

DRIVER-GUIDE ENGLISH

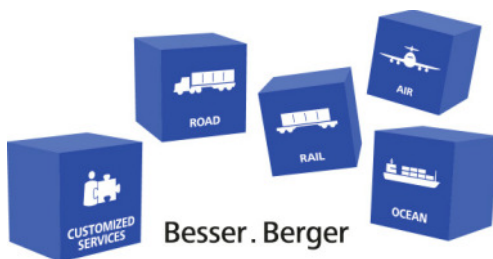


Berger Logistik GmbH

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Preface

Dear Driver!

You are our business card!

You have got instrumental part in what impression our clients receive from our service- quality. Only with your help we can satisfy our customers and could secure our employment for a long time.

In this new edition of our Driver-Handbook we summarize the essential service requirements of our customeres and the **Berger Logistik GmbH** work-introductions together. Further details you can find in our transport orders.

Read our Driver-Handbook carefully, keep it always in driver- cabin and follow the work intructions. If there are some questions, do not hesitate to contact us!

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

Our Berger Logistik GmbH-Team wishes you a nice trip!



For consult to our DRIVER GUIDE or to our transport order, we will offer you our transportmanagers for any time. You find the name for your contact person and the telephone direct dialing on every single transport order.

Imprint:

The **Berger Logistik GmbH** drivers manual is based on the "Behavior Based Safety" - guidelines for safe steering of trucks - published by ECTA, EPCA and CEFIC - developed.

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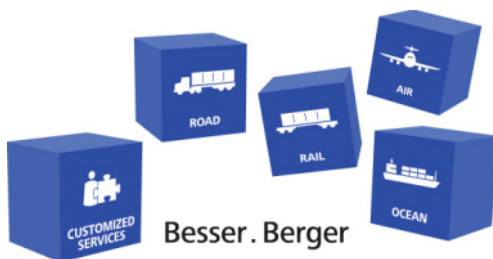
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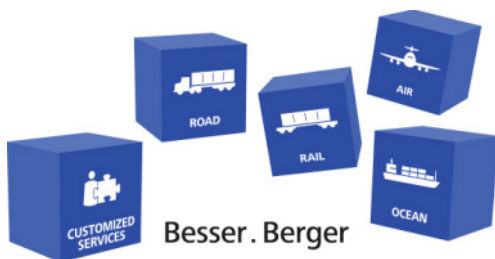
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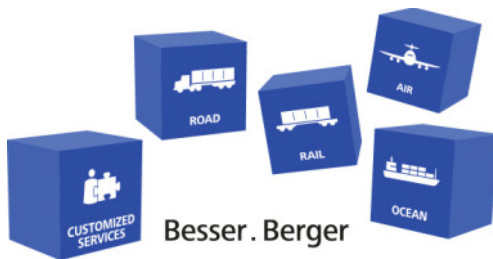
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1. You are our „business card“!

You have got instrumental part in what impression our clients receive from our service- quality.

2. What do you check before starting your trip

2.1. What do you check before starting your trip

Please check always before starting your trip- all accompanying papers, your vehicle and the equipment in accordance with the following checklist:

2.1.1. Papers



- ✓ Vehicle papers
- ✓ Driving licence
- ✓ Driver Card
- ✓ Passport or identity card
- ✓ Driving permission
- ✓ If loaded – accompanying papers of the goods

2.1.2. Vehicle

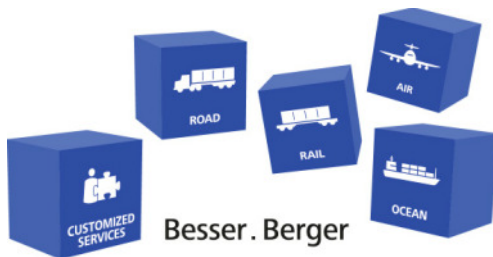
- ✓ Review of the vehicle in accordance with the statutory provisions of the road traffic act
- ✓ Check on visible damage e.x. tarpaulin (tightness, icing on the roof), bottom, vehicle body, protruding nails
- ✓ Cleanliness of the vehicle (Use carwash of Berger - consultation with dispatcher)
- ✓ Keep the loading floor free of Paletts etc
- ✓ After any single unloading the trailer have to be clean.
- ✓ Oil- and cooling water level, pressure test, fuel
- ✓ Check the brakes
- ✓ Condition of the tires, tire pressure, fixed wheel nuts
- ✓ Lighting
- ✓ Possible leaks at fuel tanks or any other leak
- ✓ Cockpit-Check (seat, safety belts, rearview mirror, dead angle camera, Dashboard-displays, conditioners etc.)
- ✓ Twist Locks (in combined traffic)
- ✓ Customs seal (if loaded)

