupted resting time of 45 hours
reduced resting time	At least 24 hours. Obligation of compensation until the end of the third week by extra resting time Double week (= two consecutive weeks): - Two regular weekly resting times (45hours each) or - One regular weekly resting time (45hours) and one reduced weekly resting time (24 hours)
beginning of weekly resting time	At the end of six 24 hours time periods after the end of the last weekly resting time
Working Time	
1 Driver	13 hours (at 11 hours daily resting time) 15 hours (at 9 hours daily resting time) 15 hours (at split resting time)
2 Drivers	21 hours within 30 hours
Maximum Weekly Working Time (including overtime)	
calculation period	26 weeks
average weekly working time	48 hours (at willingness to work 55 hours)
Maximum working time in one single week	60 hours
Required documents	
record sheets	Record sheets of the current day and the preceding 28 calendar days.
driver card	Driver card as well as required handwritten records and printouts of the 28 preceding calendar days.

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4. Loading and Unloading

4.1. Registration at loading and unloading places

It is only allowed to enter a company's premises with the permission of the company's staff at the loading or unloading places. Before entering, please ask for permission at the check-in of the respective plant.

Check in at the loading place with the following information and documents:

- order number
- licence plate
- vehicle documents
- passport or identity card

For registration at the unloading place you also need following freight documents:

- customs documents
- CMR documents
- any accompanying documents (e.g. delivery notes, invoices, veterinary certificates)

If requested, you have to present your personal safety equipment!
Please pay attention to special neutralisation regulations according to the transport order!

4.1.1. Regulations for loading and unloading by the driver

If the staff at the loading or unloading place requests loading or unloading **by the driver himself** (e.g. pallets with packaged food and beverages), following instructions have to be followed:

For safe loading and unloading please note:	
• loading and unloading only at the ramp • secure the vehicle • follow the instructions of the personnel on site • use suitable pallet truck	
• mechanical pallet truck	max. 1,000 kg per package
• electric pallet truck	max. 1,500 kg per package
FORKLIFTS MUST NOT BE USED BY DRIVERS!	

If anything is unclear, the fleet management has to be informed immediately!

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4.1.2. Loading and unloading feedback to Berger Logistik GmbH



**Inform your transport manager immediately after loading or unloading.
The name of your transport manager at Berger Logistik GmbH is written on our transport order.**

4.2. Factory regulations and safety instructions at loading and unloading places

Please make sure that you are aware of all information and instructions before entering company's premises. Many companies provide information leaflets or show information films.

4.2.1. Personal safety equipment (PSE)

Following signs show which equipment is needed on site at all times. Accompanying drivers must wear safety equipment and follow the instructions as well.



✓ protective hard hat



✓ safety glasses



✓ protective covering clothing – also in warm season



✓ safety jacket



✓ safety shoes with steel caps
Open shoes (sandals, slippers, etc.) are strictly prohibited even in warm season.

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page 12 of 32



✓ working gloves



✓ ear protection



- ✓ Follow the instructions of company employees and security staff.
- ✓ Avoid discussions with plant staff. In case of disagreement, please contact your transport manager at Berger Logistik GmbH. We will try to clarify the situation immediately.
- ✓ Restricted areas which are marked by "no trespassing" signs must not be entered.



- ✓ Comply with all factory regulations and safety instructions.
- ✓ Road traffic rules also apply to the company's premises. Pay attention to the traffic signs and observe the speed limit. Drive only in designated areas.



- ✓ Parking only in designated parking areas.
- ✓ Switch off the engine in case of emergency, especially at gas alarm or fire alert.



- ✓ On the whole premises it is strictly prohibited:
 - smoking – applies also to the driver's cabin
 - open fire
 - photography and filming
 - accompanying persons (except driver)
 - pets

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4.3. Notes regarding potentially dangerous situations and sources of risk

Every day, you are at loading and unloading places or at railway terminals. If you notice any possible dangers, sources of risk or dangerous situations, please let us know immediately. This way, you can greatly contribute to improving safety.

4.4. Document handling

4.4.1. Freight documents at loading



Each transport has to be accompanied by a CMR. The CMR must be filled out by you or by the consignor.

Check if the information is correct regarding the number of packages as well as identification numbers. Additionally, you need to check the condition of cargo and packaging.

