



P&O Ferrymasters Haulier Handbook

Version 3.0



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Table of Amendments

Date of Amendment and Version	Section Reference	Amendment
July 2015 (Version 1.0)	8.1; 8.2; 8.3; 8.4; 8.5	Use of Temperature Probes
October 2016 (Version 2.0)	3.0	Corporate Social Responsibility Statement
October 2016 (Version 2.0)	9.1	Reefer Trailer defect reporting telephone number
October 2016 (Version 2.0)	12.0	Reefer Trailer defect reporting telephone number. Dedicated Steel Coiler Fleet telephone number.
October 2016 (Version 2.0)	14.0	Adding Website: http://www.poferrymasters.com/carrierinfo/health-and-safety/operational-standards/
October 2016 (Version 2.0)	All sections	Numbering amendments
October 2016 (Version 2.0)	4.00	Updates to wording
October 2016 (Version 2.0)	4.25	Loading Docks
October 2016 (Version 2.0)	4.7	Driver Personal Protective Equipment
October 2016 (Version 2.0)	4.10	Trucks and Vehicles – Handbrake Alarms
October 2016 (Version 2.0)	12	Contacts table
October 2016 (Version 2.0)	13	Novara and Oradea Rail Terminal addresses
October 2018 (Version 3.0)	4.20	Intermodal / rail load restraint
October 2018 (Version 3.0)	4.7	Removal of ladder
October 2018 (Version 3.0)	4.1	Drivers working for subcontractors
October 2018 (Version 3.0)	5.0	Section revision
October 2018 (Version 3.0)	11.0	Section revision

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2.0 Introduction

P&O Ferrymasters' hauliers / traction providers and their drivers are an important and integral part of our team. The highest standards must be adopted by everyone representing our company to ensure we deliver excellence as standard.

This manual (previously known as, and referred to in our Terms and Conditions of Subcontracting as "Driver Handbook") applies to our hauliers / traction providers **traffic offices** and their **drivers**.

Business is conducted under P&O Ferrymasters Conditions of Subcontracting:

<http://www.poferrymasters.com/customers-and-partners/partner-information/terms-and-conditions-of-subcontracting>

The driver is a primary representative of our company. As such, the driver's standards of professional competence, courtesy and, personal appearance, directly influence our customers' perception of P&O Ferrymasters.

Traffic Offices have the responsibility to provide effective communication and to set the standards, which, together, enable the driver to do this job to the complete satisfaction of our customers.

The Haulier employs the driver and therefore it is the responsibility of the haulier to ensure that they convey the information to their drivers.

As, a team, they must provide the customers and the general public with a view of P&O Ferrymasters as a company of complete reliability and social responsibility. This handbook will assist in carrying out that task.

Every effort has been made to ensure the information in this handbook is correct. The information in this handbook does not replace the requirement to follow and comply with all applicable national and European legislation and best practice.

Please read and follow these instructions.



3.0 Corporate Social Responsibility Statement

P&O Ferrymasters recognises that its business must be conducted in a socially responsible way. We are committed to the achievement and maintenance of the highest standards in all aspects of our activities. P&O Ferrymasters requires that its subcontractors also commit to:-

- Abiding by the laws of the countries in which it operates.
- Preventing slavery and human trafficking in its corporate activities, and to ensuring that its supply chains are free from slavery and human trafficking.
- Prohibiting the use of child labour in its activities and by its sub-contractors.
- Creating and maintaining a working environment in which the capabilities of all employees are developed and to provide competitive terms and conditions.
- Recognising and respecting the human rights, dignity and needs of all employees.
- Conducting its business with honesty and integrity and applying the highest ethical standards.
- Seeking to contribute to the well-being and development of the communities in which it operates.
- Protecting and enhancing the health, safety and welfare of its staff and seeking to avoid or minimise any adverse environmental impacts.
- Building and maintaining open and effective two way communications on environment and community involvement.



4.0 General and Operational Instructions

4.1 Driver Selection and Recruitment

Subcontract hauliers must ensure that all drivers working for them and operating with P&O Ferrymasters Trailers / Containers comply with all legal requirements as detailed by the laws in the countries that they operate.

- Are honest and reliable and have been screened prior to employment
- Are physically capable to complete the job and task required
- Have been trained in the operation of Trailers / Containers and has detailed in instructions and safe working procedures included in this manual

4.2 Alcohol and Drugs

It is against the law to drive under the influence of alcohol or drugs. Drivers working for our Subcontract hauliers must comply with the legislation of the country through which they are driving and with their own company policy.



4.3 Seat Belts and Mobile Phones

Drivers must comply with the legislation regarding the wearing of safety belts in the country through which they are driving. When driving full attention should be given to the road. It is an offence to use a handheld mobile phone whilst driving. Certain customers do not allow the use of hands free mobile devices when moving their loads.

4.4 Driver Hours

P&O Ferrymasters does not support any breaking of EC Regulation 561/06, which covers driving hours and the fitting and use of recording equipment (Tachographs). It is both the responsibility of the haulier and the driver to understand and comply with the law.

