

Manual on-board computer

Drivers account for their hours using an on-board computer which is provided by Van den Bosch. The importance of accounting for time accurately is reflected in the fact that this data is an essential part of our business processes; proper planning is increasingly based on past data corrected with live data.

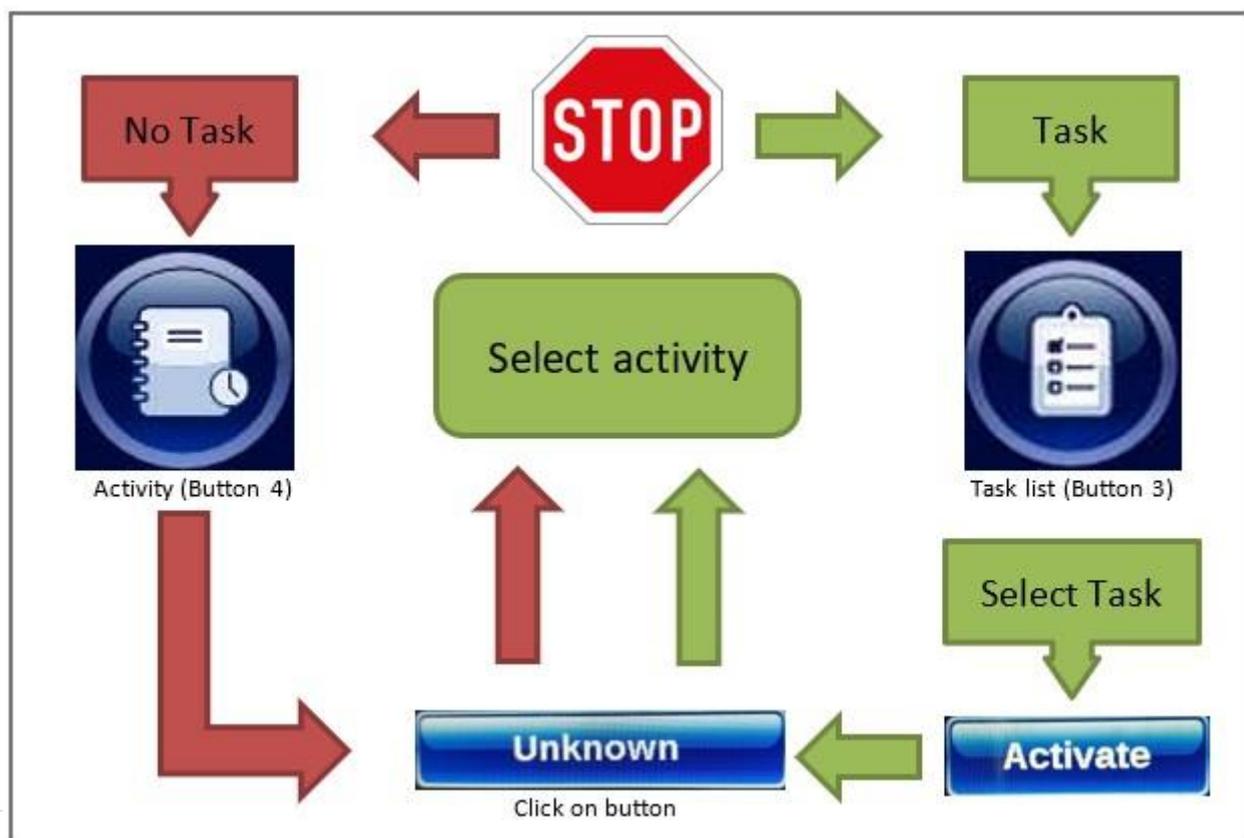
Good time accounting is also the basis for a driver's salary. Optimal planning allows a driver to schedule their workdays in the most effective way, which can increase their productivity as well as their salary.

The driver accounts for what they really do throughout the day based on the acceptance of planned tasks assigned to them through their on-board computer. Besides accounting for assigned tasks, the occasional unplanned tasks may also be carried out and accounted for. We recognise the following (un)planned activities or sub-activities of planned tasks:

- Driving
- Traffic jam
- Pickup
- Drop-off
- Load
- Unload
- Check-in
- Check-out
- Weighing
- Waiting
- Cleaning
- Mount
- Dismount
- Fuel
- Couple
- Uncouple
- Crossing
- Rest
- Break (Under Rest)
- Daily rest (Under Rest)
- Weekend rest (Under Rest)
- Vehicle check (Under Miscellaneous)
- On-site work (Under Miscellaneous)
- Repairs (Under Miscellaneous)
- Private
- Miscellaneous
- Truck wash
- Unknown

The guidelines for each activity are detailed below. The planner can instruct the driver to write breaks for a couple of activities. This way, planning can be optimised, and the driver's salary can increase as it allows for more productive hours in their working day.

Throughout an entire shift a task will be active by the driver. In other words, the driver is always engaged in a task or activity and no more than one minute is **unknown**. In practice, this means that once the activity 'driving' is ended, a new activity is activated immediately.



In consultation with the Works Council, guidelines have been drawn up for the duration of these activities. These guidelines are followed by the planner throughout the day, and afterwards these are checked through the central time-accounting verification. The hours the driver accounted for, and any corrections are reported back to the driver on a weekly/monthly basis by means of a weekly or monthly overview.

Generally, these guidelines apply to all drivers employed within the Van den Bosch group. For drivers employed by branches outside of the Netherlands, these guidelines will be adapted to the national laws and regulations that apply in that country.

Guidelines

Driving

Maximum duration: no maximum duration applies.

Can a planner order driver to take a break? No.

Additional questions within question path? No.

The on-board computer automatically switches to 'Driving' when driving either for more than a minute or over 30 km/h. When this is not the case, the on-board computer will remain on the selected activity.

All hours driven by a driver will be compensated.

Traffic Jam

Maximum duration: no maximum duration applies.

Can planner order driver to take a break? Yes (in slow moving traffic)

See explanation in the next paragraph.

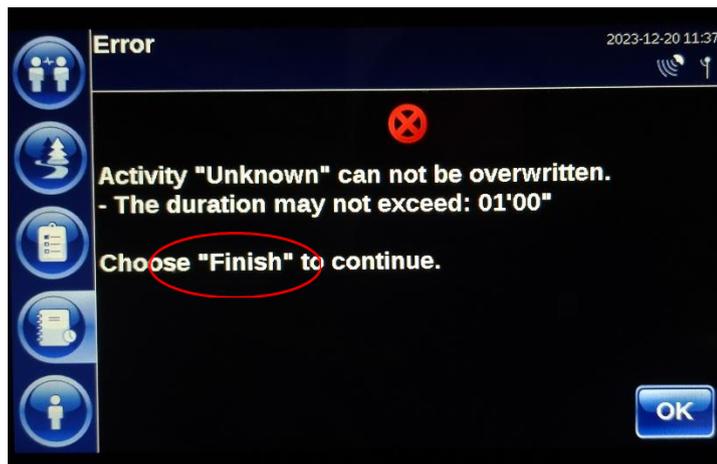
Additional questions within question path? No.

All hours a driver spends in traffic will be compensated, however it is desirable that the driver keeps themselves informed of where traffic jams may occur, and possibly, in consultation with their planner, avoids them. The driver keeps the planner updated about the expected duration of the traffic jam. Additionally, the planner may request the driver to take a break if they are able to reach a parking lot during slow-moving traffic.

