

**VEDROVA**  
Transport Forwarding Logistics



# Subcontractor's Manual

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17/07/2019

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# 1. General

## 1.1 Introduction

### 1.1.1 History

Vedrova N.V. was founded in June 1996, within the structure of the Transportgroup T.P.&H., located in Herentals (Belgium) with branches in Poland Moldova, Bulgaria and France.

From the beginning, Vedrova has focused entirely on transport, forwarding and Logistics to and from the broad area of Central and Eastern Europe, the Balkan, the CIS countries and Central Asia.

The successful combination of many own trucks and the commercial and operational know-how, powered by Walter Drossaert and Reiner Gagelmann, have resulted in a continuous and stable growth.

In May 2000, we joined the Chamber of Commerce and Industry, registered under Trade Number 79880.

One year later Vedrova N.V. became also a recognized member of the Belgian Forwarders Association and FIATA.

In July 2001, the group moved into a modern, self-build, brand new site, with offices, a 2.500 sqm warehouse and a guarded parking place of 15.000 sqm.

The same year, necessary efforts were made to obtain the quality Assurance Certificate according NBN EN ISO-9001:2000. We passed successfully the initial audit in December 2001. Our company was last reviewed and approved in 2017. This certificate is valid until May 2020.

In 2002 we became a recognized member of the Belgian-Luxembourgian Chamber of Commerce and Industry for Russia and Belarus.

Since July 2007 our company is SQAS-assessed. This audit is last renewed in September 2016.

In September 2010 we achieved the AEO (Authorized Economic Operator) – certificate. This audit is renewed in August 2017.

In December 2017 we obtained the ISO 14001 certificate according NBN EN ISO 14001:2004. This certificate is valid until December 2020.

### **1.1.2 ISO 9001:2008 and ISO 14001:2004**

We want to be one of the leading forwarding companies, with strong market coverage in the area of Central and Eastern Europe, the Balkan, the CIS countries and Central Asia.

We offer the full range of logistic services, also using alliance partner for completing our own assets.

Our own resources are focused on core competencies, whilst we subcontract non-core activities to third party companies. We behave in an active and preventive way, with respect to safety regulations and environment.

Permanent Quality Control based on the NBN-EN ISO 9001:2008 Standard and on the NBN-EN ISO 14001:2004 standards is a daily objective of our Management and Staff and is monitored accordingly.



**CERTIFICATE**

This is to certify that the Quality Management System of

**VEDROVA N.V.**  
Welvaartstraat 2-6, B-2200 Herentals

has been assessed and approved by the "Belgisch Centrum voor Certificatie"  
according to the following International Standard:

**NBN EN ISO 9001:2015**

The Quality Management System is applicable to the following activities:

**" All transport, forwarding and logistic services.  
Main competence transport to and from central- and eastern  
Europe. "**

The validity of the certificate is subject to the company maintaining  
the quality system, which will be periodically verified by  
the "Belgisch Centrum voor Certificatie"

certificate number  
380305617

date of issue : 30<sup>th</sup> May 2017  
expiry date : 15<sup>th</sup> May 2020

the "Belgisch Centrum voor Certificatie"



  
for the Certification Committee

  
for the Management

BCC n.v., Ruisstraat 68, 9140 Tense

Certificate ISO 9001:2015



## CERTIFICATE

This is to certify that the Environmental Management System of

**VEDROVA N.V.**  
Welvaartstraat 2-6, B-2200 Herentals

has been assessed and approved by the "Belgisch Centrum voor Certificatie"  
according to the following International Standard:

**NBN EN ISO 14001:2015**

The Management System is applicable to the following activities:

**" All transport, forwarding and logistic services.  
Main competence transport to and from central- and eastern  
Europe. "**

The validity of the certificate is subject to the company maintaining  
the management system, which will be periodically verified by  
the "Belgisch Centrum voor Certificatie"

certificate number:  
380320617

date of issue : 30<sup>th</sup> January 2018  
expiry date : 17<sup>th</sup> December 2020

the "Belgisch Centrum voor Certificatie"

for the Certification Committee

for the Management

BCC n.v., Ruisstraat 68, 9140 Temse

Certificate ISO 14001:2015

### 1.1.3 SQAS



The chemical industry in Europe mainly uses the logistic services of a third party for storage, treatment and transport of raw materials, semi-manufactured articles and finished products. The chemical companies want to make sure that all of this happens in a safe and qualitative good way. This is important for the protection of employees, other people and the environment. That is why Cefic (European Chemical Industry Council) has established a questionnaire. The name of the questionnaire is SQAS and stands for Safety and Quality Assessment Systems. If we fill in this questionnaire and Cefic audits us, then we are SQAS-audited. The result of this audit is a guideline for the chemical industry, how we work and how safe we work, etc.

You, our subcontractors, are an important link in this matter and that is why you can find the questionnaire as an appendix at the back of the manual. Then you can see how important all regulations concerning transport are.



# SQAS ATTESTATION

Safety and Quality Assessment System

**This is to confirm that an SQAS Transport Service Assessment has been carried out by Schevernels, G. (-) at**

**Vedrova NV  
Herentals**

**on September 7, 2016**

**The assessment covered the "Core" and "Transport Service Specific" elements and has been carried out using the Cefic SQAS Transport Service Questionnaire and Guidelines.**

**The assessment report has been entered in the Cefic SQAS Electronic Database ([www.sqas.org](http://www.sqas.org)) under reference number 84791 and is accessible to the assessed company, the members of the SQAS Service Group and the Logistics & Distributors User Group.**

**Issued on September 7, 2016**

**Signed**

**Victor Trapani  
SQAS Manager**

**Cefic, Brussels**

The SQAS assessment report is a statement of facts and this attestation does not express any appreciation of the company's performance. The SQAS Assessment is valid for 3 years.



Certificate: SQAS 2016

### 1.1.4 The Belgian link with Eastern Europe

Since our foundation in 1996, Vedrova N.V. has become a reliable partner to both industry and manufacturers, for logistic solutions to and from Central and Eastern Europe, the Balkan, the CIS countries and central Asia.