4.5 Unauthorised Passengers

Passengers, other than authorised crew members, are not to be carried in vehicles without the express written permission of P&O Ferrymasters. Passengers are not allowed at anytime when transporting regulated Dangerous Goods



4.6 Personal Appearance

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- All clothing should be clean and appropriate.
- Company Uniforms, where provided, should be worn.

4.7 Driver Personal Protective Equipment (PPE)

Subcontract hauliers must issue drivers with the PPE items listed below. Drivers must check at the start of their shift that they have the below items and that they are in good condition (free from damage, or defect).

Standard Driver PPE

- Hi-visibility jacket, or waistcoat
- Safety boots (steel toe cap and closed heel)
- Safety helmet
- Chin Strap
- Gloves
- Overalls, or clothing which covers arms and legs
- Safety Glasses/Goggles
- Ear defenders/moulded ear plugs

Additional driver protective equipment may be required if specified by a customer or 'Instructions in writing' / Material Safety Data Sheet. Refer to the dangerous goods section of this handbook.

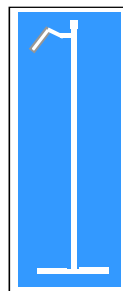
All items of PPE issued must conform to the relevant British/European standard.



4.8 Operational Equipment

Subcontract hauliers must issue drivers with a roof pole and trailer leg winding handle. Drivers must check at the start of their shift that the below items are present:-

- Roof pole
- Trailer leg winding handle
- UK Air coupling
- Bulbs and light covers (when required)



4.9 Load Securing Equipment

Subcontract hauliers must issue drivers with sufficient load securing equipment in the event that the Trailer / Container is not sufficiently equipped. This should include:

- Minimum 10 x loose ratchet Straps – Standard: LC2000dAN, EN12195-2, in good condition
- 26 pieces of Edge protection (plastic corners or sleeves)
- 50 pieces of Anti-slip matting



Any defective or missing equipment should be reported to P&O Ferrymasters.

4.10 Trucks / Tractor units / Vehicles

Trucks / Tractor Units / Vehicles must be fitted with a vehicle park brake alarm which activates when the vehicle park brake is not applied and the door is open.

4.11 Communication

Communication between the driver, the Traffic Office and P&O Ferrymasters is of vital importance in providing the customer with a quality service. P&O Ferrymasters must always be informed:

- If you are going to be delayed in arriving at the customer's premises for collection/delivery.
- If delayed for more than 1 hour at the customer's premises before commencing to load/unload.
- If there are any problems, e.g. damages/shortages, when at the customer's premises.
- When loading/unloading is complete to confirm the load details and the Trailer / Container availability.
- If you are not going to arrive at a port, or rail terminal in time for shipment or rail movement.
- To confirm the number of straps found on the delivered load and the number of straps used on the collected load as well as the number of boards/stanchions the Trailer has.
- If there is an incident (injury, load shift / loss, damage, road traffic accident, unsafe conditions).

4.12 Daily Vehicle Check

At the start of a shift the driver should complete a pre-start check on his tractor unit to ensure it is roadworthy and legally compliant.

The Trailer / Skeletal must also be checked, at the start of your shift or on collection of a new Trailer / Skeletal, that:

- Tyres are free from damage
- Wheel-nuts are tight (visually)
- Lights/indicators are working and lenses clean and unbroken
- Number plates are clean and the correct number plate displayed on Trailer / Skeletal
- Brakes are operating effectively.

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Any damages or defects on P&O Ferrymasters equipment must be reporting to the Defect Reporting Telephone line (Section 9)

4.13 Trailer / Container Condition

Before ringing for instructions, loading or changing over at a customer's premises, you must ensure that:

- The Trailer / Container has been swept out.
- The inside of the Trailer / Container is dry and there are no rips in the canopy/curtains.
- There are no holes in the floor or nails protruding from the bed of the Trailer / Container.
- There are no visual signs of general damage.
- The trailer is clean and free from odours
- Straps, boards, stanchions and sealing cords are in place and usable.



Any damages or defects on P&O Ferrymasters equipment must be reporting to the Defect Reporting Telephone line (Section 9)

4.14 Trailer / Container Collection

- Obtain instructions from P&O Ferrymasters who will specify the Trailer / Container number and collection point.
- Communicate the information to the driver
- The Driver should then locate Trailer / Container on quay and check for damage. Recent damage must be reported to ferry company shipping office prior to departure from quay, using a Vehicle Condition Report form or the relevant system used by the terminal.
- Inspect Trailer / Container for signs of tampering, damages or other indications of illegal entry
- Checks seals are intact and number corresponds with that recorded on paperwork
 - If seal number is different to that recorded on the paperwork then the driver should inform their Traffic office of the new number and that the seal has been changed. The Traffic office should advise P&O Ferrymasters and then await instructions
- If the driver suspects an illegal immigrant, do NOT remove the Trailer / Container but call the Police or Immigration Authorities at the port.
- **Check that the load is secured (strapped) and safe for road transportation.**
 - If there is a seal applied to the trailer / container, and there is suspicion or concerns about the load security, securing and movement of the load, the driver should contact the traffic office and / or P&O Ferrymasters and ask for guidance. P&O Ferrymasters must be contacted before there is any alteration or change in the seal on the trailer / container. Before applying a new seal and noting the new seal number on the CMR