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2.1.3. To be carried vehicle equipment

- ✓ At least 16 lashing traps
Length: at least 9 m, Traction: at least 5 tons, 500 dan, 50 STF
- ✓ 2 safety bars
- ✓ 32 edge-protectors
- Antislid- mats

Corrective action or replacement of load securing material, especially with defective straps, must immediately exchanged after consultation with the vehicle control.

- ✓ First Aid Equipment
- ✓ Extinguisher
- ✓ Accident equipment (flat triangular, safety jacket)
- ✓ Safety ladder with non-slip rubber plug (Norm EN 131)
- ✓ Mobile-phone with hands-free kit

2.2 Are you fit to drive?

0,0 promille – no drugs!
Your activity under the influence of alcohol and / or drugs is strictly forbidden!

Tired?
Only drive if you are fit enough!
The statutory drive- und rest periods have to be complied.

2.3 Context of the transport order

In our transport order you find all important information as follows:

- Unloading places
- Loading places
- Details of goods
- Notes for neutralizations
- Special custom rules and much more



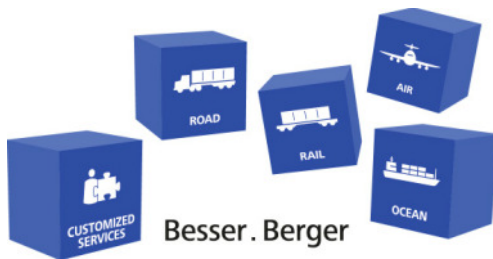
In Case of doubt, please get in touch with our office clerk who is indicated on the transfer order.

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3. Driving

3.1. You have the responsibility!

You are driving a vehicle with up to 40 tons total weight. So you are the "largest, strongest and heaviest actor" on the road. Be aware of the risks and dangers.

The instructions which are given below are designed for helping to protect you, other drivers, the transported goods and the environment.

- ✓ Stick to the Road Traffic rules. As a truck-driver, you are a positive example for other drivers
- ✓ Comply with the statutory driving- and rest times.
- ✓ obligatory using of seatbelts – fasten your seatbelt!
- ✓ Your mobile-phone needs to be off during your working time
- ✓ Phone conversations only with hands-free kit
We recommend conversation when trucks are parked.
- ✓ Parking – loaded truck/trailers need to be parked exclusively at secured and guarded parking lots. Don't leave your vehicle unattended. Special instructions for the special and valuable goods can be found on transport order.

In regular intervals (every 2 months) we are checking in Kundl (Parking Fa. Betz) and Vorarlberg (Schwarzmüller) all trailers. A detailed review and check-up of trailer and the relevant regulations in connection with internal policies will be done!

3.2 Defensive and environmentally conscious driving

3.2.1. Defensive driving

Drive slow, safe and carefully to avoid dangerous situations on the road:

To drive defensively:

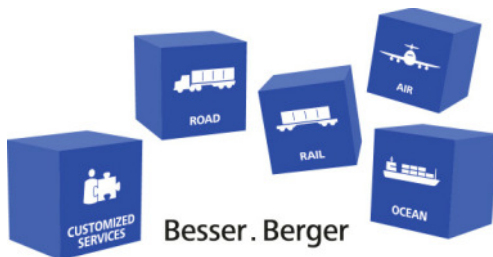
- keep an adequate distance
- brake in time
- Adapt speed to: road conditions, weather conditions, road and traffic
- Driving with light - even during the day
- take breaks

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3.2.2. Environmentally driving

Driving environmentally means: reduce fuel consumption and pollution in combination with emissions and noise.

