

HOYER GROUP

**POLICY FOR
Non-integrated Transport subcontractors**

STATEMENT OF REQUIREMENTS

1. SCOPE

This policy is valid for non-integrated transport sub-contractors of the HOYER-Group according to CEFIC/ECTA definition.

2. GENERAL

Only those Sub-Contractors approved by the Designated Manager will undertake work for the HOYER Group.

HOYER DOES NOT permit secondary Sub-Contracting.

The Sub-Contractor must regard any information disclosed by HOYER as confidential, and must not disclose or discuss this information with its customers or suppliers.

Sub-Contractors must operate in compliance with all relevant National and International regulations and laws. Operating licences must be consistent with the activities and operations undertaken.

3. APPROVAL OF SUB-CONTRACTORS

Any potential Sub-Contractor will be requested to provide general information about their company and will be "approved" through assessment of their ongoing performance, or by direct assessment of their quality assurance capabilities.

If the Sub-Contractor is certified to any quality / environmental / safety management standard (i. e. ISO 9001, ISO 14001, GMP ...) we would ask to send us copies of their actual certificates without request.

If the Sub-Contractor is SQAS assessed we ask them to grant us access to their relevant reports in the SQAS database in order to review the results for approval of the Sub-Contractor.

With acceptance of any HOYER transport order the Sub-Contractor confirms to fulfil all the requirements of this policy which is available for download on the HOYER website www.hoyer-group.com. Should a Sub-Contractor be unable to provide a satisfactory ongoing service, they will be removed from the HOYER Approved List.

4. INSURANCE

Approved Sub-Contractors should hold insurance cover for the following

- Third Party / Environment Liability:
Levels of cover should be in accordance with relevant legislation.
- Goods In transit, in accordance with:
CMR Conditions of Carriage, as applicable
- Motor Insurance: Maximum possible cover according to relevant legislation

Sub-Contractors must also undertake to insure any HOYER Group equipment for replacement at current market value whilst in their possession. Should any equipment be damaged, or become damaged, damages should be immediately reported to HOYER.

Insurance cover confirmation will be provided by the subcontractor on request.

5. QUALITY

HOYER Group aim to ensure that the highest quality of service is provided to our customers at all times. Whenever problems occur, HOYER ensures that our customers are informed immediately and that the problems are resolved in a prompt and effective manner.

HOYER expect all of our Sub-Contractors to ensure that personnel are informed immediately of any problems that may arise, in order for us to comply with this requirement. Sub-Contractors must ensure that, any Non Conformances received from HOYER Group are answered within five working days. A delayed response may result in a further Non Conformance being issued and may ultimately lead to the Sub-Contractor being removed from HOYER Approved List.

6. ENVIRONMENT

HOYER Group is socially aware as a Company that it has responsibilities to our customers, the general public and to stakeholders to ensure that the environment is safeguarded at all times. As such, we require our Sub-Contractors to support this Policy and report to us any matters causing concern.

7. SAFETY

HOYER Group is fully committed to the safety of all. Our SHEQ Management Policy is available for download on our website. It is important that Sub-Contractors are committed to safety at all times and report to us any matters causing concern.

8. SECURITY

Sub-contractors must ensure that they take adequate steps to ensure the security of goods and equipment during transit, and that driver's are aware of and comply with requirements. Sub-contractors involved with hazardous goods must comply with the security requirements detailed in ADR Chapter 1.10.

Any security threat, breach of security or security incidents must be reported immediately to HOYER Group when they occur.

9. DRIVERS

It is the Policy of HOYER Group to use the highest standard of driver, having regard to personal qualities as well as driving ability. HOYER expects all drivers to present themselves for work in a clean and tidy condition, and to behave in a proper, responsible and safe manner whilst undertaking HOYER business.