The direct and personal approach towards the clients, combined with competence and know-how, has resulted in a continuous and significant growth.

As a complementation of the own truck-fleet, we have built up an impressive network structure, based on a scheduled core network of partners, in several Central and East European countries, mainly and preferably direct hauliers, having their own equipment, which enables of course to optimize not only the follow-up of all consignments, but also shortens the lead-times.

This tremendous and still growing number of direct contacts with local transport companies enlarges continuously the strength and flexibility of Vedrova N.V.

This Direct Link Philosophy thus both relates to customers (industry and manufactures) and hauliers, having one single common link: Vedrova N.V.

### 1.1.5 Countries

Below you can find a list of all countries we offer loads to:

* Albania	* Germany	* Portugal
* Armenia	* Greece	* Romania
* Austria	* Hungary	* Russian Federation
* Azerbeidzjan	* Ireland	* Serbia
* Belarus	* Italy	* Slovakia
* Bosnia-Herzegovina	* Kazakhstan	* Slovenia
* Bulgaria	* Kyrgyzstan	* Spain
* Croatia	* Latvia	* Sweden
* Czech Republic	*Lithuania	* Switzerland
* Denmark	* Macedonia	* Tajikistan
* Estonia	* Moldova	*Turkey
* Finland	* Montenegro	* Turkmenistan
* France	* Norway	* Ukraine
* Georgia	* Poland	* Uzbekistan

## 1.2 Purpose of this subcontractor's manual

The aim of this manual is to guide you through **our agreements, procedures and instructions**. You constitute an essential link between our firm and the customer. If you have propositions to optimize the functioning of Vedrova in the field of transport and logistics, do not hesitate to tell us. We are always prepared to listen to your suggestions. Following the instructions of this manual is necessary for the good functioning of our cooperation and of our company.

## 1.3 Organization

### 1.3.1 Contact list

<b><u>Managing Director</u></b>			
Walter Drossaert	Tel: +32/14 84 95 12	Gsm: +32/475 67 53 40	<a href="mailto:info@vedrova.be">info@vedrova.be</a>
<b><u>Assistant Director / SQAS / AEO / DGSA</u></b>			
Birgit Van Dyck	Tel: +32/14 84 95 34	Gsm: +32/496 90 12 28	<a href="mailto:info@vedrova.be">info@vedrova.be</a>
<b><u>Operations 1</u></b> (PL, LT, LV, EE)			
Greet Abbeel	Tel: +32/14 84 95 17		<a href="mailto:operations1@vedrova.be">operations1@vedrova.be</a>
Niels Op de Beeck	Tel: +32/14 84 95 18		<a href="mailto:operations1@vedrova.be">operations1@vedrova.be</a>
Pawel Dobrychlop	Tel: +32/14 84 95 92		<a href="mailto:operations1@vedrova.be">operations1@vedrova.be</a>
Nathalie Dierckx	Tel: +32/14 84 94 64		<a href="mailto:operations1@vedrova.be">operations1@vedrova.be</a>
Iwona Nosal	Tel: +32/14 84 94 60		<a href="mailto:operations1@vedrova.be">operations1@vedrova.be</a>
<b><u>Operations 2</u></b> (CZ, SK, HU)			
Lesley Dirickx	Tel: +32/14 84 95 04		<a href="mailto:operations2@vedrova.be">operations2@vedrova.be</a>
Els Van Nueten	Tel: +32/14 84 94 69		<a href="mailto:operations2@vedrova.be">operations2@vedrova.be</a>
Ellen Sannen	Tel: +32/14 84 95 93		<a href="mailto:operations2@vedrova.be">operations2@vedrova.be</a>
Saskia Demeyer	Tel: +32/14 84 95 91		<a href="mailto:operations2@vedrova.be">operations2@vedrova.be</a>
Izabella Toth	Tel: +32/14 23 06 60		<a href="mailto:operations2@vedrova.be">operations2@vedrova.be</a>
<b><u>Operations 3</u></b> (RU, UA, BY, KZ, UZ, SL, HR, BIH, MNE, RS, BG, RO, MD, AL, GR, MK, AR, TR, IR)			
Stijn Gladines	Tel: +32/14 84 92 98		<a href="mailto:operations3@vedrova.be">operations3@vedrova.be</a>
Natasja Van der Auwera	Tel: +32/14 84 94 67		<a href="mailto:operations3@vedrova.be">operations3@vedrova.be</a>
<b><u>Operations 4</u></b> (FR, D, IT, UK, PT, ES, NL, CH, AT, SE, DK, NO, FI)			
Geert Trog	Tel: +32 14 84 94 61	Gsm: +32/474 74 44 87	<a href="mailto:operations4@vedrova.be">operations4@vedrova.be</a>
Marijke Trappers	Tel: +32/14 84 92 96		<a href="mailto:operations4@vedrova.be">operations4@vedrova.be</a>
<b><u>Sales and business development</u></b>			
Yuliya Yakimova	Tel: +32 14 84 92 99	Gsm: +32/492 24 19 97	<a href="mailto:sales@vedrova.be">sales@vedrova.be</a>

**Quality management ( ISO) , Administration, Invoicing**

An Stassyns                      Tel: +32/14 84 95 28                      [admin@vedrova.be](mailto:admin@vedrova.be)

Inge Van Hove                      Tel: +32/14 84 94 68                      [admin@vedrova.be](mailto:admin@vedrova.be)

Carolina Cotrobai                      Tel: +32/14 23 06 60                      [admin@vedrova.be](mailto:admin@vedrova.be)

**Accounting  
department**

Rita Scheveneels                      Tel: +32/14 23 06 60                      [info@vedrova.be](mailto:info@vedrova.be)