After the activity 'Driving', the activity in the logbook switches to 'Unknown'. You must convert this 'Unknown' activity to another activity within 1 minute.



Trying to change the 'Unknown' activity to another activity after 1 minute will not be successful. You will receive the following message



You now must account for 'Unknown' as 'Unknown'. In general, 'Unknown' time is not compensated.

Main activity Pickup

Three separate tasks fall within the main activity 'Pickup': Check-in loading, loading, Check-out loading. These three tasks must be reported separately on the on-board computer and are also assessed separately.

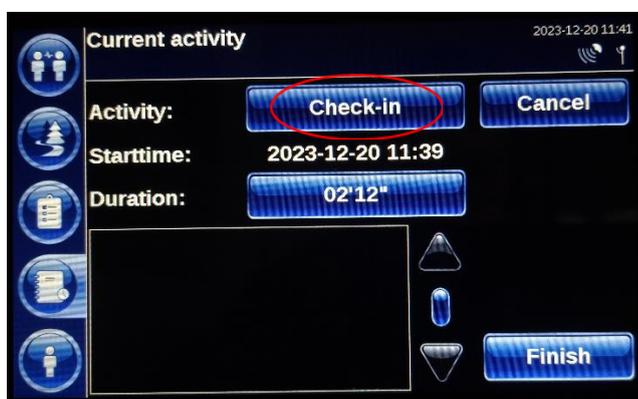
Check-in loading

Maximum duration: 15 minutes.

Can planner order driver to take a break? Yes.

Additional questions within question path? Yes.

Upon arrival at loading address, the driver immediately reports 'Check-in', then goes to check in and is informed where to go to load.

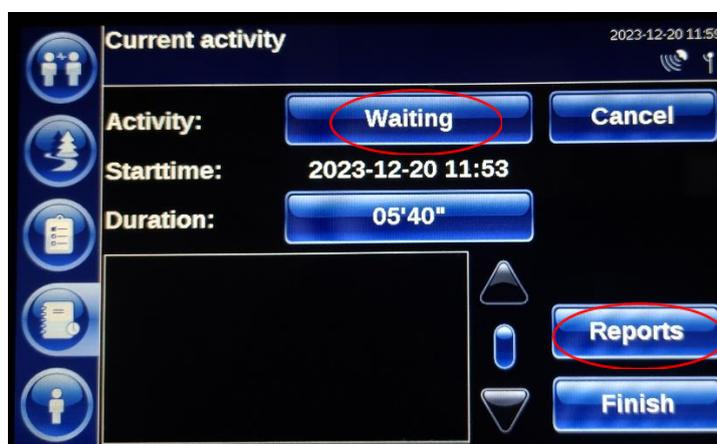


During 'Check-in', the driver may have to perform another sub-activity, such as 'Waiting', etc. They can account for this separately in the question path, it does however fall within 'Check-in loading'.

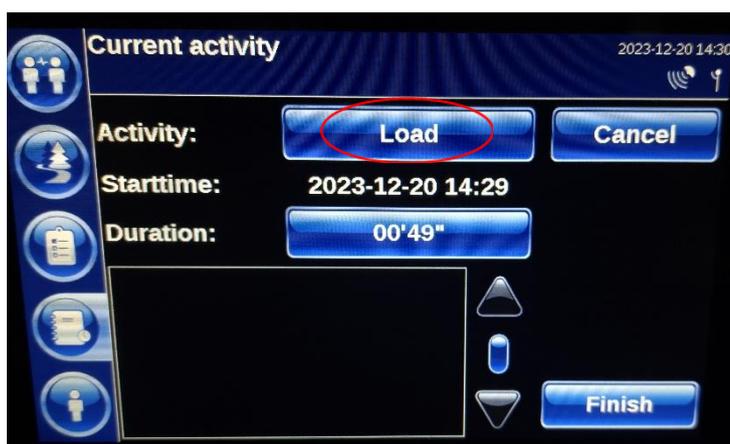
If Weighing must be done before loading, do so during 'Check-in' and don't account for this time separately. At the end of 'Check-in' you should complete it by clicking on 'Finish'.

If you cannot start 'Load/Unload' or 'Weighing' right away, select 'Waiting

Important: If you choose 'Waiting', you must provide planning with the reason and expected duration through the 'Reports' button. You end the task 'Waiting' by clicking on 'Finish' and answering the questions.



The next main activity is 'Load'.



When you are finished 'Load' you click on 'Finish'. When answering the question path, two questions will be posed regarding resting time and waiting time. Answer these truthfully for a proper account of time.

Load

Maximum duration: target duration based on past data.

Can planner order driver to take a break? Yes.

Additional questions within question path? Yes.

The driver will be compensated for all hours required to load, including opening the load unit, closing it after loading, and sealing using a TIR cable and seals.

The average duration with different customers and products is known to the drivers and planners, however, major problems should be reported by the driver. Based on this, the planner may decide that a driver should take and report a break, if there is an opportunity to take a break. This can optimise the planning and increase the driver's daily salary; after all, they can continue working after loading within the limits of the driving and resting time regulations.

If the loading process is stopped and the driver is left waiting this must be accounted for as such at the end of the process, when clicking on 'Finish' after loading. The 'Load' activity can and may not be interrupted by another activity throughout the loading process. The 'Load' activity can only be 'Finished'.

The activity should be terminated by clicking on the 'Finish' button. After clicking 'Finish', the system asks whether time was spent resting or waiting throughout the duration of the actual loading process.

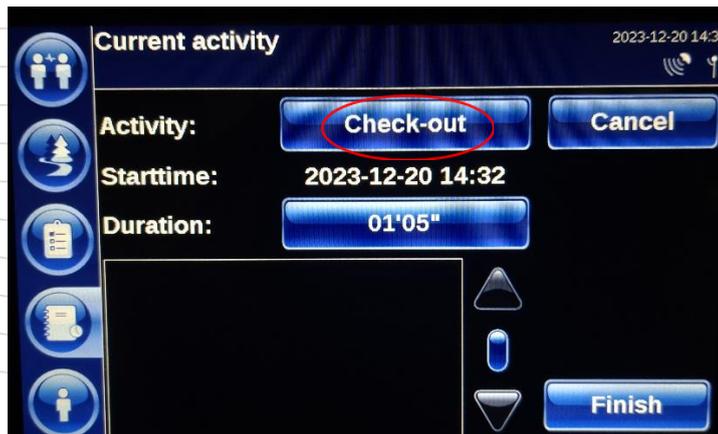
Check-out loading

Maximum duration: 15 minutes.

Can planner order driver to take a break? No.

Additional questions within question path? Yes.

This is the final stage of the process. When Check-out you must select the 'Check-out' activity when accounting for time. Weighing is included in the "Check-out" activity and is therefore not accounted for separately.



After the actual loading and sealing, the driver will 'Check-out'. Here, will you enter the weight and/or litres and temperature and answer whether sealing has been done (correctly). Then ensure that the loading documents are complete and that all details are filled out. Any other activities, such as weighing, are a part of Check-out.

Main activity Delivery

There are three separate tasks within the main activity 'Delivery': Check-in, Unload, and Check-out unloading. These three tasks must be accounted for separately on the on-board computer and are also assessed separately.