Note down on the CMR:

- date and time of arrival
- date and time of departure
- pallet exchange (if required)
- seal numbers
- any remarks like missing goods, damage during loading, etc.



Date and time of your arrival and departure as well as remarks mentioned above must be confirmed by loading staff with stamp and signature. Should they refuse to confirm any comments, please inform us immediately.

Additional freight documents issued by the consignor such as cargo lists, commercial invoices, certificates etc. need to be taken along with the CMR.

Special remarks for combined transports AND for changing trailers:

All documents must be put in the outer document bag at the swap body or at the trailer.

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as of 01 September 2019
approved by FleetManagement
page 14 of 32

4.4.2. Freight documents at unloading



Goods must be delivered with the CMR. All documents should be given to the recipient except in case of a "neutral handling" - see section 4.4.5.

Note down on the CMR:

- date and time of arrival
- date and time of departure after unloading
- pallet exchange (if required)
- any remarks like damage during unloading, etc.

The recipient has to confirm receipt of goods with stamp, signature and date. The name of the signer needs to be written in block letters.

Please send us the confirmed CMR immediately after unloading by Scanner (Smartphone) - see section 10.

4.4.3. Original documents

Original documents can be delivered at BERGER Truckservice, Gewerbepark 16, AT-6300 Wörgl. There is a letterbox at the petrol station.



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4.4.4. Custom clearance



In case of transports between EU countries and non-EU countries, please follow our instructions for custom clearance in accordance with the transport order (export/import custom clearance, custom documents, border crossings if required etc.).

4.4.5. Neutral handling

"Neutral loading" means the sender is not allowed to know about the true recipient.

"Neutral unloading" means the recipient is not allowed to know about the true sender.

In case of neutral handling, please follow our written instructions exactly (document exchange, reissue of CMR etc.).

4.5. Load securing

Effective load securing avoids transport damage and accidents involving damage to the goods or the environment as well as personal injury.

Use all available equipment such as lashing straps and clamping bars in order to provide the optimal level of safety. You and loading staff are both responsible for sufficient load securing.

This includes:

- Trailer floor needs to be clean. Keep in mind that remains of e.g. granules may cause the packages to slide.
- Empty spaces between the packages (containers, pallets, etc.) should be avoided and must be filled correctly (e.g. by empty pallets, air bags, etc.).
- Lashing straps and clamping bars must be in perfect condition.
- Stacked goods must be secured against slipping and falling.
- If you think the load is not sufficiently secured, do not leave the loading place and inform us immediately.
- After a short drive, check the load again.

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4.5.1. Load securing in combined traffic (Road – Rail)

Shunting operations at railway stations or high speed during rail transportation pose a higher risk to the goods. Therefore, the load must be secured especially carefully.

4.6. What to do in case of damage or missing goods at loading and unloading

4.6.1. What to check at loading?

- verify loaded goods with order details
- verify package and condition of packaging (torn bags, damage by moisture etc.)
- verify loaded goods with CMR details - see section 4.4.1.

4.6.2. What to check during transport (breaks)?

- check the vehicle after every break - check tarpaulin, customs cable and customs seal

4.6.3. What to check at unloading?

- verify condition of packaging (torn bags, etc.)
- verify loaded goods with CMR details- see section 4.4.2.
- any damage during unloading by unloading staff

4.6.4. What to do in case of damage, missing goods or other deviations?

- All deviations must be noted on the CMR.
- Check the CMR whether the notes written by the recipient regarding damage or missing goods are correct.
- In case of theft or robbery, always call local police for all records and protocols. If the police do not arrive, drive to the nearest police station and ask for records and protocols.
- Inform us immediately in case of damage or missing goods! Consult the transport order given by Berger Logistik GmbH for the name of your contact person.
- Do not leave the unloading place until you get instructions from us.
- If it is not possible to check quantity and condition of the goods during loading and unloading, please make a note on the CMR.

It is important to always use the CMR for confirmation in case of damage, missing goods or any other deviations!

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4.6.5. Careful treatment of goods

You are responsible for the goods during transport. Please handle the load carefully.

4.6.6. Protection of the load

We use the HACCP concept (Hazard Analysis and Critical Control Point) and the Food Defense analysis (product protection) in order to protect our clients's goods in the best possible way.