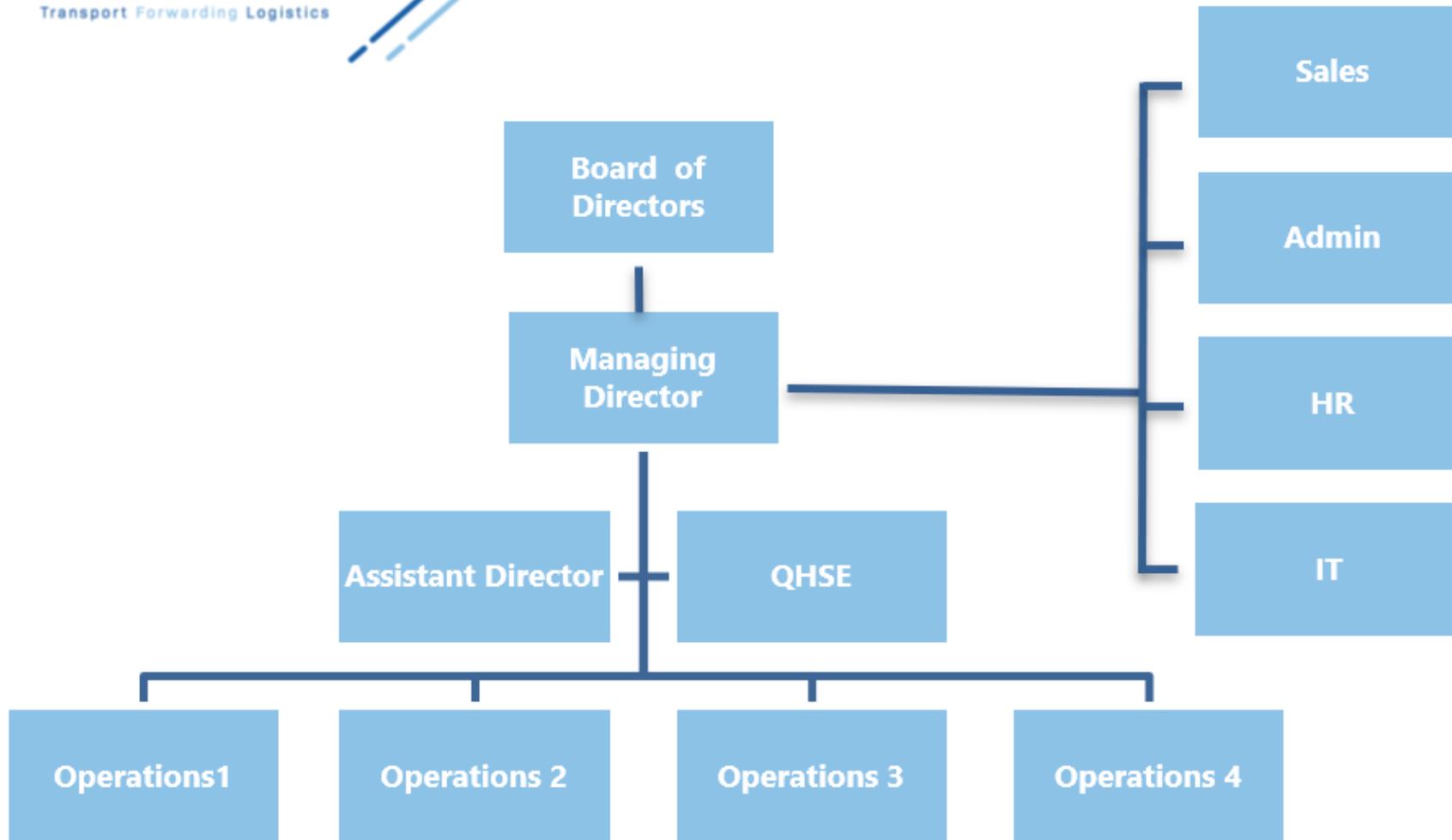
**Transport orders  
General information**

VEDROVA NV                      Tel: +32/14 23 06 60                      [info@vedrova.be](mailto:info@vedrova.be)

Welvaartstraat 6                      Fax: +32/14 22 46 35                      [www.vedrova.be](http://www.vedrova.be)

BE – 2200 Herentals                      VAT: BE0458.311.241

### 1.3.2 Organigram



## 1.4 Policy declaration

We have the ambition and wish to accomplish that our company becomes known and remains so for his high level of **quality** and for a **safe** and **environmentally aware execution** of the transport services and logistic services that our customers entrust us. We aim to do this all within the asked time plan.

Our mission exists in the acquisition of an important place on the market of transport- and logistic services from and to Eastern Europe.

We always want to execute our transport services on an E.P.A.P.-manner (**Efficiency, Punctuality, Accuracy** and **Productivity**).

**Safety** and **environment** figure at the top of the list and are being social obligations as well as Legal obligations.

Every employee and sub-contractor have his **own responsibility** in the execution of the quality, safety, environment policy and is being assessed on this. He / she contributes to a continuous improvement of processes by introducing propositions. Everybody is fully aware of the fact that the care of quality, safety and environment is not a project, but is a **continuous process**, where everybody has the ambition to minimize the number of mistakes and the environmental nuisance and to maximize the safety and the customer satisfaction. We want the subcontractors to adhere to the principles of responsible care (<https://www.ecta.com/Responsible-Care>) and we recommend our sub-contractors to work with guidelines. A good guideline is "BBS (Behaviour Based Safety) for safe driving of road freight vehicles" and "BBS for safe (un) loading of road freight vehicles.

This policy is announced to all internal and external people who are involved. This mission and vision offer a framework for the observation and appraisal of the annual objectives.

The management has the responsibility that this policy is suitable for the aim of the organisation and the obligation implies to improve the effective functioning of the management system.

## 1.5 How to work with this manual?

All selected subcontractors of Vedrova N.V. receive a copy of this manual. If there are adaptations to the manual, they will receive an updated version.