Drivers utilised by the Sub-Contractor must hold an appropriate Driving Licence and current ADR Training Certificate (when transporting hazardous chemicals). The driver must be fully compliant with ADR Regulations (if applicable) and appropriately trained for the job required. Drivers must undergo regular refresher training and records must be retained. Records of driver training must be retained on file by the Sub-Contractor and be available for verification by a HOYER Group representative upon request.

It is expected that processes will be in place to monitor working / driving hours compliance, and that records will be retained of driver convictions and any disciplinary actions taken.

Drivers are NOT permitted to drink any alcohol or use illegal drugs when on duty Drivers will not be allowed to work for HOYER Group if found to be in possession of, or under the influence of, any illegal substances.

All Drivers shall always wear the seat belt and must not use their mobile phone or any other 2-way communication device whilst driving.

In the event of continual driver related problems, HOYER Group reserve the right to prohibit drivers working on our behalf.

10. VEHICLE PARKING / DRIVER CONTROL

Where drivers need to park away from his normal depot, careful consideration should be given to the place in which he parks the vehicle when he proposes to leave it unattended. The vehicle should be parked in accordance with ADR Regulations (if applicable) regarding supervision, parking and security of vehicles.

11. PERSONAL PROTECTIVE EQUIPMENT (PPE)

The Sub-Contractor must supply safety equipment (PPE) for use by its drivers. As a minimum requirement, all drivers must be provided with:

- Hard Hat
- Goggles
- PVC Gloves
- Industrial Overalls
- Safety Boots
- Hi-Visibility Vest / Jacket
- Eye Wash Bottle
- First Aid Kit

Drivers transporting chemical products should also be provided, as a minimum requirement, with:

- PVC suit
- Respirator with filter elements suitable for the products handled.

Additional specialist equipment should be provided to the driver, when required, as defined on the Tremcard for the product being carried.

All PPE must always be in good condition and – if applicable – within the expiry date. Therefore it must be checked in regular intervals. Drivers must regularly be trained in use of PPE. The driver must ensure that when loading and discharging product, or when situations arise where they may come into contact with product, all appropriate PPE must be worn. Specific Site Regulations must also be observed.

12. VEHICLES & EQUIPMENT

All vehicles, tank containers/road barrels/trailers (where provided) and associated equipment must be clean, well maintained and fit for the purpose employed. Transport equipment must be selected in accordance with any relevant vehicle construction standards. Records of services and maintenance checks should be retained and made available if required. All trucks should be equipped with seat belts.

Drivers will be expected to undertake a pre-start check of equipment under their control on a daily basis. Drivers must report any faults found on vehicles and/or equipment.

Hoses

Where the Sub-Contractor provides hoses, such hoses must be provided in a clean, dry, safe and serviceable condition for use.

Hoses are to be tested at least annually by approved experts. The drivers must provide the actual test certificate on request of a customer.

Ancillary Adapters

For road barrel and tank container deliveries, standard adapters must be carried on each vehicle to enable drivers to connect their hoses to the tank and to customer's lines.

13. TANK CLEANING

When provided by the Sub-Contractor the tank containers/road barrel must be clean, dry and fit for purpose prior to use.

When a tank container/road barrel is provided by HOYER, the tank/barrel will be provided in a suitable condition to accept the cargo to be carried.

The Sub-Contractor may be requested by HOYER to take the tank/barrel to be cleaned at a designated approved Tank Wash Station before it is used, or directly after use.

If not agreed otherwise, HOYER Group requests to provide for chemical transports a valid EFTCO European Cleaning Document (ECD) at the loading site as proof of proper cleaning. If it is not possible the driver needs to inform HOYER planning department before accepting the order. Information about cleaning companies which issue the ECD can be found on the EFTCO website (www.eftco.org).

The HOYER Group does not tolerate any attempt to use faked copies of ECD.

It is the driver's responsibility to ensure that the tank is clean and dry (if applicable) after washing, and to check that any ball valves on the barrel have been wiped clean. If the tank is deemed unclean, or if (as applicable) it is not dry, HOYER must be informed and asked for further instruction. Under no circumstances is the driver to apply for loading.