Following rules must be respected:

- If you are worried that one part of the load will negatively affect another part of the load (e.g. with odour emissions, leakage of fluids, etc.), please contact the fleet management.
- Check whether tarpaulin and customs seal are intact after every break AND before unloading (see section 2.1.)
- If you have any doubts regarding the safety of the load, please contact your transport manager immediately. This applies particularly to food transports damage caused by weather (e.g. heat, frost, moisture, etc.) as well as possible manipulation by third parties (such as sabotage) or breach of customs seal.
- All instructions of the customer or the fleet management regarding safe parking space must be followed as far as possible within legal constraints concerning driving periods and resting time.

Safe parking spaces mentioned in transport orders MUST always be used. If there are any problems, please contact the transport manager immediately.

- If the loading personnel does not seal the trailer, please contact the fleet management and follow their instructions.
- If the truck is loaded with another product than mentioned in the transport order, please contact the fleet management immediately.
- If the fleet management issues new instructions during the tour, the instructions must be followed.

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4.7. Weight control

Pay attention to the maximum total tonnage and maximum axle load permissions in the countries you are driving through. If the personnel at the loading place will not weight your vehicle, verify the total weight with the help of vehicle documents and the information on the CMR.



If anything is unclear, please contact your dispatcher immediately. He will contact Berger Logistik GmbH and provide you with instructions.

4.8. Handling of exchange pallets

4.8.1. Transport of pallets



If you mainly use routes where exchange of pallets is mandatory, your semitrailer must be equipped with a pallet cage for at least 34 pallets. The pallets must be in perfect condition.

4.8.2. Procedure of pallet exchange

If our transport order instructs you to exchange pallets, the pallets have to be exchanged without delay.

If it is not possible to exchange the pallets without delay, you must insist on confirmation on the pallet receipt or on the CMR.



After unloading, send us the pallet receipt and the CMR immediately by fax. The originals should be sent promptly by mail.

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4.8.3. Exchange criteria for EURO pallets (EPAL)

During pallet exchange, please make sure that the pallets meet with the exchange criteria.

Features of exchangeable EURO pallets:

- Full brand mark
 - A EURO pallet is marked with three brand marks on the long side.
 - The brand mark of a European railway company
 - The brand mark of the European Pallet Association - EPAL quality mark and manufacturer code
 - The brand mark of the European pallet pool of railways - the EUR sign
 - Transverse boards do not contain wane
 - EURO pallets have a standard surface

Features of NON exchangeable pallets:



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DRIVER'S HANDBOOK for SUBCONTRACTORS ENGLISH

Version 3 created by Fleet
original archived by QM
as of 01 September 2019
approved by FleetManagement
page 20 of 32



4.9. Immediate report of delays



It is vitally important to meet the deadlines of our transport orders in order to provide good quality of service. Nevertheless, sometimes delays are inevitable.

In case of any delays we should be contacted by you as soon as possible. Only if we are informed can we provide help and solve the problem.



Immediately contact your transport manager at BERGER Logistik GmbH and follow their instructions.

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5. Transport of dangerous goods (ADR)

The transport of dangerous goods requires a strong sense of responsibility:



- ✓ Verify your ADR licence before the tour.
- ✓ Read the transport order carefully. It contains all the necessary instructions for the transport of dangerous goods.
- ✓ Check your personal safety equipment.
- ✓ Pay special attention to securing the load - see section 4.5.
- ✓ It is prohibited to load different categories of hazardous goods.
- ✓ Check whether the goods are sufficiently marked with ADR signs.
- ✓ ADR signs have to be fastened on the vehicle. In combined traffic the load must be identified by ADR signs on all four sides.
- ✓ Check all accompanying documents.
- ✓ Accident data sheets must be carried along in the languages of all countries traveled.

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6. Emergencies/Accidents

What to do in an emergency / accident:



- ✓ Secure the accident area.
- ✓ Check whether people were injured and get them out of the danger zone.
- ✓ Alert the emergency services. The list of all telephone numbers of all European emergency services is indicated in section 9.
- ✓ In case of emergencies/accidents on company's premises, immediately inform the personnel and follow their instructions.
- ✓ In case of emergencies/accidents in connection with hazardous goods, hand out the accident data sheets to the emergency staff.
- ✓ Inform your contact person at Berger Logistik GmbH as soon as possible. The transport order contains both name and phone number of your contact person. After your call, we will activate a prepared emergency plan.
- ✓ If an alarm sounds while you are on company's premises, follow the factory regulations as well as instructions of the company's staff.