## 1.6 Head-office

Vedrova N.V.  
Transport – Forwarding – Logistics  
Welvaartstraat 6  
BE – 2200 Herentals

## **1.7 Registered office**

Vedrova N.V.  
Transport – Forwarding – Logistics  
Welvaartstraat 6  
BE – 2200 Herentals

Tel: 0032 14 23 06 60

Fax: 0032 14 22 46 35

E-mail: [info@vedrova.be](mailto:info@vedrova.be)

Website: [www.vedrova.be](http://www.vedrova.be)

VAT: BE 0458 311 241

## **Bank details**

KBC  
Zwartzustersvest 22  
BE – 2800 Mechelen

Swiftcode: KREDBEBB

Ibancode: BE93 4132 1963 8167

## 2. Practical agreements

### 2.1 Questionnaire

Within the framework of our quality (SQAS) audit, we ask all our subcontractors to fill in the questionnaire and sign that you agree with this manual, our NDA, code of conduct and privacy statement. Please, fill in this Questionnaire and send it back by e-mail or save at sharepoint. You will find the Questionnaire as appendix at the back of this manual.

### 2.2 Loading / Unloading

- Cargo securing must be done according **the latest regulations**
- After loading/unloading we must be informed (time / conditions / ...)
- If you think you will be too late to load or to unload, you call us immediately! We must inform our client about any delays. It can't be that our client informs us about it.

### 2.3 Legal prescriptions

The independent sub-contractors must have a VAT-number. The Subcontractor should follow all relevant national and international regulations and laws. Special attention to compliance by the Subcontractor in the following areas is essential:

- 1) The company of the Subcontractor should have the required operating licences;
- 2) Drivers should hold valid licences and certificates, in relation to the carried goods. if applicable, a valid ADR-certificate.
- 3) There should be a strict policy concerning the use of drugs and alcohol by drivers
- 4) Restrictions concerning working and driving hours should be respected
- 5) The Subcontractor and his drivers should comply with relevant regulations on parking and routing, e.g. National Routing and Tunnel Regulations, Parking Restrictions on Dangerous Goods, etc.
- 6) All relevant transport and customs documentation supporting the operation should be carried in the transport chain with the utmost attention and care, e.g. CMR, Railway Bill, Dangerous Goods Declaration, Bill of Lading, custom documents, etc.
- 7) Each party in the transport chain should be informed about the risks associated with the carried products prior to accepting the haulage; this may be achieved for example by provision of the Instructions in Writing (Tremcard) and SDS (Safety Data Sheet);

In addition to the above, specific criteria apply in case of transport of dangerous goods:

- 8) All the provisions of the applicable international and national regulations for the transport of dangerous goods (ADR,...), concerning the labelling, placarding , documentation, equipment, training, segregation of goods etc. should be implemented;
- 9) Drivers of the Subcontractor employed for the transportation of dangerous goods should have a valid ADR training certificate and should be provided with the appropriate personal protective equipment;
- 10) Dangerous Goods Safety Advisor (DGSA): The Subcontractor's DGSA should fulfil the legal requirements, including the preparation of incident reports, an annual report and improvement plans.

## **2.4 Equipment and operations**

### **1) Equipment:**

The equipment should at least comply with the legal requirements applicable for the material that will be transported. It should be regularly and effectively maintained / tested and meet both the statutory inspection requirements and the recommendations of the manufacturer.

The vehicles used for the transport of dangerous goods should be equipped with all legally required safety equipment and safety features and should be used according to the manufacturer's instructions.

Recorders of temperature-controlled trailers should be calibrated at least once a year. Certificates that can prove calibration of the recorder must be available upon request.

### **2) Operations:**

It is expressly and specifically agreed that the service provider is responsible for:

- the distribution of load on the loading floor
- compliance with the maximum permissible mass and axle loads of the vehicle
- Cleanliness of equipment
- and the security of the stowage.

At the latest at the moment of registration of the truck upon arrival at the loading site, the service provider shall be provided with the necessary documents and information (including correct description and weight of the products) to be able to comply with its duties above.

In the event the charge is not distributed or stowed as he requested considering his responsibility, the service provider had the right to refuse to start his journey.

The Subcontractor should offer a trustworthy and consistent performance in the loading or unloading process and in all his contacts with the Customer. The Subcontractor should perform his service efficiently, in a professional and timely manner and with the appropriate equipment.

## 2.5 Invoices

All the invoices need to be accompanied by an **original signed CMR** and by **all** other documents concerning the transport. Please, mention our reference number.

All the invoices we receive, will be paid at the end of next month **if** all documents are included.

## 2.6 Insurances

The sub-contractor needs to insure the following risks:

- Own material from the carrier: profession liability Insurance
- Complete CMR-liability insurance
- We ask you to send us annually a copy of your insurance

## 2.7 Incidents / accidents

The Subcontractor shall document the arrangements regarding Emergency Response for all drivers, including the Emergency Response telephone number to be used.

If there is an accident, call immediately the emergency services if there is a danger for humans, environment or surroundings. You must contact Vedrova N.V. immediately so we can take the necessary steps to contact our client.

All accidents, incidents and near-misses must be reported to Vedrova N.V..

## Emergency Numbers

Police	101 (Free number)
Fire department	100 (Free number)
Ambulance	100 (Free number)
European emergency number	112
Anti Poison Centre	0032 70 24 52 45
Vedrova N.V.	0032 14 23 06 60
Walter Drossaert	0032 475 67 53 40
Birgit Van Dyck	0032 496 90 12 28
Greet Abbeel	0032 497 43 47 91

## 3. General service-instructions

### 3.1 Qualities of a good driver

#### **Responsibility**

As a driver you spend most of your working time alone on the road. So, you have a lot of freedom, but handle this freedom with responsibility.

#### **Punctuality**

In your profession it is very important that you are punctual. Make sure that you execute your orders on time, but also that you fill in all documents correctly.

#### **Common sense**

Think about what you do and what you don't do and wonder if you handle on a correct way. Within this context it is very important that you still want to learn. Therefore, be prepared to listen to your colleagues and don't hesitate to ask questions.

#### **Independence**

As mentioned above, you are most of the time alone. You need to be able to cope with difficult situations, therefore independence is a very important quality.

