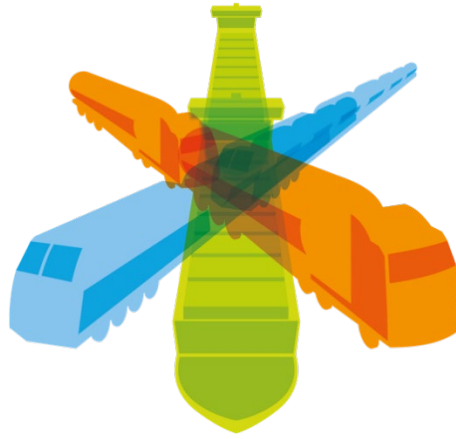




Emergencies and unsafe situations

Procedure

In every emergency, always apply the PAMAN rule first

Measures: PAMAN

- Protect your personal safety. Make sure you first bring yourself to safety. If something happens to you, you can no longer help.
- Attend to the safety of others by warning them of the danger.
- Mark the location of the accident. Keep the public at a distance, for example by putting up barrier tape and/or having the area cordoned off. Ensure that the emergency services can reach the accident location quickly.
- Alert the emergency services. If the emergency occurred on a public road, first call the emergency services using emergency number 112. This emergency number applies throughout Europe.
- Necessary first aid. Remove ignition sources such as open flames and running engines to prevent vapours and liquids from igniting. Use the available resources: first-aid kit/dressing kit/fire extinguishing equipment/(eye) shower.



European emergency number:
112

1. Reporting dangerous situations on the road and at the customer

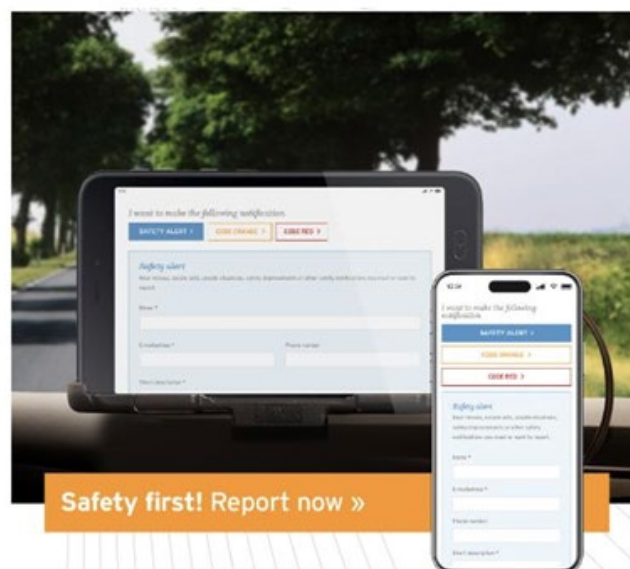
During office hours:

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

Reporting a dangerous situation through the Health & Safety Point app

Safety is a high priority at Van den Bosch, and we therefore ask everyone to report potentially dangerous situations. These may occur at a loading, unloading or cleaning location, or while on the road. Reporting these dangerous situations through the Health & Safety Point app ensures that the appropriate people in our organisation are engaged quickly and effectively to follow up the report correctly.

An email is always sent automatically to the QESH department at safety@vandenbosch.com, so the report is also followed up outside office hours. safety@vandenbosch.com



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SUPPLY CHANGER IN BULK



Outside office hours:

In the event of an emergency or unsafe situation, always contact the emergency number applicable to you and provide as much information as possible. Consider the following:

- What is the nature of the emergency or unsafe situation:
 - Accident: whether there are injuries and whether there is damage to equipment or product
 - Technical defect: involving the truck and/or load unit and/or chassis
 - Problems during transport and/or set-up and/or cleaning and/or loading or unloading
 - Product leakage: in the case of ADR, make DIRECT contact
 - Any other possible emergency
- What is the cause of the emergency or unsafe situation:
 - Explain how the emergency occurred. Be as precise as possible so that the person you call can make a considered decision about the urgency to assign to the emergency.
- What are the consequences of the emergency or unsafe situation:
 - Have the emergency services already been called, or does this still need to happen?
 - Is there a danger to you or the environment?
 - Will you arrive at your destination on time or not?

2. Emergency numbers

Below are the emergency numbers you can use for emergencies outside office hours:

Operational emergency numbers 24/7		
General emergency number	Emergency 24/7	+31 413 217 217
Dry Bulk	Emergency 24/7	+31 620 369 875
Trucking Dry Planning	Emergency 24/7	+31 653 676 091
Trucking LF Planning	Emergency 24/7	+31 653 263 358



Trucking LC Planning		+31 413 217 264
Technical departement		+31 413 217 303
QESH (Quality, Environment, Safety & Health)		+31 413 217 203

3. Address dangerous behaviour with your colleagues

Not all accidents can be prevented by implementing aids or introducing rules. Safety always starts with “safe behaviour”. Safe behaviour means thinking first and acting afterwards. This moment of reflection provides a clear view of the work you are about to perform. Safe behaviour also includes addressing colleagues when you see them acting dangerously. Always speak to colleagues if you see them doing something that, in your opinion, is dangerous.

4. Always use the equipment provided

Van den Bosch sets strict requirements for the personal protective equipment that our drivers must carry. Where we provide drivers with the required personal protective equipment, drivers are also obliged to use this PPE. We recognise that this may sometimes take extra time, but it is important that PPE is always used correctly. Haste makes waste! In addition to safety risks, failure to use PPE may also have far-reaching employment-law consequences.

5. Report quality problems yourself

Drivers are our eyes and ears on the road. If you identify a potential quality problem involving the product, such as contamination or an incorrect temperature, or equipment, such as being dirty or damaged, report this immediately to your planner or through the emergency number. This can prevent problems and delays during the trip. This also includes checking the load unit after cleaning.