

Emergencies and unsafe situations

In any emergency, always carry out the POMAN rule first.

POMAN

- **P**ersonal safety. Ensure your own safety first. If something happens to you, there is nothing you can do to aid the situation.
- **O**ther people's safety by alerting others to danger.
- **M**arking the site of the accident. Keep spectators at a distance by for instance hanging up caution tape and/or cordoning off the area. Ensure that emergency services can reach the site of the accident quickly.
- **A**lert. If the accident has taken place on a public road, first inform the emergency services using the emergency number 112. This emergency number applies throughout all of Europe.
- **N**ecessary emergency first aid provision. Eliminate ignition sources such as open flames and running engines to prevent ignition of vapours and liquids. Make use of available resources: first aid (kit)/ extinguisher /eyewash/ shower.



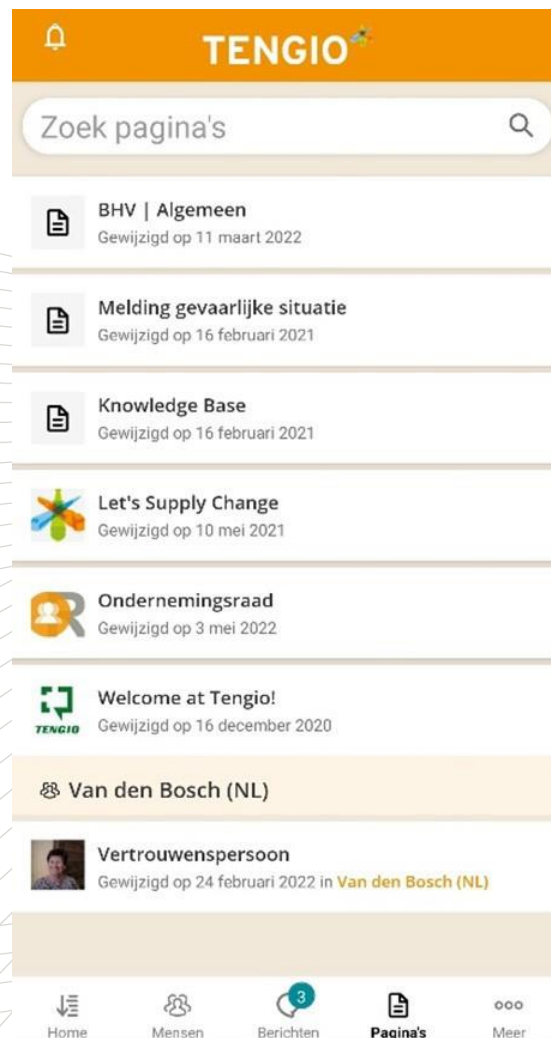
1. Reporting dangerous situations on the road and at the customer's premises

During office hours:

In case of an emergency or unsafe situation, always contact the planner and provide as much information about the emergency as possible.

Reporting dangerous situations through the Tengio app

Safety is of utmost importance at van den Bosch. Therefore, we ask everyone to report (potential) dangerous situations. This could be at a loading, unloading, or cleaning location, but also an route. Reporting these dangerous situations through the Tengio app, ensures the right people in our organisation are quickly and properly mobilised to follow up the report correctly. An e-mail is always automatically sent to the QESH department **quality@vandenbosch.com** so the report is also followed up outside office hours.



Outside office hours:

In case of an emergency or unsafe situation, always contact the emergency phone number that applies to you and provide as much information as possible, such as:

- What is the nature of the emergency or unsafe situation:
 - * Accident: injuries or no injuries, damages or no damages to equipment or product.
 - * Technical defect: to truck and/or loading unit and/or chassis.
 - * Problems during transport and/or mounting and/or cleaning and/or loading or unloading.
 - * Product leakage: in case of ADR, get in touch IMMEDIATELY.
 - * Any other possible emergency.
- What is the cause of the emergency or unsafe situation:
 - * Explain how the emergency originated. Try to be as specific as possible so the person you are calling can make an informed decision about the urgency that must be assigned to the emergency.
- What are the consequences of the emergency or unsafe situation:
 - * Have emergency services been alerted or must this still be done?
 - * Is there a danger to yourself or the environment?
 - * Will you, or will you not arrive at your destination on time?

2. Emergency phone numbers

The emergency phone numbers you can use for emergencies outside of office hours can be found here:

Emergency phone numbers operations 24/7

Dry Bulk	Emergency 24/7	+31 620369875
Trucking Dry Planning	Emergency 24/7	+31 653676091
Trucking LF Planning	Emergency 24/7	+31 653263358
Trucking LC Planning	Emergency 24/7	+31 413217264
Technical department	Emergency 24/7	+31 413 217 303
QESH (Quality, Environment, Safety & Health)	Quality Manager	+31 413 217 217

3. Address your colleagues regarding dangerous behaviour

Not all accidents can be avoided by implementing tools or rules. Safety always starts with “safe behaviour”. Safe behaviour means thinking before doing.

This moment of thinking provides a good perspective on the work you are about to carry out. Safe behaviour also includes addressing your colleagues when you see them exhibiting dangerous behaviour. Always address your colleagues if you see them doing something that, in your eyes, is dangerous.

4. Always make use of the provided equipment

Van den Bosch sets strict requirements regarding the personal protective equipment that our drivers must have. While we provide drivers with the necessary personal protective equipment, our drivers are obliged to use these so-called PPE. We are aware that this can take some extra time, however, it is important to always use the PPE correctly. Great haste makes great waste! In addition to the safety risks, not using PPE can also lead to extensive consequences with regards to employment law.

5. Report quality issues yourself

As drivers are our eyes and ears on the road, we urge you to report any (potential) quality issues regarding product (contamination, wrong temperature, etc.) or equipment (dirty, broken, etc.) directly to your planner or through the emergency number. This can prevent problems and delays throughout the transport. This also includes checking the loading unit after cleaning.