#### **Good-fellowship**

Although you are very independent, it stays very important that you have a good relationship with your colleagues and other persons you meet during the transport. If you have a good relationship with everyone, it makes the work a lot easier and more pleasant. It also improves the customer services.

#### **Liability**

Be honest with material and working hours. Execute your job in a proper way so that everybody knows that they can rely on you.

#### **Competency**

The driver must be able to express himself and to understand one of the following languages: English, German, French or Dutch.

Paying attention to your truck, the loading, the documents, etc. is very important.

#### **Discretion**

It is not allowed to pass on confident information to a third party. We think about information about the shipments, addresses, destinations, tariffs, etc. A lot of pilferage is due to talking too much.

#### **Behaviour and appearance**

You must pay attention to a well-groomed appearance and a polite, obliging and a correct social intercourse with customers, consigners, consignees, the public and all the employees of Vedrova N.V. You wear decent and safe clothes. You are also customer minded.

### 3.2 Forbidden

It is forbidden:

- to drive without the carriage of a seatbelt.
- to use mobile phones while driving.
- to use drugs or alcohol.
- for your drivers to load / unload goods themselves, unless otherwise mentioned on the transport instructions. This is very important to prove liability in case of incidents.

### **3.3 Drivers and equipment**

We insist that you will only use drivers and equipment which strictly comply with all applicable legal requirements in force.

You shall provide drivers with all training, safety equipment and documentation required for the safe performance of the transport service.

All drivers must be trained yearly in:

- Product identification, segregation
- Loading security, stowing and fixing the cargo
- Control before loading process
- Loading and unloading procedures
- Checking that, after loading, the vehicle is not overloaded
- Checking that all obligatory documents, including the written instructions for drivers (danger cards for ADR), are in the cabin
- Checking that (safety) equipment, as prescribed in the written instructions for drivers, is present in the vehicle (ADR goods)
- checking that, after loading the goods, the vehicle and the cargo have no visible failures, leaks, cracks shown and that no pieces of the equipment are missing?
- checking that, after loading the goods, the danger labels and signs (orange plates) as prescribed for the vehicle, are fixed (ADR goods)
- Restrictions in case of bad weather
- Use of wheel chocks (to avoid unexpected movements of the vehicle).

You shall use only vehicles appropriate for the product to be transported and the vehicles used shall always be well maintained and in proper working order.

### **3.4 Safe & secure transportation**

It is important to plan your journey and to make a journey plan so that your stops can be made in secure places. Journey plans must be available upon request. Most thefts occur at rest stops so when you do stop you must always: stop the engine, lock the door and window and take the keys with you, activate any on board security device and check the integrity of the seal (if present) and trailer upon return.

Report any discrepancies to dispatch or on shipping paperwork. Drivers must be aware of the necessary actions when something happens during transport.

### **3.5 Environment**

The environment is an essential part of the company policy of Vedrova. We only accept cars with EURO 5 and EURO 6 engines or better. We expect that you make continuous efforts to reduce the environmental impacts of your operations by preventing unnecessary pollution and waste. We expect that all drivers are obliged to follow a driver's training. Driver training programs can help your company save fuel and reduce greenhouse gas emissions by increasing drivers' skills, knowledge, and performance. We always demand, especially during loading and unloading activities at the customers premises, that your drivers will behave in an environmentally responsible manner. We expect that environmental criteria are included when the purchase of new vehicles will be considered.

For transport of plastic pellets, flakes and powder, we want to promote Operation Clean Sweep. They want to prevent plastic materials from entering the environment and therefore they promote following transport procedures:

- Sweep or vacuum any loose pellets, flakes and powder in the truck
- Carefully inspect empty trailers for damaged interior walls or defective floors that can tear bags. Consider refusing to use such trailers or cover problem areas with corrugated liner board.
- Block and brace outbound loads to avoid broken bags in transit.
- Contact the shipper for assistance / advice if an accident results in a spill of pellets, flakes and powder.
- Take the pledge for your company to demonstrate your commitment.

### **3.6 Seal**

The driver must be aware that it is possible that seals can be used. Security seals are mechanisms used to seal trucks or goods. A High Security Seal is constructed of material such as metal or metal cable with the intent to delay intrusion and have been designed to conform with world customs and ISO security seal standards.

### **3.7 language knowledge drivers**

Drivers should be able to express themselves either in Dutch, French, English or German. They do not need to master the language perfectly, but they do need to be able to understand the terminal and safety instructions explained to them. Some factories may refuse entry to their premises if they estimate that the driver does not sufficiently understand the instructions in force.

### **3.8 Appraisal**

Yearly we evaluate the service and performance of our subcontractors. We do this to make sure that we are still in compliance with the guidelines of our ISO-certificate. So, every year, you get a number between 0 and 10. Of course we want everybody to have a 10, but that is up to you!

### 3.9 Passengers

It is strictly forbidden to take along passengers in the cabin during the execution of the transport orders on behalf of Vedrova N.V., unless the escort was pre-arranged.

### 3.10 Loading and unloading procedures

Drivers must receive loading and unloading procedures.

### 3.11 Spot – contractors

- If we agree that you do a transport for us, we do not want you to sell it to other carriers. We do not know these persons and we want to guarantee a good service to our customers.
- We never work with spot-carriers for our transports with chemical products. We only work with carriers we know very well, and we can rely on because these transports are very dangerous.

### 3.12 Driving and resting regulations

*How many hours can you drive non-stop?*

- 4 hours and 30 minutes, followed by an interruption of 45 minutes
- It can split up in maximum 2 parts! First time minimum 15 minutes. Second time minimum 30 minutes. Together minimum 45 minutes rest.