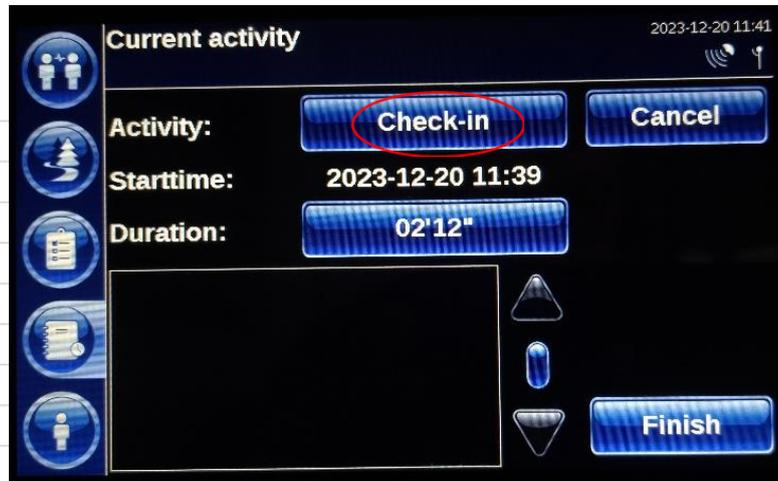
Check-in unloading

Maximum duration: 15 minutes.

Can planner order driver to take a break? Yes.

Additional questions within question path? Yes.

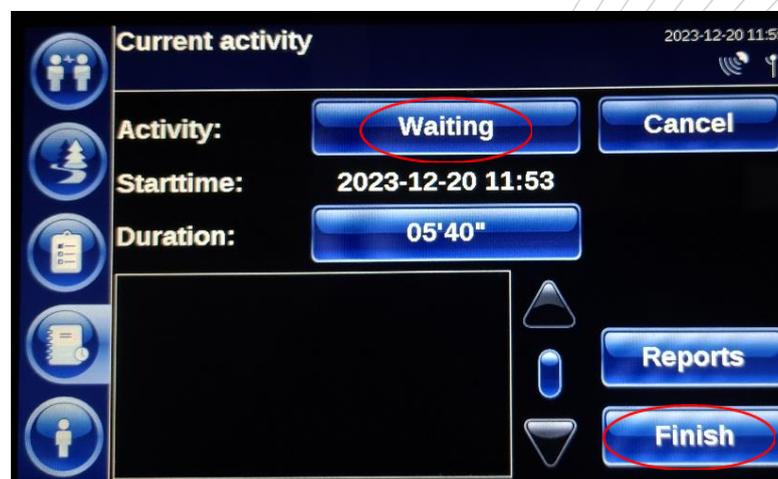
Upon arrival at the unloading address, the driver immediately reports 'Check-in', then goes to check in and is informed where to go to unload.



During 'Check-in', the driver may have to perform another sub-activity, such as weighing, analysis, etc. These are not accounted for separately. The time spent on these activities falls under 'Check-in'.

If you cannot start Unload right away, select 'Waiting' or 'Resting'.

Important: When selecting 'Waiting' or 'Resting' you must provide the reason and expected duration to planning through the 'Reports' button. You end the task 'Waiting' and 'Resting' by clicking on 'Finish' and answering the questions.



The next main activity is 'Unload'.

When you are finished 'Unloading' you click on 'Finish'. When answering the question path, two questions will be posed regarding resting time and waiting time. Answer these truthfully for a proper account of time.

Unloading

Maximum duration: target duration based on past data.

Can planner order driver to take a break? Yes.

Additional questions within question path? Yes.

The driver is compensated for all hours required to unload, including opening the load unit, closing it after unloading, and sealing using a TIR cable and/or seals. The average duration with different customers and products is known to the drivers and planners, however, major problems should be reported by the driver.

If the unloading process is stopped and the driver is left waiting this must be accounted for as such at the end of the process, when clicking on 'Finish' after unloading. The 'Unload' activity can and may not be interrupted by another activity throughout the loading process. The 'Unload' activity can only be 'Finished'.

The activity should be terminated by clicking on the 'Finish' button. After clicking 'Finish', the system asks whether time was spent resting or waiting throughout the duration of the actual unloading process.

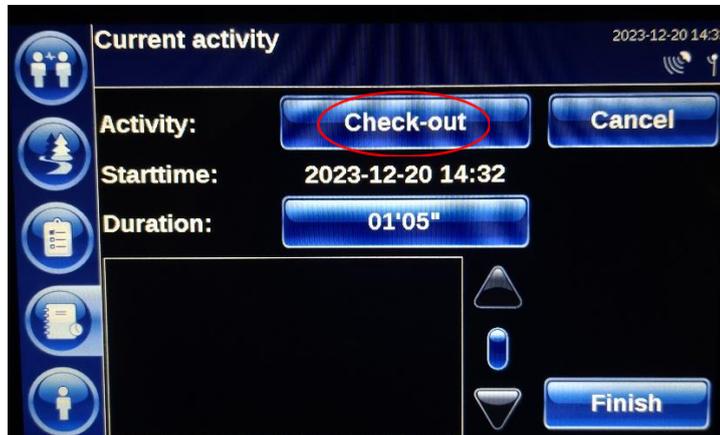
Check-out unloading

Maximum duration: 15 minutes.

Can planner order driver to take a break? No.

Additional questions within question path? Yes.

After the actual unloading and sealing, the driver will 'Check-out'. This is the final stage of the process and is accounted for with the 'Check-out' button. Weighing is included in the "Check-out" activity and is therefore not accounted for separately.



Waiting

Maximum duration: N/A

Can planner order driver to take a break? Yes.

Additional questions within question path? Yes.



If the driver must wait during his shift, they must report this immediately (except for when loading, unloading and cleaning, where this will be asked to account for during the completion of the activity) including the reason and the expected duration of the wait. Submitting this reason and the expected duration is done through the 'Reports' button. The planner will then decide whether the driver can take a break, we also expect an active role from the driver in this. For instance, drivers know when customers have breaks and what time a company starts work, so they should take this into account and not cause unnecessary hours. Consultations with planning and repairs to the vehicle on site or on the road should be accounted for as 'Waiting'.

Cleaning

Maximum duration: further specified.

Can planner order driver to take a break? No.

Additional questions within question path? Yes.

Upon arrival at the cleaning, the driver immediately reports 'Cleaning'.

If the cleaning process is stopped and the driver is left waiting this must be accounted for as such at the end of the process, when clicking on 'Finish' after cleaning. The 'Cleaning' activity can and may not be interrupted by another activity throughout the cleaning process. The 'Cleaning' activity can only be 'Finished'.

A choice follows:

- | | |
|-----------------------------------|-----------------|
| • Sweeping | max. 30 minutes |
| • Liner = sweeping+ hanging liner | max. 30 minutes |
| • Sweeping + cleaning | max. 60 minutes |
| • Cleaning | max. 45 minutes |

These times apply to the total process, from arrival at the cleaning to the departure from cleaning. Additional time such as for when removing residual load, difficult product, TIR-cable sealing, etc. is always in consultation with planning, and will be allocated fairly and reasonably.

Washing

Maximum duration: 30 minutes.

Can planner order driver to take a break? No.

Additional questions within question path? No.