To drive environmentally conscious:

- before starting your route- check the map and route – check cockpit settings (mirror, seat, etc.) – fasten your seatbelts.
- Don't let the motor run- without any activity
- At swapping trailers- always activate handbrake
- When driving down use engine-brake
- Drive carefully and foresighted
- „Motor off“ – in front of closed gates, in traffic jam, while loading and unloading and during the brake.
- tire pressure (at least 9bar) verify at every fuelstop at least all 14 days
- roof spoiler support „saving fuel“
- Drive „with low-rpm“ – save fuel, save the engine and reduce the noise level
- Dispose of your personal waste closest bustbin - pay attention in separation
- Clean your vehicle in authorized washing services

3.2.3 What means defensive and environmentally conscious driving?

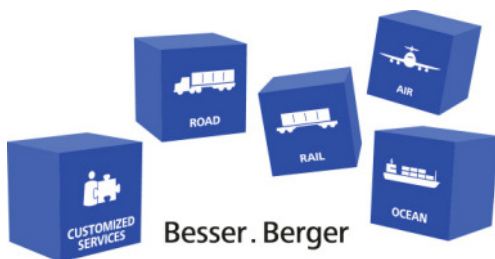
- increase your driving comfort
- reduction of stress-situations
- reduction of accident and damage risk (lower insurance bonus)
- cost savings (diesel, lower tire and brake wear)

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

Driving Time	
daily	9 h daily 2x per week 10 h
weekly	56 h 90 h in 2 weeks
Trip interruption (driving break)	
duration	after 4,5 h – 45 minutes
possibility of partition	First part at least 15 minutes Second part at least 30 minutes
Daily Break Times	
1 Driver:	
Regular brake times	11 h within 24 h
divided brake times	Possibility of partition at a total of 12 h: First part at least 3 h Second part at least 9 h
Reduced brake times	3 x between 2 weekly brake times at least 9 h No compensatory duty
2 Driver:	9 h within 30 h
Weekly Break Times	
Regular brake times	Uninterrupted brake tome of 45 h
Reduced brake times	At least 24 h Compensatory duty untill end of the third week trthrough extra brake times. Double week (=two consecutive weeks): - Two regluar weekly braketimes (each 45h), or - One weekly brake time (45h) and a reduced weekly brake time (24 h)
Beginning of the weekly brake time	At the end of six 24 h-time periods after the end of the past weekly brake time
Use Time	
1 Driver	13 h (at 11 h daily brake time) 15 h (at 9h daily brake time) 15 h (at divided brake timet)
2 Driver	21 h within of 30 h
Maximum Weekly Working Time (including overtime)	
Calculation period	26 Weeks
Average Workweek	48 h (at willingness to work 55h)
Maximum working time in single week	60 h
To Carry obligations	
records	records of the current day and the preceding 28 calendar days,
Driver card	Driver card, required, handwritten records & printouts from the 28 preceding calendar days

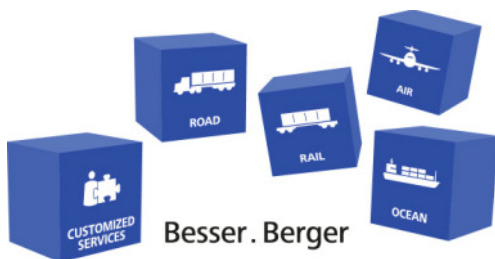
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4. Loading and Unloading

4.1. Registration at loading and unloading places

Entering and driving the plant premises is permitted only with a corresponding permission from the plant staff. Get approval at check-in/entrance.

Registrate at loading place with the following information and documents:

- Order number
- Vehicle-licence plate
- Vehicle paper
- Passport or identity card

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

- Any customs documents (also attachements)
- CMR + Delivery notes, invoices, veterinary certificates, etc.

!!! If requested, you need to present your personal safety equipment!!!

!!! Please pay attention to special neutralization provisions on transfer order!!!

4.1.1 Regulation for loading and unloading through the driver himself

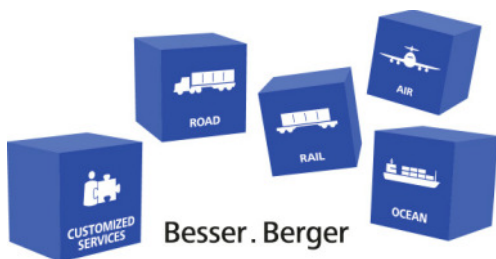
If the loading-unloading staff requests, the pallets with packed food and beverages needs to be loaded and unloaded with following instructions- **from driver himself**.