*How many hours can you drive on 1 working day?*

- In general, 9 hours in 1 day
- **BUT**
- 2 times a week you can drive 10 hours a day
- Per 2 weeks you may not drive more than 90 hours
- In 1 week, you may maximum drive 6 days (and have a Total driving time of 56 hours)

*How many hours do you need to rest after every working day?*

- In general, you need to rest 11 hours non-stop
- **BUT**
- 3 times a week you may shorten the rest time to 9 hours, you don't need to compensate the remaining time
- Splitting up is allowed, but maximum in 2 parts: first part must be at least 3 hours non-stop rest and the second must be at least 9 hours non-stop rest. So, all together 12 hours of rest is obligatory.

*How many hours do you need to rest after a working week?*

- In general, 45 hours non-stop
- **BUT**
- The weekly rest may be shortened to 24 hours on the condition that you have at least 45 hours a week per 2 weeks and that you recuperate the missing time before the end of the next (the third) week after a daily rest of 11 hours.

*What in case of a double crew?*

- Driver 1 and 2 relieve each other after every 4 hours and 30 minutes driving time.

- Within 30 hours the vehicle needs to stand still at least 9 hours non-stop and the drivers need to have enough sleeping facilities. This is only allowed if both drivers are on board of the vehicle for 30 hours.

### 3.13 Tachograph chart

- For every working day you need to use a separate chart.
- It is not allowed to remove the chart from the tachograph before the end of the working day. (except by changing of vehicle or by a road inspection on request of the controller)
- A chart may not be in the tachograph longer than 24 hours.
- If you meet a road inspection you need to be able to show following charts: these from the current week and the chart of the last working day of the previous week. 1 week is the time between Monday morning 00.00 o'clock and the next Sunday night 24.00 o'clock.
- The driver needs to put the tachobutton on the correct symbol corresponding with the activity.
- Always fill in the chart correctly.

### 3.14 Digital tachograph

- Electronic system that replaces the tachograph chart.
- It registers:
  - Driving – resting time
  - Speed of the vehicle
  - Distance covered
  - Irregularities
- This information is saved on the units and driver card.

### 3.15 CMR

- 1) Complete name and address of consigner
- 2) Complete name and address of consignee
- 3) Loading place and country
- 4) Unloading place, country and date
- 5) Name and address of the carrier
- 6) Name and address of the subcontractor
- 7) Name and address of following carrier
- 8) Transport related costs together with the correct hours of arrival and department of the loading and unloading place
- 9) Remarks
- 10) Description of the goods – kind of the goods, number of articles, packaging and weight
- 11) Mentioning of received documents
- 12) Place and date
- 13) Additional instructions of the consigner
- 14) Signature, readable stamp of the consigner / loading place and the name of the person who signs
- 15) Number plate and signature of the driver – name of the driver – address
- 16) Signature, stamp, date of delivery and name of the person who signs / consignee

Some quick tips:

- A bad filled in CMR has always Financial consequences
- Make sure that everything is readable
- Always write on the upper paper
- If you see damaged goods, bad stowed pallets, etc. at the loading place you must note this on the CMR and let it sign by a person on the loading place.

### 3.16 Equipment and operations

Maximum weight

Country	Tonnes
Albania	24
Armenia	22
Austria	24
Azerbeidzjan	20,5
Belarus	22
Bosnia-Herzegovina	24
Bulgaria	22
Croatia	24
Czech Republic	24
Denmark	24
Estonia	24
Finland	24
France	24
Georgia	20,5
Germany	24
Greece	22 Short sea: 24 ton
Hungary	24
Ireland	24
Italy	24
Kazakhstan	22
Kyrgyzstan	20,5
Latvia	24
Lithuania	24
Macedonia	22
Moldova	22
Montenegro	24
Norway	24
Poland	24
Portugal	24
Romania	22
Russian Federation	22
Serbia	24
Slovakia	24
Slovenia	24
Spain	24
Sweden	24

Switzerland	24	
Tajikistan	20,5	
Turkey	22	Short sea: 24 ton
Turkmenistan	20,5	
Ukraine	22	
Uzbekistan	20,5	

## 4. Driving in Belgium

### 4.1 Toll Tunnel

In Belgium we have only one tunnel where you need to pay.

Address data:

NV Tunnel Liefkenshoek  
Sint-Annalaan 1  
BE – 9130 KALLO (Antwerp)  
Tel: 0032 3 570 98 00  
Fax: 0032 3 570 98 01  
[lht@liefkenshoektunnel.be](mailto:lht@liefkenshoektunnel.be)  
[www.liefkenshoektunnel.be](http://www.liefkenshoektunnel.be)

#### 4.1.1 Tariffs 2019:

As from 01.01.2014	 Manual	 Creditcard	 Teletol / OBU
Cat 1 (height < 3 m)	€ 6,-	€ 4,95	€ 3,56
Cat 2 (height ≥ 3 m) (06h01 – 21h59)	€ 19,-	€ 17,60	€ 14,16
Cat 2 (height ≥ 3 m) (22h00 – 06h00)	€ 6,-	€ 4,95	€ 3,56

#### 4.1.2 Methods of payment:

**CASH:**

- Euro
- US-dollar
- Canadian dollar
- Norwegian Krone
- Danish krone
- Swedish krone
- Swiss franc
- Pond Sterling

**Attention: the refund happens always in Euro!**

**CREDIT CARDS / FUEL CARDS:**

Credit cards:

- Visa
- Eurocard - Mastercard
- American Express



Fuel cards:

- DKV
- UTA
- EuroShell
- Routex
- Eurotrafic
- Total National Fleet



**TELETOL – subscription card:**



Info: <https://www.liefkenshoektunnel.be/nl/abonnementen>

**OBU – O(n) B(oard) Unit**



The toll can be paid with European interoperable OBUs.

## 4.2 Belgian Road tax

On **April 1st, 2016**, the Kilometer Charge for heavy goods vehicles (HGV) of over 3.5 tonnes was entered into force in the three Belgian Regions (The Brussels-Capital Region, the Flemish Region and the Walloon Region).

This system provides that all heavy goods vehicles of more than 3.5 tonnes must pay per kilometre driven on paying toll roads. This amount depends on the weight of the lorry, its emission class and the type of road taken.