In case of an accident with damage concerning liability insurance, the insurance of the towing vehicle must be used. It is only allowed to hand out the green insurance card of the trailer after consulting the fleet management.



BERGER LOGISTIK GmbH – EMERGENCY NUMBER:
Fleet management: +43 (0)664 519 30 54

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7. Miscellaneous

7.1. Weapons

Carrying and using weapons is strictly prohibited.

7.2. Problems with refugees



It is strictly prohibited to transport people in the cargo space of transport vehicles. As a driver, you are considered as liable, even if you do not notice stowaway passengers along the trip.

Be especially careful at trips to the UK. Check your truck and trailer after every break. Severe penalties may be issued (e.g. PFS 2,000, - which amounts to approximately € 3,000, - for each refugee).

7.3. Contraband - drugs - alcohol



It is strictly prohibited to smuggle any kind of goods, even for personal use. Comply with legal import regulations.

Drug trade and possession of drugs are absolutely prohibited. We also do not tolerate trade with alcohol.

Prescription drug abuse is strictly forbidden.

7.4. Confidential treatment of company information

All information from our transport orders is strictly confidential and must not be disclosed to third parties.

7.5. Data protection

All employees are obliged to treat any kind of customer information and other sensitive data strictly confidentially. Additionally, they are required to always act within the meaning of the Berger Logistik declaration of obligation in order to ensure the best possible protection of customer data placed in the care of third parties, such as transport companies.

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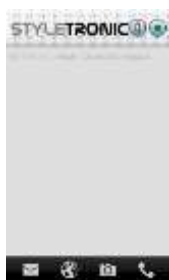




7.6. Corporate Policy and Code of Conduct

The current versions of Berger Logistik's corporate policy and code of conduct can be found in section 11. The corporate policy must be observed, the code of conduct must be respected.

7.7. Smartphone (Scanner) for document transmission



Freight documents (such as CMR, delivery note, pallet note etc.) have to be scanned and sent to your transport manager at Berger Logistik GmbH.

Information on any kind of damage must also be documented and sent to Berger Logistik GmbH.

Please refer to the manual for information regarding the procedure.

7.8. Emergency credit card



If you lose your own credit card, the emergency credit card can be used. In this case, please contact your transport manager.

7.9. Refuelling



Petrol stations of **Berger Logistik GmbH**:

Volvo Truck Service in Wörgl (fuelling chip required)

TK petrol station Scheier in Hörbranz (prior notification is mandatory)

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DRIVER'S HANDBOOK for SUBCONTRACTORS ENGLISH

Version 3 created by Fleet
original archived by QM
as of 01 September 2019
approved by FleetManagement
page 25 of 32

8. Notes

Berger Logistik GmbH

Bahnhofplatz 1 | A6300 Wörgl |
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9. European emergency numbers

112 is a European emergency number that can be used in all member states of the European Union.

Country	European emergency number	Fire Department	Police	Ambulance
Albania		18	19	17
Belgium	112	100	101	100
Bosnia-Herzegovina		93	92	94
Bulgaria	112	160	166	150
Denmark	112			
Germany	112		110	
Estonia	112		110	
Finland	112		10022	
France	112	18	17	15
Greece	112	199	100	166
Great Britain	112	999	999	999
Ireland	112	999	999	999
Island	112			
Italy	112	115	112	118
Croatia	112	93	92	94
Latvia	112	01	02	03
Liechtenstein	112	118	117	144
Lithuania	112	01	02	03
Luxembourg	112		113	
Malta	112	199	191	196
Macedonia		93	92	94
Moldova		901	902	903
Monaco	112	18	17	18
Netherlands	112			
Norway		110	112	113
Austria	112	122	133	144
Poland	112	998	997	999
Portugal	112			
Romania	112	981	955	961
Russia		01	02	03
San Marino	112	115	112	118
Sweden	112			
Switzerland		118	117	144
Serbia & Montenegro		93	92	94
Slovakia	112	150	158	155
Slovenia	112		113	
Spain	112	080	091	061
Czech Republic	112	150	158	155
Turkey	112	110	155	
Ukraine		01	02	03
Hungary	112	105	107	104
Belarus		01	02	03
Cyprus	112	199	199	199

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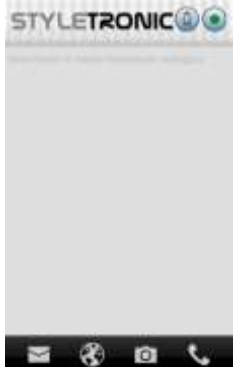




10. Manual for Smartphone

Manual for transmission of pictures.