For the safe loading and unloading –please take in consideration:	
Loading and unloading only at the ramp Security of vehicle regardting → Pt. 9 and after release and statement by plant staff with suitable unloading machine	
• mechanic machine	max. 1000 kg per pack piece
• electric machine	max. 1500 kg per pack piece
Drivers without forklift-license are not allowed to use!!	
At any case of doubt, 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 contact person immediately after loading or unloading.
You find your contact person at Berger Logistik GmbH in our transfer order.

4.2. Plant and safety instructions at loading and undloading place

Please make sure that you are aware of all information and instruction, before entering plant.

4.2.1 Personal safety equipment (PSE)

Following signes are showing obligatory information and instructions to use/wear at whole plant.



✓ Helmet



✓ Safety glasses



✓ Overal clothing – also in warm season



✓ Safety jacket



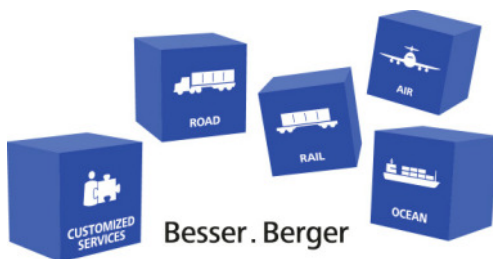
✓ Safety shoes with steel caps
open shoes (sandals, slippers, etc.) are also in warm
season strictly forbidden!

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- ✓ Working- gloves



- ✓ Ear protection



- ✓ Follow the instructions of company employees and security staff
- ✓ Avoid discussions with the plant- staff. Contact in case of disagreement with your contact person at **Berger Logistik GmbH**. We will try to clarify the situation immediately.
- ✓ restricted zones which are marked "no trespassing" by prohibition notices may not enter or be driven.



- ✓ Comply all plant and safety-rules.
- ✓ Also on factory premises applies the Road Traffic rules. Check traffic signs and keep a prescribed on factory premises speed. Drive only on the prescribed or designated roadway.



- ✓ Parking only to the designated parking areas
- ✓ "motor off" at an emergency, especially at gas and / or fire alarm



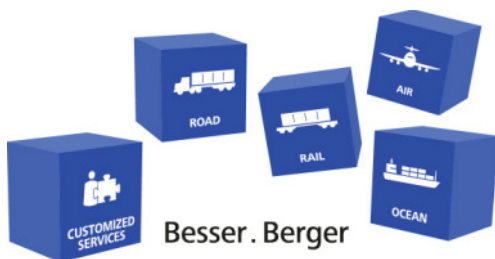
- ✓ strictly forbidden on the plant premises:
 - Smoking – also not in cabine
 - fire
 - photography and recording
 - 2nd person in plant (except driver)
 - Pets in cabin

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4.3. Remarks for potential danger and risksources

You are daily at loading and unloading places or at rail-terminals. In case of realizing some potential dangerous issues- please inform us immediately.

4.3.1. Document handling

4.3.2. 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-concerning the number of packages and numbers. Additionally you need to check condition of the cargo and packaging.

Note down additionally on CMR:

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



**Get a confirmation for these mentioned remarks with stamp and signature.
Should they refuse to confirm any comments made by the sender, please inform us immediately.**

Additional issued documents by sender → freight papers, commercial invoices, packing lists, certificates etc. needs to be taken along with CMR.

Special remark for carrying in combined transport:

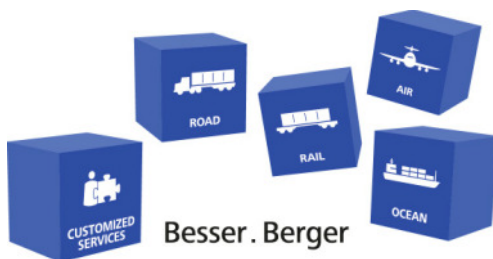
All other documents must be put bag-box for documents.

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4.4.2. Freight papers at unloading



Goods must be delivered with CMR. All documents should be given to recipient except "Neutral documents" - see section 4.4.4.

Remarks on CMR:

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

CMR needs to be confirmed with stamp, signature date and name of „unloader“.

Send us the confirmed CMR immediately after unloading by Scanner (Smartphone) see section 7.5.

4.4.3. Custom clearance



Transports between EU and non-EU countries please follow our exact instructions for customs clearance in accordance with transfer order (export / import customs clearance, customs documents, border crossings when required etc.).