All Belgian and foreign lorries that drive in Belgium must be equipped with a switched-on On Board Unit (OBU). The OBU records the number of kilometres covered and transmits the amount of the toll to an invoicing centre.

Users receive an invoice with the statement of the kilometres covered in the three Regions, according to the method of payment they have chosen.

The on Board Units are placed at the disposal of hauliers by providers of electronic toll collection services. These are Satellic, Axxès, Eurotoll, Telepass, Toll4Europe, Total and Viapass.

[€ / km]	WALLONIÉ (EX BTW)			VLAANDEREN, BRUSSEL AUTOSNELWEG			BRUSSEL BINNENSTEDELIJK GEBIED*		
	3,5 < 12 TON	12-32 TON	> 32 TON	3,5 < 12 TON	12-32 TON	> 32 TON	3,5 < 12 TON	12-32 TON	> 32 TON
Euro 0	0,153	0,205	0,209	0,154	0,207	0,211	0,199	0,278	0,308
Euro 1	0,153	0,205	0,209	0,154	0,207	0,211	0,199	0,278	0,308
Euro 2	0,153	0,205	0,209	0,154	0,207	0,211	0,199	0,278	0,308
Euro 3	0,132	0,184	0,188	0,133	0,186	0,190	0,172	0,251	0,282
Euro 4	0,099	0,152	0,156	0,100	0,153	0,157	0,139	0,219	0,249
Euro 5	0,077	0,130	0,134	0,089	0,142	0,146	0,126	0,205	0,235
Euro 6	0,077	0,130	0,134	0,078	0,131	0,135	0,105	0,184	0,214

(\*) Binnenstedelijk gebied: alle lokale en regionale wegen die geen autosnelweg zijn. Viapass ed.1/7/2019

## 4.3 Holidays

New Year's Day	The first of January
Easter Monday	
Labour Day	The first of May
Ascension Day	
Whit Monday	
National holiday	The 21 <sup>st</sup> of July
Assumption of the Holy Virgin	The 15 <sup>th</sup> of August

All Saint's Day	The 1 <sup>st</sup> of November
Armistice Day	The 11 <sup>th</sup> of November
Christmas Day	The 25 <sup>th</sup> of December

## 4.4 Truck stops Belgium

Truck Parking Europe is the largest free European platform for HGV parking facilities.

Website: <https://truckparkingeurope.com/map/#/>

Download the app: Truck Parking Europe

Quickly find the nearest free truck parking space!

Based on your actual route and the road network Truck Parking Europe displays all relevant and free HGV parking spaces. The list is constantly updated during the journey and shows details on the distance and the additional detour. In addition, you may enter your remaining driving time to see which parking spaces are still accessible to comply with your legal driving and rest time.

Extra benefit: The parking app considers not only official parking data but also appropriate and good lorry parking places off the highways.

## 5. Dangerous goods

The following information is limited, if you have any questions you need to consult your complete ADR-manual.

### 5.1 Duties of the carrier

To help you, we have made an **ADR checklist**.

#### DOCUMENTS

- Does the driver have a valid ADR Driving License?

#### GOODS

- Is the vehicle (floor and tilt) in good, clean and dry condition?
- Do the doors from the vehicle close properly?
- Vehicle tyres in good condition on both tractor and trailer?
- Are all side-boards and tightening belts available?
- Visual inspection of the proper functioning of the lights.
- Orange plates on back and front of the vehicle?

#### EQUIPMENT

- At least 1 scotch, suited for the size of the wheels for each vehicle (truck and trailer)
- Are there 2 self standing warning signs?
- A pocket lamp for each member of the crew.
- A warning vest for each member of the crew.
- Safety glasses, Safety helmet and safety gloves.
- Protective clothing
- An eye protection set, filled with clean water.
- Dustpan, hand-brush and bin.
- A bin or plastic foil, in order to recuperate product, if necessary.
- A fire extinguisher minimum 2 kgs. For cabin + a second fire extinguisher 6 kg. For a fire involving the load. Seal intact? Validity date not exceeded.
- Drain cover

## 6. Safe loading

### 6.1

### 6.2 Legislation "KB 27 April 2007" (became effective as from September 2009)

We explain the most important items from the Belgian legislation:

#### 6.2.1 Article 1

All important terms regarding the load are being explained.

- "Load" = every good or material that is being carried by a vehicle.
- "Stow supplies" = all appliances that can be foreseen to attach the load and to keep the load at his place.
- "interlocking device" = every vehicle must be equipped with interlocking devices. These are being used to tighten up the loading.
- "Maximum nominal charge" = the maximum permitted weight that can rest on a component of the cargo securing system. This under normal conditions.
- "Cargo securing system" = this is a part of the vehicle or the load, that makes sure that the load is save tightened up during the transport.
- "Primary packaging" = the first layer of packaging, that covers the goods.

#### 6.2.2 Article 2

Info about the loading in normal weatherconditions:

- The loading may not disturb the view of the driver.
- The loading may not impact the driver, the passengers or other road users.
- The loading may not damage the road infrastructure or private properties.
- The loading may not drag on the road or fall.
- The vehicle needs to keep his stability during the transport.
- The lights, reflectors and number plate need to keep visible during the transport.

*How do you need to load?*

During the load you need to keep some rules in mind:

- no wet goods on dry goods
- no dirty goods on clean goods
- no heavy goods on light goods
- no fragrance spreading goods together with fragrance sensitive goods
- no dangerous goods together with other goods

#### 6.2.3 Article 3

All the equipment you use to protect the load (collars, curtains, lashing straps...) needs to be in good condition and needs to be used correctly. You need to pay attention that tis equipment encloses the load tightly.

#### 6.2.4 Article 4

The driver may not transport the goods if the cargo securing system does not conform with Art 45bis 4 (see below)

The driver needs to do a visual check on the following items:

- the back-loading doors,
- the tailboard that can fold in,
- the doors,
- the curtains,
- the spare wheel
- And all other equipment that has something to do with the vehicle.
- check if the load does can not disturb the driver during the transport
- Check that the load is in the centre of the trailer, so that the weight is well divided.
- When the primary packaging does not give enough protection during the transport, the driver needs to introduce extra security to protect the goods during the transport.