The mobile phone automatically starts the **TourManager** by Styletronic.

Menu items 2 (navigation) und 4 (telephone services) are deactivated.	
Choose menu item 3 (camera) to send a picture. There are four options which are used for the name of the picture file. Select correct option and confirm with OK.	
The mobile phone automatically focuses on the picture detail.	

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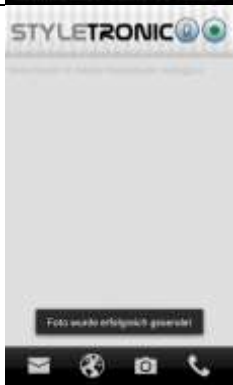
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DRIVER'S HANDBOOK for SUBCONTRACTORS ENGLISH

Version 3 created by Fleet
original archived by QM
as of 01 September 2019
approved by FleetManagement
page 28 of 32

Save the picture by pressing the button Save.	
If required, another picture of another document can be made. In the end, select Send and back ...	
... which will send the picture(s) via email.	
A message pops up with confirmation of the transfer.	

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11. Corporate policy and Code of Conduct

11.1. Corporate policy

The management of Berger Logistik GmbH always refers to the areas of quality, environmental protection, health, safety and security and includes all our activities.

The following corporate policy principles on quality, security, health, safety and operational environmental protection, which are binding for all employees, were implemented by the management of Berger Logistik GmbH:

- We are committed to sustainable policy and ensure the best possible implementation, maintenance and optimization of our management system.
- As a matter of course, we continuously work on improving our actions in all areas.
- All employees are involved in this cycle of continuous improvement. They are trained and motivated and bear personal responsibility in terms of implementation of the management system.
- We are obligated to comply with all legal regulations and other binding requirements.
- All employees are bound by the rules of the Code of Conduct in the currently valid version.
- By acting carefully and forward-looking, we strive to minimize our impact on both human and natural environment.
- We commit ourselves to continuously improve the operational environmental protection using the best available technology, as far as economically feasible.
- The safety and security of our services is ensured by the cycle of evaluations, training and communication involving all employees. These measures also ensure the ideal protection of high-quality products or dangerous goods from loss caused by wanton destruction or theft (security).
- All our employees are regularly informed about all aspects of our management system. Every year, our drivers receive EU professional driver training, the content of which is revised annually.
- We take preventive measures regarding occupational safety, accident prevention and health protection of all employees.
- We want to steadily increase our customers' trust in our services. As far as possible, we strive to meet the demands of our clients as well as fulfil safety requirements.

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- All employees are obliged to deal confidentially with any form of customer data and furthermore to act in accordance with the Berger Logistik declaration of commitment at all times in order to ensure the ideal protection of customer information placed in the care of third parties (transport companies).
- We maintain an active and open relationship with our customers as well as authorities regarding all kind of quality concerns and environmental issues.

11.2. Code of Conduct

1. Preamble

Our corporate policy, the basic strategic orientation and the following Code of Conduct with binding ethical and moral guidelines are the foundation for our commercial activities. This Code of Conduct expresses the values, principles and policies which define the business acts of Berger Logistik towards our customers, suppliers, employees and other business partners.

Our management regards it as a central goal of the company to comply with ethical standards and to create a working environment that encourages integrity, respect and fair behaviour towards both internal and external stakeholders. A corporate policy that fully respects laws and principles also crucially contributes to the long-term business interests of Berger Logistik.

All employees of Berger Logistik GmbH are bound by the rules of this Code of Conduct. Employees who manage others are especially responsible for ensuring that the Code of Conduct is followed in everything we do.

2. Law

We are committed to unrestricted compliance with all legal and official requirements. Every employee must follow the laws, regulations and internal instructions relevant to their area of responsibility.

