

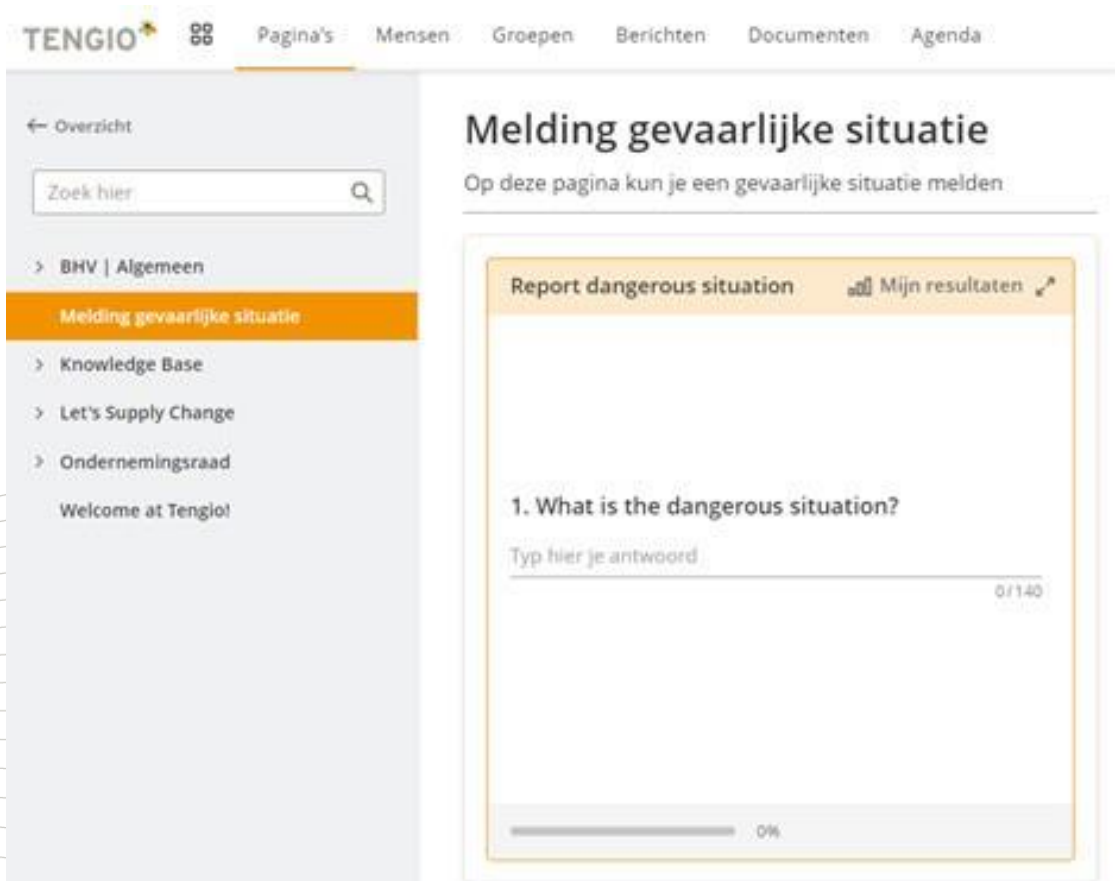
Behaviour, norms, and values

Procedure

The driver's profession in bulk logistics is extensive. It is difficult to describe in detail how one should or should not act in every situation. For this reason, this profession requires a high degree of responsibility, independence, and professionalism from you as a driver. Even though we are all professionals, it is necessary to have rules and regulations in place. This provides clarity and helps us carry out our daily responsibilities well. Failure to follow the rules will always lead to an evaluation with your supervisor, and if repeated, appropriate action will be taken.

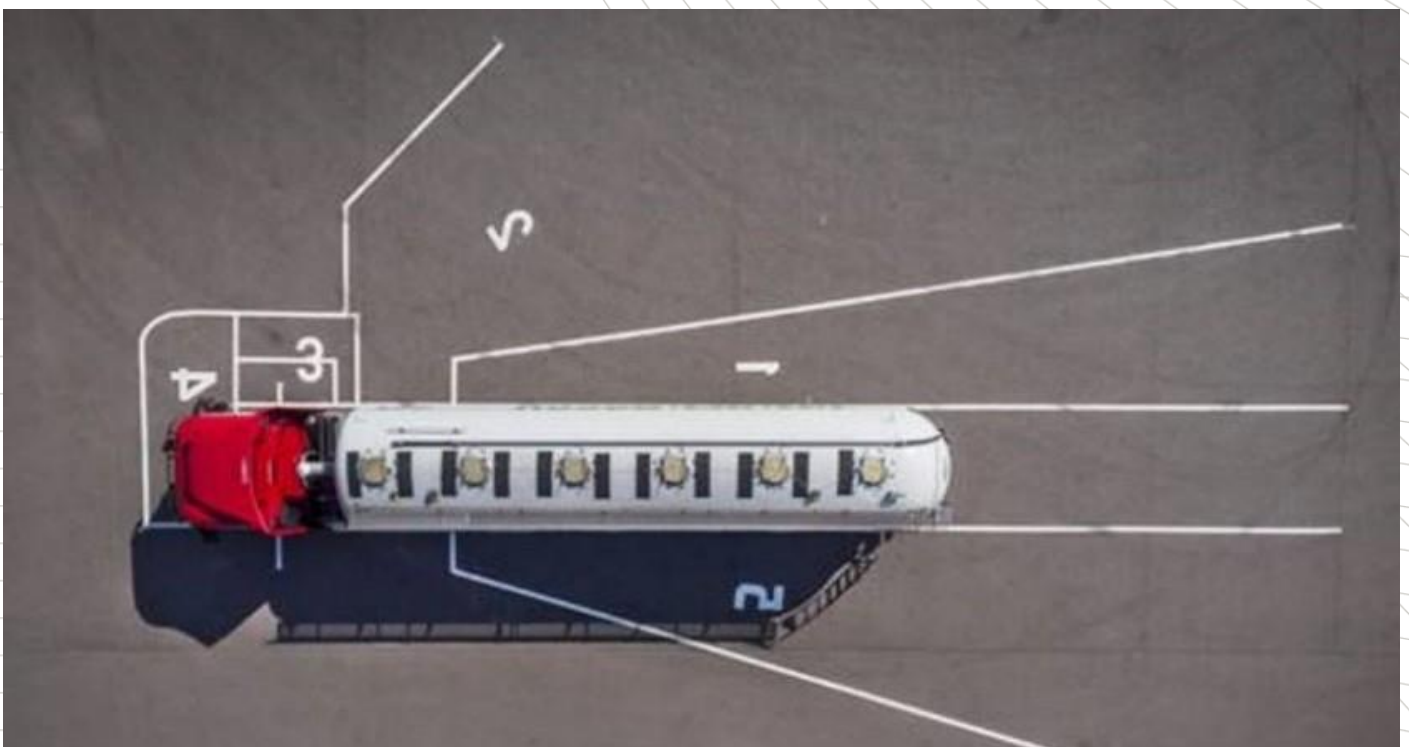
Our behaviour is an extremely important matter. Therefore, the most important ground rules are listed below:

- Be conscious of the fact that you are an Ambassador of Van den Bosch and naturally also that of the client.
- Wear your Personal Protective Equipment (PPE) as required and ensure that these items are always in perfect condition.
- Do not wear rings whilst performing your tasks on and around the truck. There is a chance the ring can get caught behind something resulting in serious hand injury or even finger amputation. Wear the correct gloves where required. Also, be careful wearing other jewellery. Many locations prohibit this.
- When working at a height higher than 2,5 meters, always use your safety harness and line, or follow the customer-specific instructions.
- Always think of your own safety and the safety of those around you in everything you do.
- ALWAYS report (near) incidents and dangerous situation to your supervisor and cease working when in immediate danger. You can report these via *Tengio / Pages / reporting dangerous situations* or to your planner.



- Taking part in traffic in a large and heavy commercial vehicle entails great responsibility. Be aware of the dangers, adapt your driving style accordingly and drive “defensively”.
- Make sure you have a healthy lifestyle. Eat healthy and make sure you get enough proper rest.
- It is strictly prohibited to be under the influence of alcohol or drugs whilst working.
- Every employee is obliged to comply with the laws.
- Every employee must also comply with the conduct and safety rules and directions that apply to and are given at both loading and unloading sites and all other work-related locations.
- Take care of the environment. Work tidily and dispose of waste properly.
- Taking photos or videos on the customer’s premises is not permitted without prior permission given by the customer.
- Treat all information to which you have access as confidential; never share information with third parties. Van den Bosch information as well as customer information must be kept confidential. Sharing this information can be detrimental to these companies and is therefore strictly prohibited.
- Always be polite to everyone, including your colleagues. You know what the job entails and everything that is involved. Be considerate, courteous, and helpful.
- Even when you are not addressed politely yourself, remain professional and do not get carried away by responding in a rude manner. Contact your planner.

- The above rules concerning confidentiality and professionalism also apply to your behaviour on social media. Consider what you do and do not post carefully.
- Take to the road appropriately dressed and well-groomed. You represent Van den Bosch to the customer and should therefore look presentable.
- Clothing must always cover the arms and legs.
- It is never permitted to wear shorts, short-sleeved shirts, trackpants or sweatpants.
- Maintain good personal hygiene. Always wash your hands after a bathroom break.
- Smoking is prohibited in the workplace, even when remaining in the truck cabin. Cooking, frying, and baking are not allowed in the truck cabin.
- Food and drink must be consumed in a designated area. Always follow the instructions and prohibition signs.
- If you have flu symptoms or other viruses (severe cold, diarrhoea etc.) always consult your planner. It may be unwise to continue working, especially when handling foodstuffs.
- Make sure the cabin is clean and tidy on the outside and inside.
- Do not place items in front of the windows that reduce visibility.
- Make sure your windows are clean.
- Make sure your mirrors are adjusted perfectly ensuring maximum visibility of traffic. Preferably use a mirror adjustment site, like the one in Veghel, to do this.



- Avoid loose items in the cabin that could become a projectile in the event of an emergency stop.
- Always wear your seatbelt.
- Never argue with customers, inspecting officers or staff at the loading and unloading sites. In case of problems or ambiguity, refer to your contact person at Van den Bosch or your planner.
- When arriving somewhere for the first time, inform the staff of this and do not take any action if you are unsure of what you must do.

Safety

Safety is a word we use very often at Van den Bosch and therefore also in this manual. It is not just any word, it is a concept, something that you should always keep in mind when you are working. It is a broad concept; stepping out of the cabin or the shoes you wear are already safety related.

In general, it entails that you should keep asking yourself questions.

- What could go wrong here?
- What must I do to prevent mistakes?
- What can I do if something goes wrong unexpectedly?

Routine

Always be aware of that things could go wrong regardless of how often you have done them and how routine is. It is always a possibility that your head isn't fully in the game due to business or distraction. Even someone doing the same task 10 times a day can make a mistake.

Regulation blindness

Even when you visit an unloading site every week, a place where you are familiar with the rules and regulations, whenever you drive onto the site, consider whether you remember what rules and regulations are at that company. You often become blind to such things when you go somewhere often. Act like it is your first time at the site every time you visit it.