14. OPERATIONAL COMMUNICATIONS

Drivers will be given specific instructions on the work they are asked to undertake. As they will be acting on behalf of the HOYER Group, they will be the point of contact with the customer. Therefore ALL instructions given must be fully adhered to at all times. Should this not be possible, or should any details not be clear HOYER must be informed.

Where specific delivery/loading times are given, Sub-Contractors must ensure that these times are strictly adhered to. Any delays to schedules must be relayed to the HOYER immediately.

The Sub-Contractor will remain responsible for the consignment until the Customer accepts it, and obtain a signature on the delivery document as proof of delivery.

During loading / discharge, all local site rules are to be strictly adhered to. Should the driver believe this not to be possible he must refer back to the HOYER office before proceeding. Drivers must also report any changes at loading/delivery points that differ from the instructions they were given.

All weights must be recorded on the proof of delivery documentation.

Certain products carried by HOYER are temperature sensitive. When undertaking the movement of such products the temperature must be recorded and reported as directed by HOYER.

When demurrages occur, HOYER must be informed verbally immediately by the driver or his operator. This must be followed up in writing within 3 working days. Confirmation of these costs will only be accepted if the waiting times are clearly documented on the proof of delivery documentation, identifying the reason for the delay and a signature from the customer. A copy of such documentation is to be made available to HOYER Group to support these charges. Extra costs advised outside these times will not be accepted.

15. EMERGENCY / INCIDENT REPORTING

Any **Emergency incidents** should be reported by telephone to the relevant HOYER Office as soon as possible. HOYER supplies 24 h emergency phone numbers at any HOYER location. Full details of numbers are contained on the HOYER website (Emergency Contact).

Note: In order to reduce the extend of damage or loss of the product carried, HOYER emergency response team must be contacted for advice and support.

A full report must be completed upon the driver's return to depot and a copy given to HOYER.

Any **breakdown / accident** occurring should be reported by telephone to the HOYER Traffic Office as soon as possible. The Sub-Contractor may be required to submit a written report at Hoyer's request.

Note: HOYER can provide technical assistance by trained staff on request.

All **unsafe loading / unloading** practices must be reported to the HOYER Office immediately.

16. LABELLING

Drivers must ensure that equipment being transported is correctly labelled in accordance with current legislation. If the labels not comply with legislation the HOYER must be informed immediately. The driver should then await further instructions.

Under NO circumstances must the driver proceed with his journey with an incorrectly labelled tank container/road barrel / trailer.

17. DOCUMENTATION

Tremcards

All drivers must be in possession of written hazard details for their loads. This is normally in the format of a Tremcard or alternative detailed information.

The Tremcard / written information must be kept in the vehicle and be available, if required, at all times whilst that product is being carried.

Whilst it is recognised that a driver will have other Tremcards in his possession, these Tremcards must be stored securely in the vehicle cab and must not be on view.

Proof of Delivery / CMR

Documents must be fully detailed with the correct information. Sub-Contractors are required to attach copies of the signed POD/CMR to the HOYER invoice. Failure to comply may lead to non-payment of the invoice.

If the customer cannot take the entire product or the acknowledgement details differ from the original details provided then HOYER must be informed BEFORE the driver leaves the customers premises.

Container Damage Reports

When containers are collected by the driver from terminals, depots, quayside etc. the driver must undertake a full inspection of the tank container they are collecting. If the driver noted that the tank has sustained damage he must advise the terminal/depot personnel and obtain a signed damage Report. Upon obtaining this signed report the driver must report the damage to his supervisor and await further advice. The supervisor must contact the HOYER office accordingly.

Failure to provide confirmed damage reports failure to notify HOYER of damaged equipment will result in the sub-contractor being liable for any associated repair costs incurred.

Work Instructions

When Sub-Contractors are requested to undertake work on behalf of HOYER Group they will receive their instructions in writing, normally in the form of a fax or e-mail. This will detail instructions that the driver should follow whilst undertaking the work.