3. Fair competition and antitrust law

Competition and antitrust law protects free competition. Every employee is obligated to comply with the rules of fair competition within the framework of legal requirements. Therefore, anti-competitive behaviour is prohibited, such as price fixing with competitors, collusion of services, sales, tenders or market sharing.

4. Corruption / bribery / accepting gifts

Berger Logistik positions itself against any form of corruption and bribery in its corporate attitude. We do not tolerate any corrupt activities or other unethical business practices from our employees or third parties acting on our behalf. Accordingly, all employees or third parties acting on our behalf are prohibited from offering or accepting any benefits or gifts which could influence objective and fair business decisions. Small promotional items with no commercial value may be an exception. Invitations to appropriate and standard meals are permitted within the context of normal business operations. Check with superiors if in doubt.

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5. Money laundering prevention

Berger Logistik is not involved in money laundering and follows the national and international guidelines to combat money laundering.

6. Conflicts of interest

Conflicts may arise between the interests (personal, financial, social, ...) of an employee and the interests of the company. Berger Logistik expects its employees to conduct themselves in a proper and moral manner to avoid conflicts of interest. If, despite this, an actual conflict of interest does or is likely to occur, employees must make their superiors aware of the situation.

7. Human dignity and working conditions

Berger Logistik respects human and workers' rights.

Child labour and forced labour are strictly prohibited.

We expect our suppliers and business partners to adhere to these principles as well.

8. Equal treatment

Our actions are guided by general ethical values and principles, especially of integrity, honesty, respect for human dignity, openness and non-discrimination on the grounds of religion, ideology, gender and ethics. We insist on equal opportunities and prevent discrimination in recruitment, promotion or the provision of training and further education measures.

9. Remuneration

The company does not pay anyone less than the statutory minimum wage. The remuneration paid to employees must comply with all applicable laws on wages and salaries, including regulations on minimum wage, overtime and statutory benefits.

10. Freedom of assembly and collective bargaining

Berger Logistik recognizes and respects the right of employees to freedom of assembly and their right to choose their representatives freely and independently and guarantees that those representatives will face no form of discrimination. The company also recognizes the right of employees to collective bargaining. Berger Logistik places high value on working conditions and social standards and relies on that basis on a cooperative and commercially responsible discussion basis with employee representatives.

11. Occupational safety and health protection

The tasks of occupational safety, accident prevention and health protection of all employees are carried out preventively by us in all areas. It is strictly prohibited to consume drugs or alcohol during working hours or to work while under the influence thereof.

12. Environmental protection

It is a matter of course for Berger Logistik to use natural resources sparingly. Sustainable operations and compliance with all applicable laws on environmental protection are among the key corporate goals. We commit ourselves to continuously improve the operational environmental protection, using the best available technology, as far as it is economically feasible.

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13. Data protection

All employees are required to treat all forms of customer data and other sensitive data confidentially and, in addition, to act at all times within the meaning of the Berger Logistik declaration of obligation in order to ensure the best possible protection of customer data placed in the care of third parties.

14. Protection of corporate property

Every employee of Berger Logistik is to handle corporate property carefully and to protect it from loss, theft, damage or misuse. This also applies to relevant data and corporate secrets.

15. Whistleblowing and complaints procedure

The members of our works council and management team are available to all employees for the reporting of abuses and suspected abuses.

All complaints may be made in relation to safety, health, ethics, quality, protection and corporate social responsibility (CSR), but especially concerning religion, ideology, gender or discrimination.

Additionally, complaints relating to safety, health quality, protection and CSR may also be raised with the safety officer (SVP), the quality management officer (QMB) or the CSR officer. No disadvantage shall arise from submitting a complaint.

16. Disciplinary procedure

The disciplinary procedure within Berger Logistik is governed by all relevant laws. The company's disciplinary measures are agreed upon and documented with the responsible works council.

17. Reporting

Adequate transparency and honesty in reporting and communication on business processes, about our employees, customers, business partners, the public and state institutions is of great importance to us. Every employee must ensure that both internal and external reports, records and other company documents comply with legal regulations and standards and are complete and correct at any time. Our management and other persons delegated by the management are solely responsible for representation of our company to external authorities and representatives of the press.

18. Violations

There will be consequences to violations of this Code of Conduct. In serious cases this may lead to termination of employment.

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