4.4.4. Neutral settlement

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

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

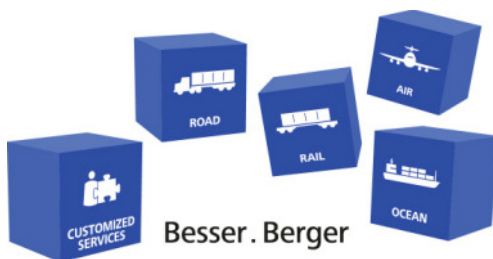
Please keep neutral handling regarding our written instructions in a right way.(document exchange, reissue CMR etc.).

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4.5 Load securing

Effective load securing avoids transport damage and accidents involving goods, environmental and personal injury and saves complaints.

Prepare all equipment (belts and safety bars), to secure in a optimum way. You and also loading staff are responsible for sufficient load securing.

- This includes:
- Trailer floor needs to be clean.
- Empty spaces between the packages (containers, pallets, etc.) should be avoided and must be filled correctly (for example by empty pallets, Air Bags, etc.).
- belts and safety bars must be in perfect condition.
- Stacked goods must be secured against slipping and falling.
- Do not leave the loading place- before you are 100% sure of the way of security.
- Check your goods again after short driving distance.

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

Through shunting operations in stations or by the high speed during rail transportation, there is also a big danger with these kinds of goods. Therefore goods must be carefully secured.

4.6. Behavior at damage or missing quantities at loading and unloading

4.6.1. What to control at loading?

- Verify loaded goods with order details.
- Verify package and condition of packaging (torn bags, etc.)
- Verify loaded goods with CMR details- see Section 4.4.1.

4.6.2. What to control during transport (breaks)?

- Check the vehicle after every brake – check tarpaulin, customs cable and seal.

4.6.3. What to control at unloading?

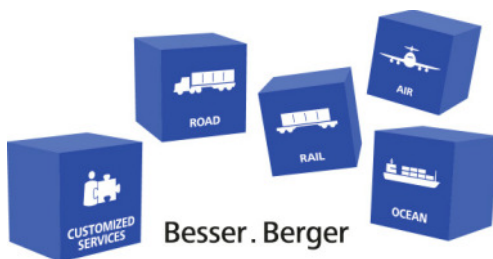
- Verify package and condition of packaging (torn bags, etc.)
- Verify loaded goods with CMR details- see Section 4.4.2.
- Any damage during unloading by unloading staff

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4.6.4. What to do at missing quantities and other deviations?

- At any difference take remarks on CMR
- At any robbery, call local police for all records and protocols. If the police does not come- drive to nearest police station and ask for records and protocols.
- Verify CMR, if unloading place confirmed and noticed anything.
- In case of damage or missing quantities, you need to inform us immediately! You can find your contact person on **Berger Logistik GmbH's** order.
- Don't leave unloading place as long you don't get any instruction by us.
- If you are not in the able to check quantity during the loading and unloading, please take a remark on CMR.

4.6.5. Carefully treatment of goods

During transport, you are responsible for goods. Please drive/secure/load/unloadig carefully.

4.7. Weight control

Pay attention to the maximum permissible gross tonnage per axle. If your vehicle won't be weighted at the loading place- please verify total weight also with weight on CMR.



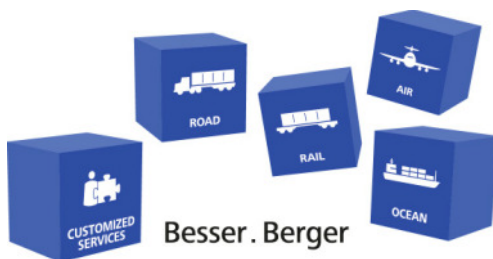
At any doubt contact your **Berger Logistik GmbH**.

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4.8. Handling of exchange pallets

4.8.1. transport of pallets



You are mainly on routes where exchanging pallets are obligatory, your semitrailer should have a pallet basket with 34 exchange pallets. The pallets must be in perfect condition.

4.8.2. Settlement of pallet exchange

Our orders are remarked with instruction for exchange pallets. If you do not get any exchange pallets at unloading place, then ask for confirmation for non- changing!!



Please send us after unloading all pallet notes and CMR. Originals should be sent by post.