Upon arrival at the carwash, the driver immediately reports 'Washing':

- | | |
|---|-----------------|
| • Washing truck and/ or trailer, chassis, container | max. 30 minutes |
|---|-----------------|

This time apply to the total process, from arrival at the cleaning to the departure from cleaning. If one must wait throughout this process, this must be accounted for during washing. Additional time such as for when removing residual load, difficult product, TIR-cable sealing, etc. is always in consultation with planning, and will be allocated fairly and reasonably.

The activity should be terminated by clicking on the 'Finish' button.

Vehicle control (under 'Miscellaneous')

Maximum duration: 5 minutes 1x a week.

Can planner order driver to take a break? No.

Additional questions within question path? Yes.

Check oil levels, then tyres, wheels and lights by walking around the truck. There is plenty of time for extra checks throughout the week, such as checks during waiting, while walking to and from the truck at break time, during loading, coupling, and uncoupling, etc.

The activity should be terminated by clicking on the 'Finish' button.

Mount (Terminal)

Maximum duration: 30 minutes.

Can planner order driver to take a break? Yes.

Additional questions within question path? Yes.

Upon arrival at the terminal the driver immediately reports "Pickup", checks in at the porter, and drives to the Pickup location where they enter the container number. After the actual mounting, the driver secures the container and meanwhile checks the container for damage or defects, and if necessary, removes the documents from their case. After returning to the cabin the driver drives to the exit to sign out. If the driver has found damage, they request an interchange- and/or loading documents at the front desk. If no loading documents come with the shipment, the driver writes a CMR themselves and reports this to the planning department. When terminating the activity, the driver uses the button 'Finish' after which they scan the documents.

All activities between arrival and departure from the terminal fall under the 'Mount' activity. If the driver must wait during this activity, they must account for this.

The activity should be terminated by clicking on the 'Finish' button.

Dismount (Terminal)

Maximum duration: 30 minutes.

Can planner order driver to take a break? Yes.

Additional questions within question path? Yes.

Upon arrival at the terminal the driver immediately reports “Drop-off”, checks in at the porter, and drives to the Drop-off location. Here, you detach the container and then enter the container number. After the actual dismounting, they drive to the exit to check-out.

All activities between arrival and departure from the terminal fall under the ‘Dismount’ activity. If the driver must wait during this activity, they must account for this.

The activity should be ended by clicking on the ‘Apply’ button.

Mount (Couple)

Maximum duration: 15 minutes.

Can planner order driver to take a break? Yes.

Additional questions within question path? Yes.

Upon arrival at coupling location, the driver immediately reports 'Couple'. Here they can choose between trailer, chassis, and chassis with container. Then they enter the relevant fleet numbers or confirm the proposed fleet number.

They then couple immediately, following the coupling procedure. During this procedure, they check the unit for damage and/or defects. If the loading unit is loaded, the driver removes the loading documents from the document box or from the agreed location on the site. Upon returning to his cabin, they report damage or no damage.

All activities between arrival and departure from the coupling location fall under the ‘Couple’ activity (including check-in and check-out at the porter). If the driver must wait during this activity, they must account for this.

The activity should be ended by clicking on the ‘Finish’ button.

Dismount (Uncouple)

Maximum duration: 15 minutes.

Can planner order driver to take a break? Yes.

Additional questions within question path? Yes.

Upon arrival at coupling location, the driver immediately reports 'Uncouple'. Here they can choose between trailer, chassis, and chassis with container. Then they enter the relevant fleet numbers or confirm the proposed fleet number. After this they then uncouple right away, following the uncoupling procedure. If the loading unit is full, the driver puts the loading documents in the document box or in the agreed location on the site.

All activities between arrival and departure from the coupling location fall under the 'Uncoupling' activity (including check-in and check-out at the porter). If the driver must wait during this activity, they must account for this.

The activity should be terminated by clicking on the 'Finish' button.

Refuelling (Under Fuel)

Maximum duration: 15 minutes.

Can planner order driver to take a break? Yes.

Additional questions within question path? Yes.

If the driver must wait during this activity, they must account for this.

The activity should be terminated by clicking on the 'Finish' button.

Unknown

Not accounting for time in the on-board computer will be seen as a break. The on-board computer will jump to Unknown when no activity has been entered for 60 seconds. Drivers have 59 seconds to operate their on-board computer. Those 59 seconds are then reset to the action they select.

Drivers can always enter a new activity immediately at the end of an activity. However, should no activity be available, they must select break.

Break (found under Rest)

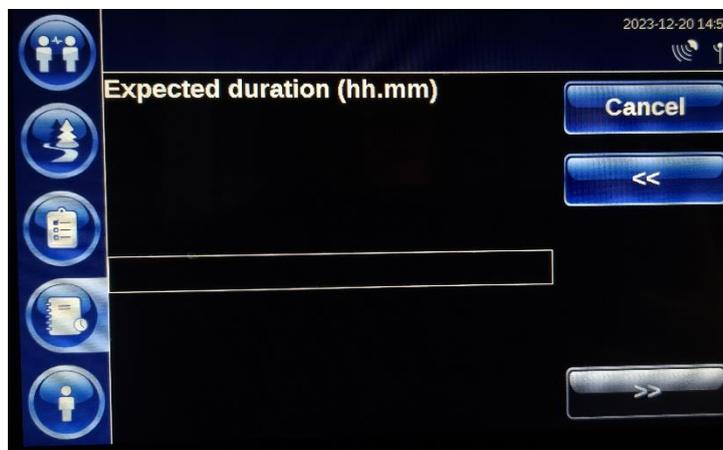
The break should be taken at a company convenient time, such as when waiting. Breaks are required by law and may be taken during any of the above actions if the opportunity arises.

Throughout the day, the planner may make decisions regarding the break that should be taken, keeping laws and regulations in mind. The planner may choose to give the driver a break of 3 consecutive hours to take advantage of a shortened night's rest. It is not the intention to limit a driver's hours during his shift time, the tasks should therefore be consecutive. However, when a task is cancelled, a longer break between tasks may be required.

Break control:



Important: you must provide the planned duration of the rest time to planning through the 'Reports' button. See the screen below:



The activity should be terminated by clicking on the 'Finish' button.

Daily rest (found under Rest)

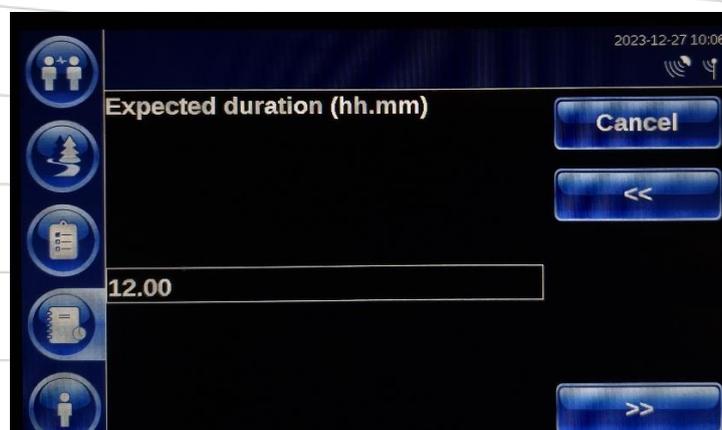
Primarily, the driver may decide where they sleep. The duration of the night's rest must be discussed with the planner and legal requirements must be respected. The shift time must be scheduled by the driver in a way so the maximum capacity can be used. Ending the shift after, for instance, 13.25 hours is a loss of 1.75 hours of work capacity.

