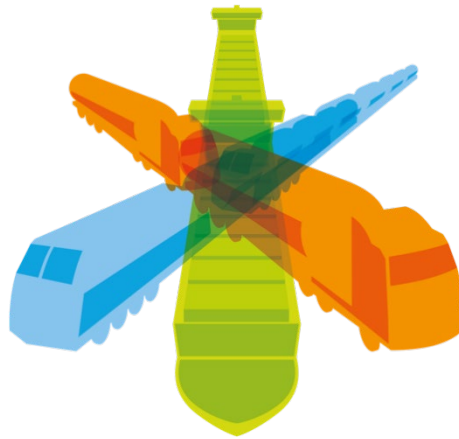




# Behaviour, Standards and Values

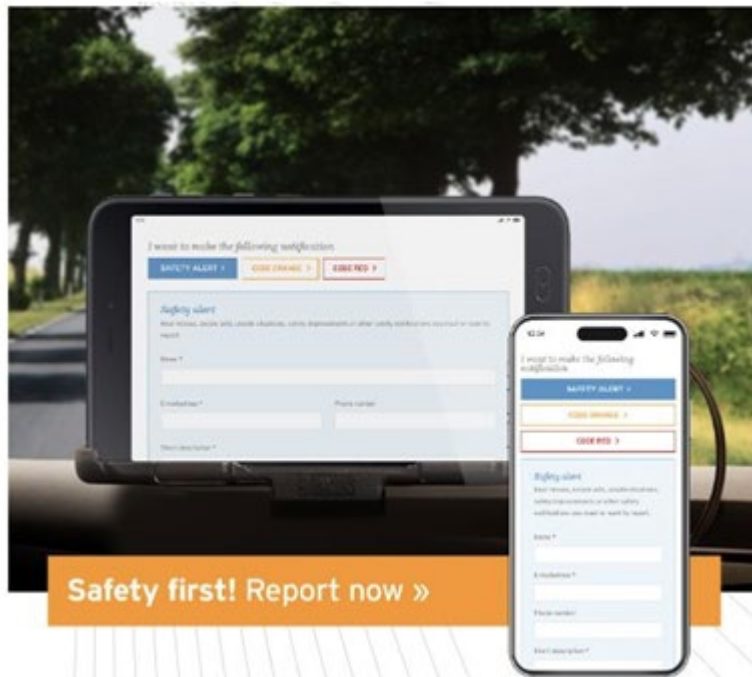
## Working Method

The profession of a driver in bulk logistics is extensive. It is difficult to describe in detail how to act in every situation. Therefore, this profession requires a high degree of responsibility, independence and professional competence. Although we all perform our work professionally, rules and instructions are necessary. They provide clarity and help us perform our daily work correctly. Failure to comply with these rules will always lead to an evaluation with your manager and, in the event of repeated violations, appropriate measures may be taken.

## Key basic rules:

- Be aware that you are an ambassador of Van den Bosch and of the customer.
- Wear your Personal Protective Equipment (PPE) correctly and keep it in good condition.
- Do not wear rings during work. Preferably do not wear other jewellery either.
- Do not use a phone or other mobile devices while driving.
- For work above 2.5 metres, always use a safety harness and lifeline, or follow customer-specific instructions.

- Always think about your own safety and the safety of others.
- Always report incidents, near misses and hazardous situations to your manager and stop work in case of immediate danger.



- Drive defensively and adapt your driving style to circumstances.
- Maintain a healthy lifestyle and ensure adequate rest.
- Alcohol and drugs are strictly prohibited during work.

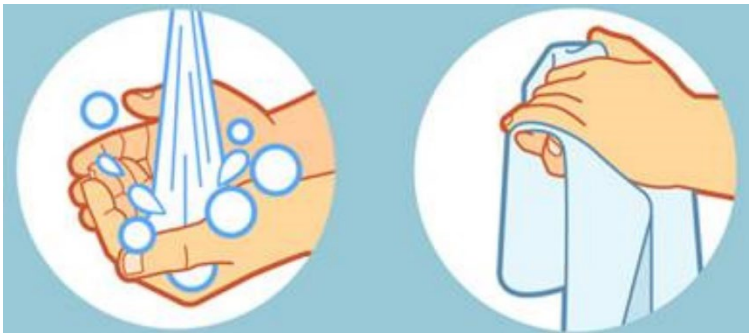


- Comply with all legal requirements and site-specific safety rules.
- Take care of the environment and clean up waste.
- Do not take photos or videos on customer premises without permission.
- Treat all company and customer information as confidential.
- Be polite, respectful, attentive and helpful to everyone.

- Remain professional even if others are not.
- Apply the same standards of confidentiality and courtesy on social media.
- Dress neatly and represent the company professionally.
- Clothing must cover arms and legs. Shorts, short-sleeved shirts and tracksuits are not permitted.



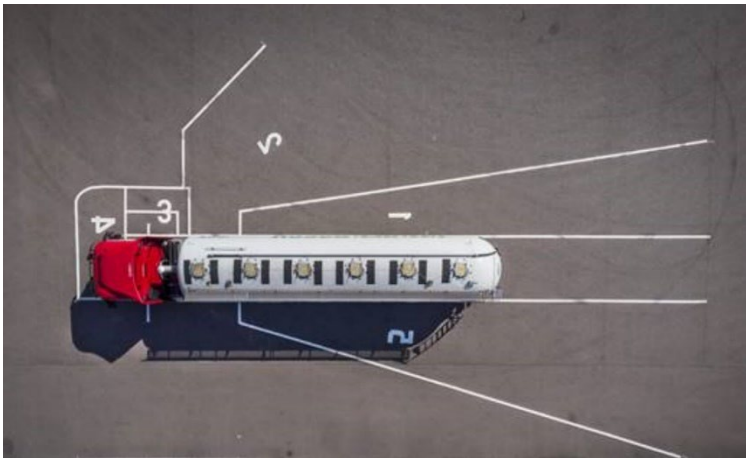
- Maintain good personal hygiene and always wash your hands after using sanitary facilities.



- Smoking is not allowed in the workplace or truck cab. Cooking in the cab is not permitted.
- Eat and drink only in designated areas and wash your hands before and after eating.
- If you have flu symptoms, a virus infection, severe cold or diarrhoea, consult your planner.
- Keep the truck cab clean and tidy.



- Do not place objects that restrict visibility.
- Keep windows clean and mirrors correctly adjusted.



- Avoid loose items in the cab that could become projectiles during emergency braking.
- Always wear your seatbelt.
- Do not argue with customers, inspectors or loading/unloading personnel; contact Van den Bosch or your planner.
- If visiting a location for the first time, inform the customer and do not act unless instructions are clear.

## Safety

Safety is a core value at Van den Bosch. It should always be on your mind while working. Safety relates to everything from stepping out of the cab to the footwear you wear.

Keep asking yourself: What can go wrong? What can I do to prevent it? What should I do if something does go wrong?

### **Routine**

Always remain aware that mistakes can happen, regardless of how experienced you are or how routine a task may seem. Distractions and pressure can lead to errors.

### **Rule Blindness**

Even if you regularly visit the same site, always consciously review the local rules and requirements. Act as though you are visiting for the first time every time.

### **Safety and Time**

*1 minute*

to write a safety rule.

*30 minutes*

to hold a safety meeting.

*1 week*

to develop a safety programme.

*1 month*

to implement it.

*1 year*

to win a safety award.

*A lifetime*

to become a safe, accident-free employee.

*And only 1 second*

to undo it all.