4.8.3. Exchange remarks for Euro pallets (EPAL)

At exchanging please make sure that pallets comply with the exchange remarks:

Features of exchangeable EURO pallets:

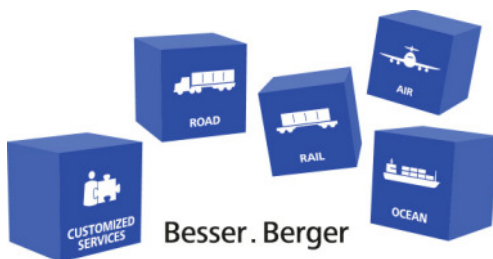
- Full branding
 - A EURO pallet is remarked with three „fire signs“.
 - The branding of a European railway company
 - The Fire sign of the European Pallet Association - EPAL quality mark and manufacturer code
 - The Fire sign of the European pallet pool of tracks - the EUR-sign
- Transversal boards have no rough edges on
- EURO pallets have a standard image

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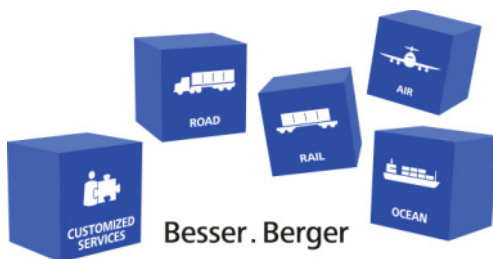
Features of NOT exchangeable pallets:

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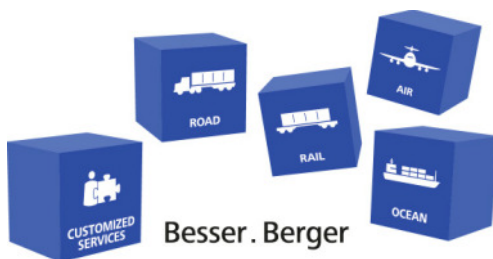
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4.9. Immediate report at delay



The exact treatment of mentioned time slots etc. are an essential part of our service quality. Nevertheless, delays are sometimes unavoidable. In case of irregularities, please contact us immediately! Only timely information enables the fast way to solve problems.



Contact immediately Berger Logistik GmbH and get additional instructions.

5. Transport of dangerous goods (ADR)

The transport of dangerous goods requires a high sense of responsibility ahead:



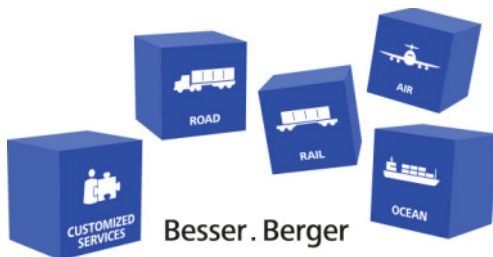
- ✓ Before starting- verify your ADR- license.
- ✓ Read the transfer order carefully. It contains all the instructions necessary for the transport of dangerous goods.
- ✓ Check your personal safety equipment.
- ✓ Pay special attention to securing the load - see section 4.5.
- ✓ Look for the mixed loading prohibition different classes of dangerous goods
- ✓ Do not load/mix goods for different ADR- classes.
- ✓ Verify if all necessary dangerous-signs are stucked.
- ✓ Verify all accompanying documents.
- ✓ Tremcards must be taken 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 with signs.
- ✓ Check if people were injured and bring them possibly out of the danger-zone.
- ✓ Alert the emergency services - a list of all European emergency phone numbers can be found in the supplement 2.
- ✓ In emergencies / accidents on a company's premises, inform immediately the security staff /operating personnel, and follow their instructions.
In emergencies / accidents related to dangerous goods pass the transport cards to security staff /operating personnel.
- ✓ Inform as soon as possible Your contact persons at the Berger Logistik GmbH. Your contact person and phone number can be found on transport order.
In sounding an alarm signal during your stay at the company's premises, follow the work rules and instructions of security staff /operating personnel.

In (accidents) automobile liability damage, the damage to the third party liability insurance (law Austria) is to be conducted by OWN VEHICLE.