Overnight rest on company premises or at home will not be compensated. When possible, the driver should take their night's rest at his place of employment or residence. The driver should start their day in a way that does not create unnecessary hours during their first activity.

Break control:



Important: you must provide the planned duration of the rest time to planning through the 'Reports' button. See the screen below:



The activity should be terminated by clicking on the 'Finish' button.

Crossing

Maximum duration: 2 x 15 minutes.

Can planner order driver to take a break? Yes.

Additional questions within question path? No.

The driver must account for the crossing by selecting the activity 'Crossing'. Embarking and disembarking the boat/train will be compensated with a **maximum of 15 minutes**, which includes check-in. Checking in is not accounted for separately. If the driver must wait during this activity, they must account for it as such. The crossing itself is regarded as rest.

15 minutes embarking

15 minutes disembarking

The activity should be terminated by clicking on the 'Finish' button.

On-site work (under 'Miscellaneous')

Maximum duration: day shift

Can planner order driver to take a break? Yes.

Additional questions within question path? No.

Site work refers to work carried out for a particular customer on their premises or in the vicinity of their premises by order of, or in consultation with, the planner. There is no exact on-board computer input available for the nature or quantity of these activities. Special agreements are made between the customer and Van den Bosch for these activities. The driver is in close communication with the customer regarding their work but, however, remains in consultation with his planner with regard to starting times and duration of the work.

Repairs (under 'Miscellaneous')

Maximum duration: 15 minutes (= check-in time, remaining time is considered break time)

Can planner order driver to take a break? Yes.

Additional questions within question path? Questions regarding type of repairs.

In case of repairs, the driver will be directed to the repair workshop by the planning department. Upon arriving at this address, the driver will check in and park the vehicle to be repaired in the correct place, following the instructions of the repairer. After this, the driver takes a break until the vehicle is ready for departure. During the repair, the driver keeps the planning department updated on the expected duration.

In the case of a breakdown where the driver was able to reach a parking space, the driver will inform the planning department and then take a break until repairs have been made.

Exception

In case of a breakdown where the driver is stranded on a public road, the entire duration until the end of the towing or until the end of the repair will be paid.

Private

If specific arrangements have been made for using a truck, such as driving by home. The 'Private' button must be used to account for the time used to drive from a main route to the location where the driver will spend the night or rest. The time needed to drive from the main route, e.g., to and from home, is for the driver's own account.

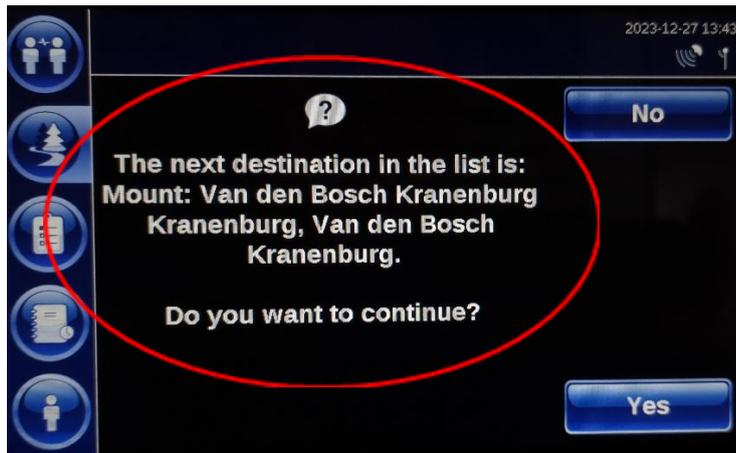
Accounting for tasks

Introduction

The activities described above can all be part of the planned tasks from the planning system (Stop list of Tasks). The tasks are assigned to the on-board computer and must be accepted so that, based on this, the accountability can be provided per planned activity as described above.

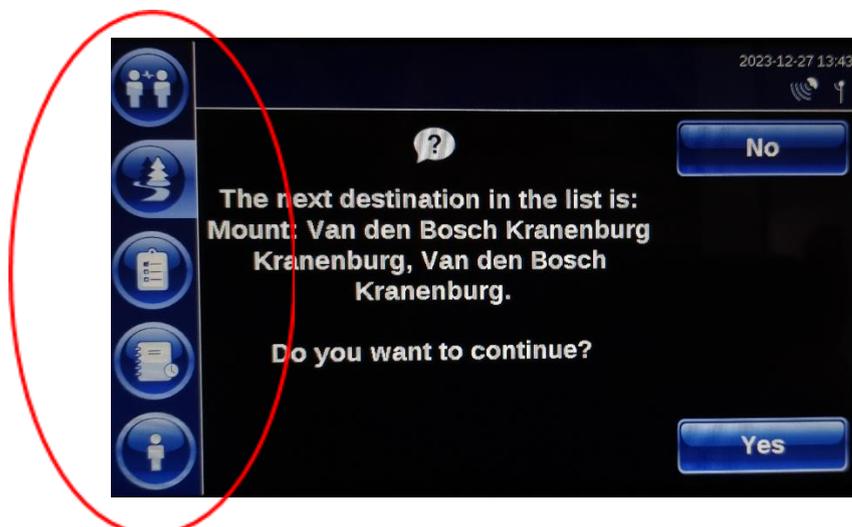
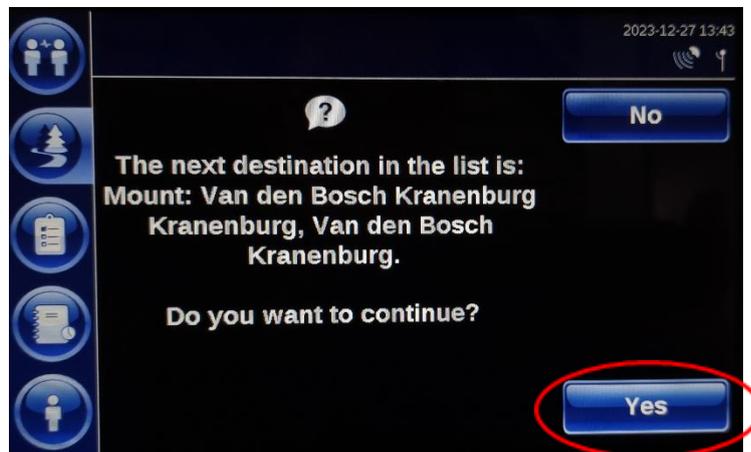
You can tell a new task has been assigned when the middle icon in the menu on the left side of the screen lights up yellow and flashes. You will also hear a signal that a new message has been received.

When receiving a new task, the on-board computer will ask the following question.