#### Art 45bis 4

The cargo securing system needs to tolerate following powers during transport:

- retardation of 0,8 g in forward direction
- retardation of 0,5 g in backward direction
- Acceleration of 0,5 g in lateral direction, at both sides.

These numbers are based on driving in normal condition. (No accidents...)

All components of the cargo securing system must:

- function well,
- be suitable for the purpose that they are meant to,
- be in perfect condition, so they may not have any damages or weaknesses,
- Answer to the European / International safety standards.

#### 6.2.5 Article 7

This article is applicable as from the first of May 2008 for new vehicles.

If you need to know how many anchoring points you need to have, you need to consider the following things:

- the length of the loading platform of the vehicle:
  - length of the platform till 2,2m: minimum 2 anchoring points
  - length of the platform is more than 2,2m: minimum 3 anchoring points
- the maximum distance between anchoring points:
  - the maximum distance between 2 anchoring points is 1.200mm and at the axles maximum 1.500mm
  - the distance between the anchoring points on the front and on the back of the loading platform can be maximum 500mm
  - The distance between the sideway limitation of the loading floor till the anchoring point must be as small as possible and not larger than 250mm.
  - example: A loading platform of 13,6m:

- cargo-capacity:  
Every vehicle used for the transport of goods must be provided with a enough anchor points, adapted to the load.

Checklist

When you want to make sure that you conform with the regulations, you can use the checklist below:

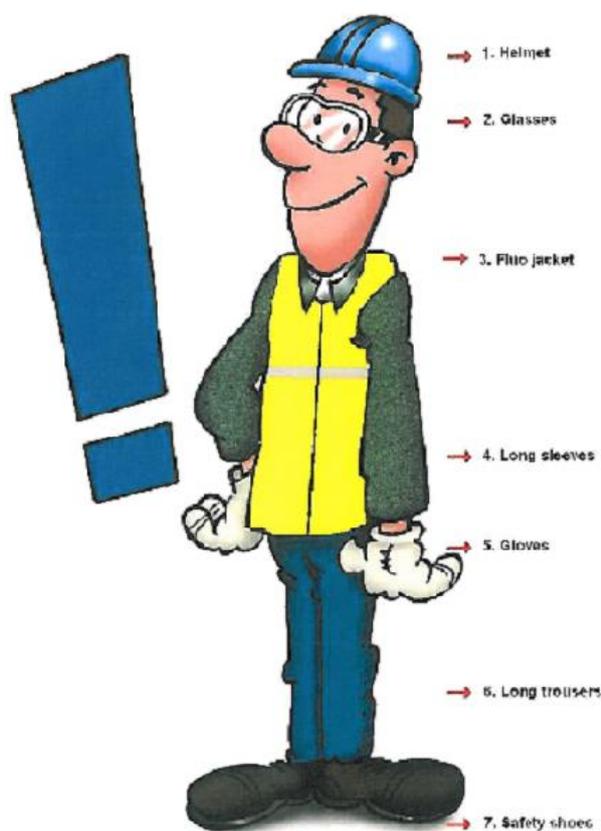
Company name:		Date:
Plate number:		
<b>Are you well prepared?</b>		
OK	Not OK	
		Are the interlocking devices on the vehicle in good shape? Are you sure that they are not rusted and don't have any bursts?
		Is the maximum allowed weight of the vehicle not exceeded?
		The loading does not disturb the view of the driver?
		The goods are not a danger for the driver in normal conditions?
		The goods can not damage infrastructures or private properties during the transport?
		Are the goods loaded in such a way, that the vehicle keeps stabile during the transport?
		Did you load correctly? <ul style="list-style-type: none"> <li>• no wet load on dry load?</li> <li>• no dirty load on clean load?</li> <li>• no heavy load on light load?</li> <li>• no fragrance spreading goods together with fragrance sensitive goods.</li> <li>• no dangerous goods together with other goods?</li> </ul>
		Are the lights, the reflectors and the number plate always visible?
		Chains are well tightened, and they are not deformed or rusted?
		Curtains and nets are in good shape and are being used correctly?
		Lashing straps are in good shape? And do they answer to the European / International safety standards? They need to be replaced by: <ul style="list-style-type: none"> <li>• Cracks of more than 10%</li> <li>• Knots that are made earlier as a temporary solution</li> </ul>

		<ul style="list-style-type: none"> <li>• Damages of the connections</li> <li>• Deforming by changing of temperatures</li> <li>• Damages as a reaction on an aggressive product</li> <li>• Deforming, cracks or other damages on the lashing straps or the connections</li> </ul>
		Using lashing straps, the rattles are still hanging correctly?
		The driver has done a visual check on doors, the tailboard that can fold in, the curtains, the spare wheel and all other equipment.
		Are the goods placed in the centre of the trailer, so that the weight is well divided?
		If the primary packaging is not enough, the driver needs to introduce extra security to protect the goods during the transport.
		The shipper needs to give all the information that is necessary to load on a proper way to the driver.
		You use the correct cargo securing system for the correct form, measurements, firmness...
		Does your truck have enough anchoring points that are adapted to the loads they need to carry?
Remarks		

## Safety at the factories

### 6.3 General instructions

- When you have loaded you must check that the load is good secured.
- When you have loaded/unloaded you should always call or send an email.
- If you have loaded ADR goods, all the necessary equipment must be present.
- You must wear a yellow safety jacket.
- You must follow all the safety instructions of the company. It is very important to read all the signs at the premises of the company.
- You will find all the instructions on our transport order.



## **7. Bibliography**

SQAS Transport service, Questionnaire

<http://www.sqas.org/download-questionnaire.php>

## **8. Appendices**

### **8.1 SQAS - Questionnaire & Guidelines (2019)**

<http://www.sqas.org/download-questionnaire.php>