Berger Logistik GmbH- EMERGENCY NUMBER:
Mr. Mehmet Gün +43/664 3948365

7. Particularities

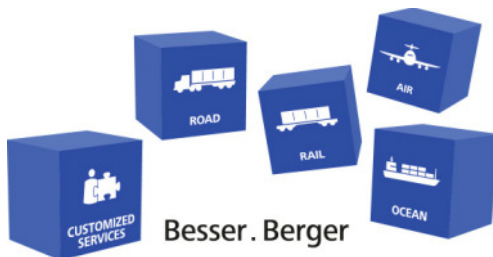
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7.5. Weapons

Carrying and using weapons are strictly forbidden.

7.6. Problems with refugees



The carriage of persons in the cargo space of transport vehicles is strictly prohibited. As a driver, you are considered, even if you do not notice along on the trip.

Take care especially to UK. Verify your truck and trailer after each stop (break).

High fines/penalty's (f.e. Great Britain PFS 2.000,-- = ca. €3.000,-- each Refugee)

7.7. Contraband - alcohol - drugs



The smuggling of any goods - also for personal use - is strictly forbidden. Stick to the legal driving provisions.

The trade in and possession of drugs is strictly forbidden.

We don't tolerate trading with alcohol.

The abuse of drugs is strictly forbidden.

7.8. Confidential treatment of company information

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

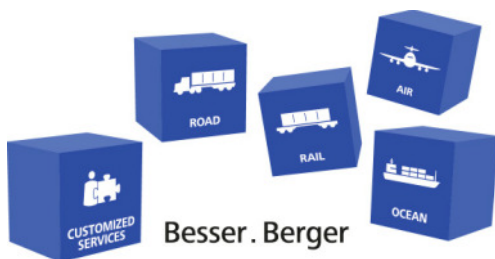
7.9. Smartphone (Scanner) for document feedback & damage

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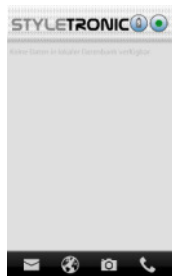
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Freight documents (CMR, delivery, pallet slip etc.) scan and send.
Damages of any kind and other issues must be send to **BERGER Logistik GmbH**.
Please check procedure from manual.

7.10. Emergency credit card



If you lose your own cash-card, the emergency credit card can be availed. For this, please contact your own dispatchers.

7.11. Refuel



Refuel possibilities of **Berger Logistik GmbH**.

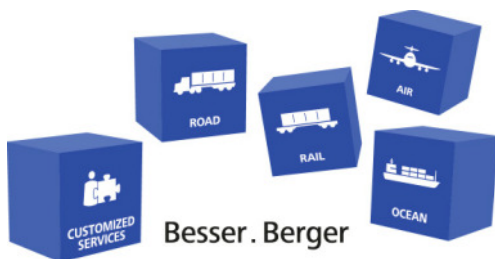
Volvo Truck Service in Wörgl (only possible with tank chip)
TK-Tankstelle Scheier in Hörbranz (only possible with prior notification)

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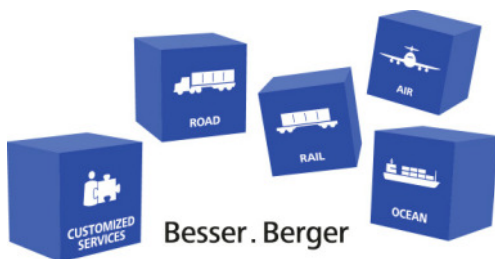
8. Notes

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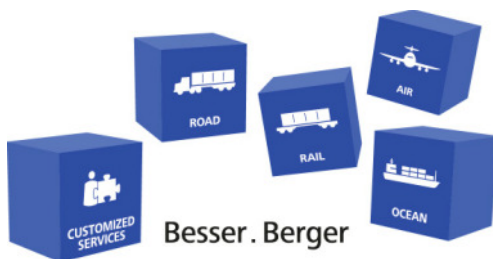
9. Extras

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10. European emergency numbers

112 is a European emergency number that can be used in future in all the Member States of the European Union.

Country	European emergency number	Fire Department	Police	Rescue
Albania		18	19	17
Belgium	112	100	101	100
Bosnia-Herzegowina		93	92	94
Bulgaria	112	160	166	150
Dänmark	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
Kroatia	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
Moldawien		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			
Rumänien	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
Slowenia	112		113	
Spain	112	080	091	061
Czech Republik	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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