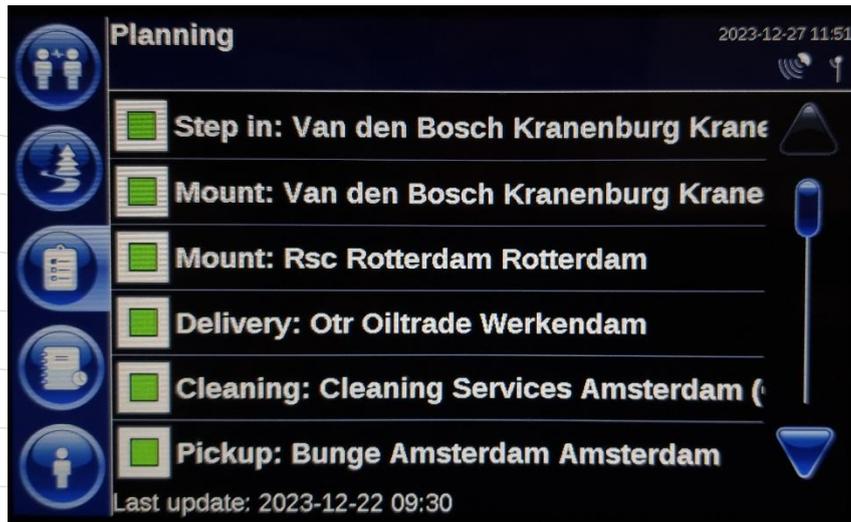


When a task is assigned and you answer 'Yes' to the above question, the on-board computer will also ask you whether the address from the assigned task is the next destination.

When you answer 'Yes' to this question, navigation will start automatically. The address is copied from the task, so no input is required. It is important to accept the destination so that navigation begins, as this gives the planner an expected time of arrival and allows them to see which address you are navigating to.



You can find the task list or 'stop list' by clicking the middle icon of the menu on the left side of your screen; the same button that lights up when a new task is assigned. You will then see the overview below:

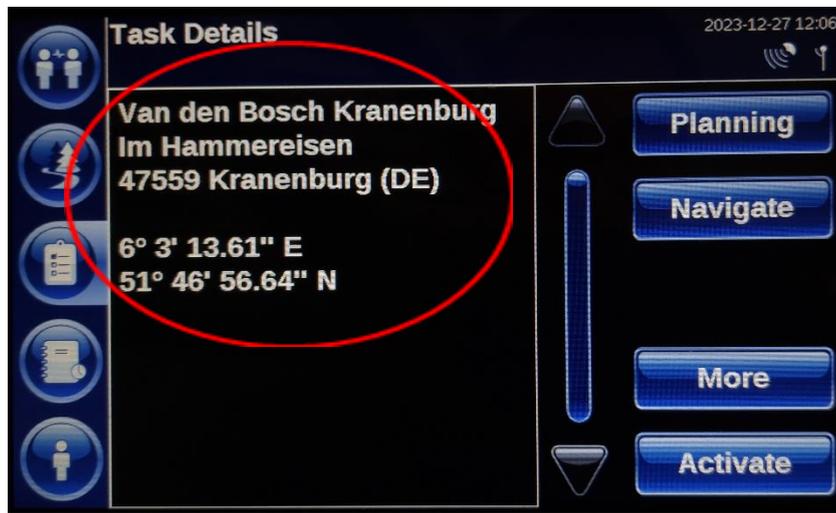


The tasks should be completed in order, starting from top to bottom. Be careful not to deviate from the order.

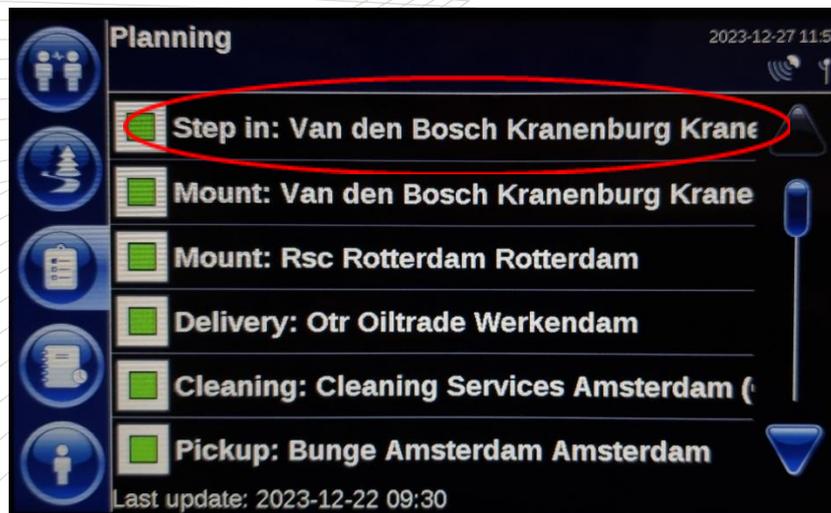
By clicking on a task, you can read the underlying details. These include the addresses, instructions, date and time and reference numbers. You can also view all the details of later tasks this way but be careful not to press start when doing so.



By clicking on the 'More' button, you even get the address information of the task including its exact geographical position.



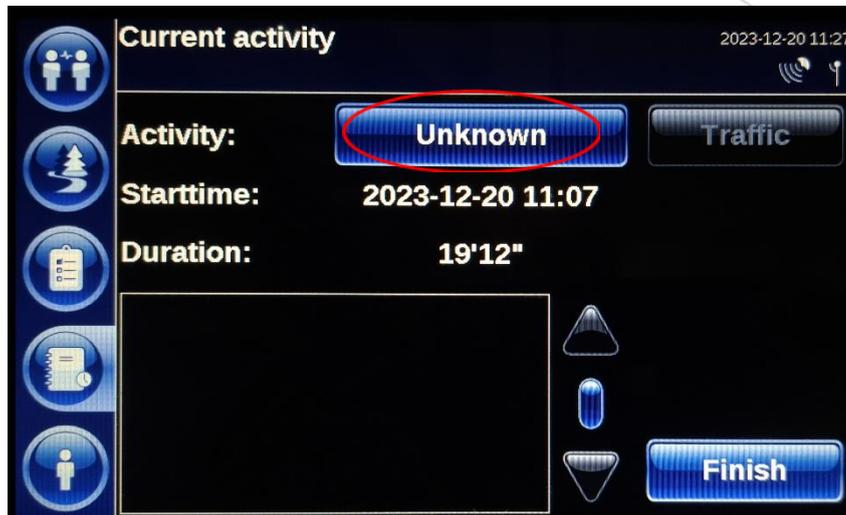
When you arrive at the location where the task is to be carried out, go to the task list, and select the top task by clicking on the 'Task' (see next image).



You then enter the task detail screen and click 'Activate'.

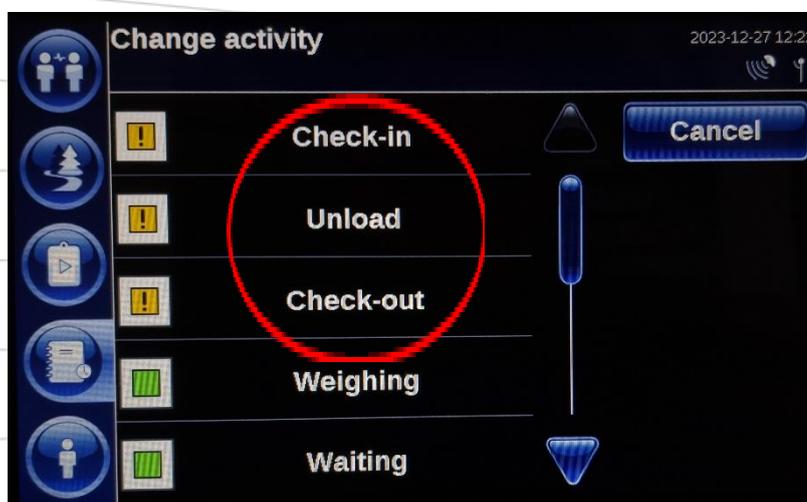


Once starting a task, you need to complete all activities at the site of the task. You enter the screen below after starting the task, the activity will be 'Unknown' at that time. As previously explained, you have 59 seconds to choose the first activity on location such as 'Check-in'.

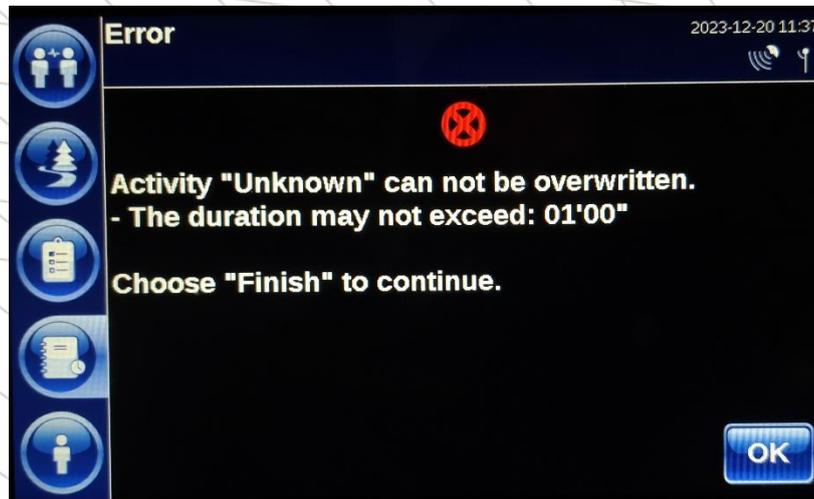


You have several activities in a task, some of which are compulsory and others which are not compulsory but optional. Mandatory activities can be recognised by the yellow box containing an exclamation mark (see image below).

Non-mandatory activities can be recognised by the green box (see image below). A task can only be completed by completing all mandatory activities. Optional activities are not required to complete a task, for example, waiting and resting, which should only be accounted for if these occur during the task.

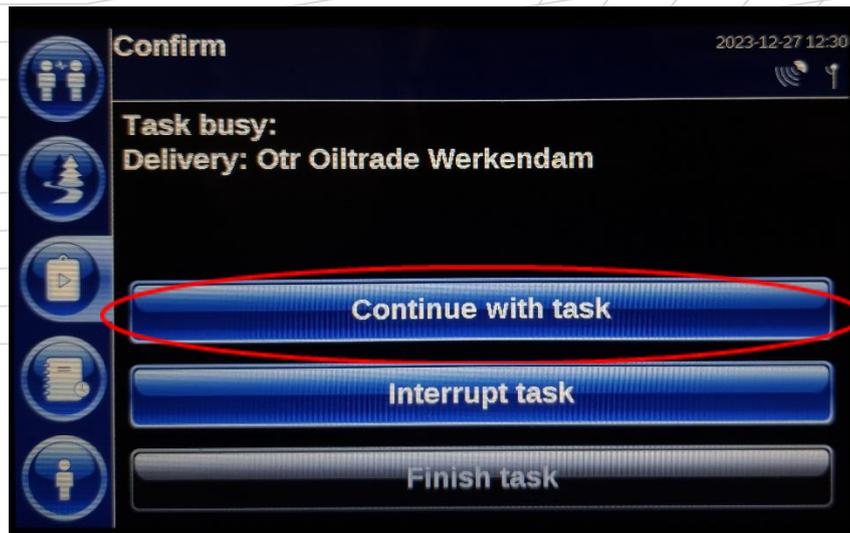


If you wait too long to select a new activity after starting a task or in between activities within a task, the activity is set to 'Unknown'. When the duration of Unknown time exceeds 59 seconds, the Unknown time must be ended. Ending an Unknown time in a task differs slightly from the explanation for unscheduled activities. You will see the screen below and have two options to continue selecting an activity. Choose 'Finish Unknown'

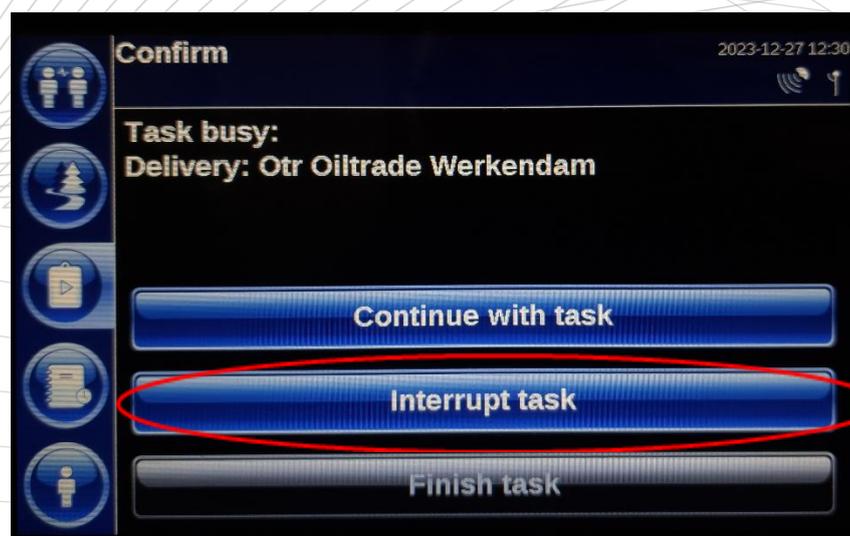


After this, you can select the activity you want to start. If you choose option 'Keep Unknown', the timer of the 'Unknown' activity keeps going.

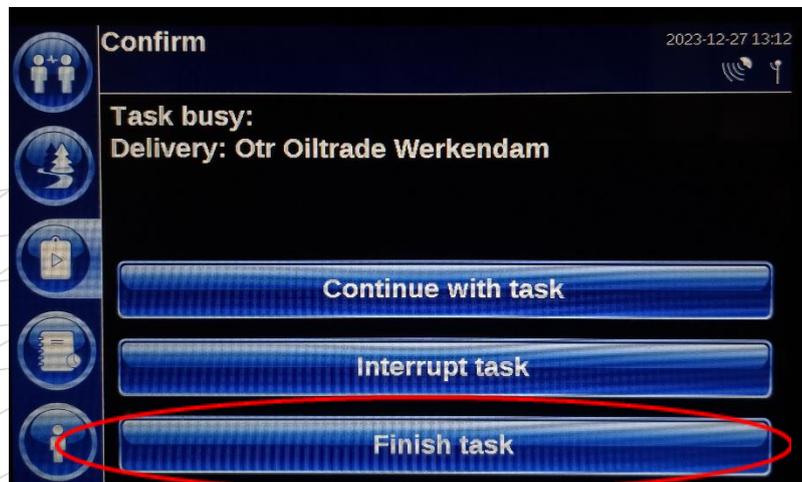
When you have finished an activity within a task (e.g., 'End Check-in'), you are asked whether you want to continue or Interrupt the task. When you choose 'Interrupt task', you exit the task. However, usually you choose 'Continue with Task', allowing you to start the next activity within the task (e.g., loading after you have finished Check-in).



If you have chosen 'Interrupt task', you need to return to the task list and select the top task to be able to continue it. You can also see if a task is in progress:



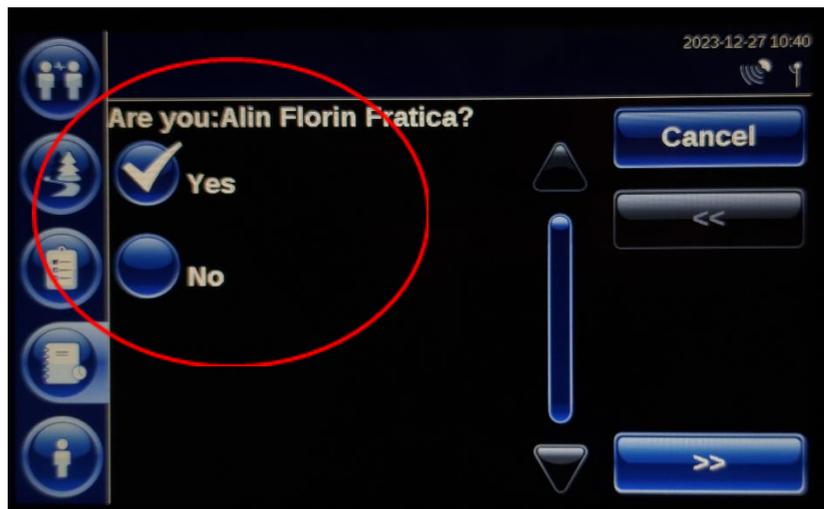
After completing all mandatory activities within the task, you are presented with the option 'Finish task'. By selecting this, you complete the task. After this, the on-board computer will again ask if the next assigned task is actually the next task and destination. Once confirming, you can, again, automatically start navigation to the next location.



Two tasks not previously explained among the unscheduled stops are the 'Step in' and the 'Step out'. These have not been previously explained because they do not have a time account and only occur as scheduled tasks. The 'Step in' and 'Step out' have no underlying activities, just one or more questions.

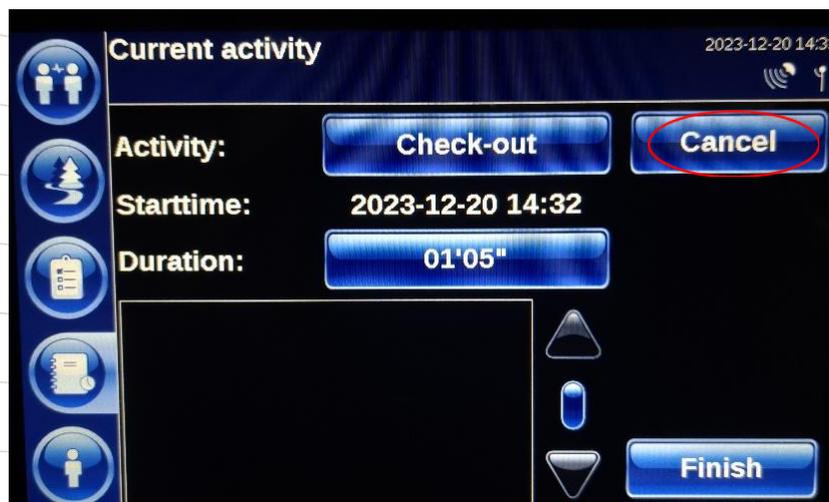


An example of a question asked at 'Step in', is confirming whether you are the scheduled driver for the assigned task list.



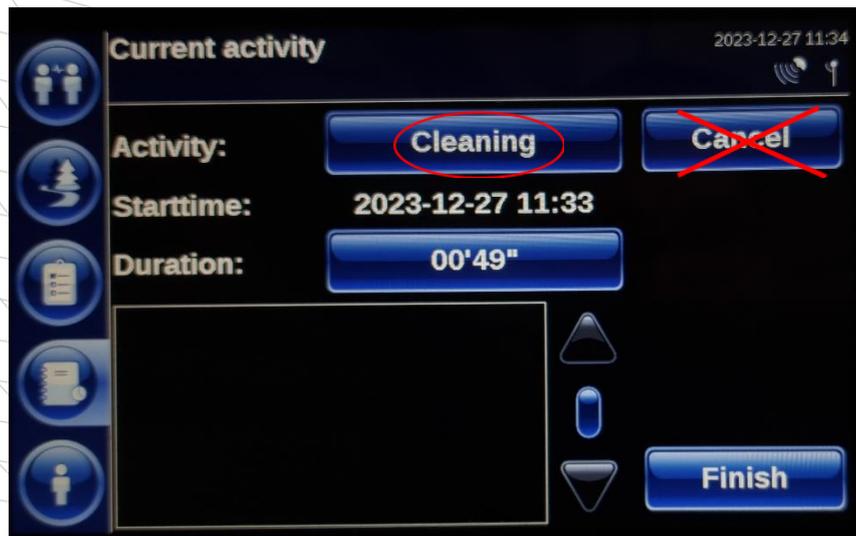
Tips & Tricks

Once you have chosen and started an activity, never click cancel. If you click cancel, all accumulated time assigned to that activity reverts to Unknown.



Only end an activity once you can either actually depart or immediately start the next activity. For example, ensure that you have completed all administration etc. This prevents Unknown time of more than 59 seconds between the end of an activity and the start of the next activity.

If you have chosen an incorrect activity, you can still choose the correct activity by making the choice again. Do not click cancel and do not complete the incorrect activity in order to choose a correct activity afterwards, but instead "overwrite" your previous choice.



An example could be, you arrive at a cleaning site and select 'Cleaning'. It then turns out the cleaning site is unavailable and there is a rest or wait time before the actual cleaning. In this case, you can change (overwrite) the selected activity to 'Rest' or 'Wait' and select 'Clean' when it is your turn.

When your driving time is about to be exceeded while you are at the wheel, or your rest-time is in danger of starting too late, your on-board computer will issue a warning half an hour in advance. This is repeated every five minutes so that you can respond in time. When you go to the tachograph overview, the hours this alert concerns are marked with the colour 'yellow'.

Logging out of the on-board computer happens automatically when you remove the driver card from the tachograph. If you hadn't quite finished your administration on the on-board computer, you can log in manually to complete your administration. Of course, it is better to complete all administration and the question path in full before removing the driver card from the tachograph, so that you are logged out after completion.

Always use your navigation, only then the planner sees the ETA ("estimated time of arrival"). This avoids unnecessary questions from your planner which you must answer such as "when will you be at the unloading address?".

Justifying breaks is done differently depending on the activity you are working on. The best way to explain this is uses the following diagram.

While signing in for loading or unloading, you can suspend the activity by physically accounting for a break or wait.

During **loading, unloading, and cleaning**, you cannot physically input a break. This can only be done once the activity has been completed. Therefore, after these activities you will be asked if you rested or waited during loading, unloading, or cleaning. **These activities must not be suspended** because the administrative system cannot process such a suspension.

During Check-out for loading or unloading, you can interrupt the activity by physically accounting for a break or wait.

If the navigation is slow to respond for an off-ramp, you can adjust the settings of the navigation. The driver can check their settings.

For a complete tutorial, you can request the navigation manual from your planner.