- Report to shipping office, request Trailer / Container release, quoting Trailer / Container number/job number/destination.
- Collect paperwork, proceed to dock exit and hand over gate pass to security office.
- Check dangerous goods labels are correct (See section 7 on Dangerous Goods)

4.15 Time Keeping

- Confirm with P&O Ferrymasters whether the collection/delivery is booked for a specific time.
- Check P&O Ferrymasters customer delivery notes for times and any special instructions.
- Make every effort to arrive at the customer's premises at the specified time. Failure to do so can result in inconvenience to the customer, to the driver and to P&O Ferrymasters.
- If the driver is going to be delayed in arriving at the customer's premises for collection/delivery, or if they are delayed at the collection/delivery point, then this must be reported to P&O Ferrymasters.

4.16 At the Customer's Premises

Drivers are often the only representative of P&O Ferrymasters that the customer will meet. It is therefore important that drivers demonstrate a professional approach to their duties and responsibilities. Before arriving at the customer's premises, the driver should check with their Traffic Office, who can check with P&O Ferrymasters if there are special instructions to be followed.

When working at Customers sites the driver must:-

- Only smoke in designated areas
- Obey speed limits
- Give priority to rail traffic
- Make use of the sanitary facilities (WC) and rubbish facilities provided on sites
- Obey all other rules communicated at the site
- Drivers should not open their roof, or curtain, or remove their load restraint until directed to by the customer.
- Many customers prohibit the carrying of cylinders or cartridges containing a highly flammable/flammable liquefied gas and it is important that drivers comply with their restrictions.

When arriving at, or working on customer sites, any issues arising that affect the drivers ability to work safely should be reported immediately to the Traffic Office and then to P&O Ferrymasters.



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4.17 Courtesy

When in contact with the customer the driver should:

- Always be polite and helpful.
- Where possible, be present during loading/unloading of the Trailer / Container.
- Refer any unreasonable requests made by the customer, to the Traffic Office, and in turn to P&O Ferrymasters.
- Above all, and under no circumstances, should the driver argue with the customer

4.18 Unloading/Delivering

- When delivering a consignment the driver should:
 - Assess the delivery point for any risks, or hazards to his own safety and to the safety of others working on site.
 - Put on the Personal Protective Equipment required for the task (see Safe Working Practices) and required by the customer on their premises.
 - Break the seal in presence of the customer.
 - Open the Trailer / Container with care, be prepared for any loose cargo and report any load shifts or unsafe conditions.
 - Where possible be present during unloading.
 - Count and agree the number of pallets/packages with the customer.
 - Phone the Traffic Office and in turn P&O Ferrymasters if there is any disagreement to the number of pallets/packages.
 - Mark the CMR 'driver not permitted to check quantity or condition' with a clear explanation of why he could not check, if he is not allowed to count the pallets/packages.
 - Where the customer provides their own delivery note, it should be used in preference to any other documentation.
 - Enter the delivery date and time on the CMR
 - Get the receiver to sign the delivery note and print name, leave one copy with the receiver.
 - Report any damages, special circumstances and reservations made on the CMR.
 - Take photos of any damages
 - When the consignment has been delivered remove all hazard labels from trailer / container
 - Clean up any spillages before leaving customer premises.
 - Report immediately before leaving, any damage or spillage relating to Dangerous Goods



- Keep the signed Proof of Delivery and return to P&O Ferrymasters.

4.19 Collection / Loading

When collecting a consignment the driver should:

- When collecting a consignment the driver should:
 - Assess the delivery point for any risks or hazards to his own safety and to the safety of others working on site.
 - Put on the Personal Protective Equipment required for the task (see Safe Working Practices) and required by the customer on their premises.
- Before loading, check that the destination of the load and any reference numbers are the same as the customer's. If there is any doubt, contact the Traffic Office, who in turn should contact P&O Ferrymasters.
- Contact the Traffic Office, who in turn should contact P&O Ferrymasters if the customer wants to load any additional deliveries.
- Check the quantity and condition of the goods where possible, if goods are damaged tell the customer. When loading Dangerous Goods, never accept damaged or leaking packages.
- Mark the CMR e.g. 'cases broken' or 'packages damaged' if the customer loads damaged goods and inform the Traffic Office, who in turn should advise P&O Ferrymasters.
- Mark the CMR 'driver not permitted to check quantity or condition' with a clear explanation of why he could not check, if it is not possible to check the goods.
- When goods are palletised, only count and sign for the number of pallets.
- Seal the load and record the number on the CMR/Customer paperwork, in the presence of the sender.
- Complete a CMR note if not provided with one by the customer.
- Ensure that both the driver and the customer sign and print name on the CMR note and that the note is clear and legible.
 - Report any damages, special circumstances and reservations made on the CMR.
 - Take photos of any damages
- Where applicable, collect the relevant Dangerous Goods Note / Hazard Labels / 'Instructions in Writing' / Container / Vehicle Packing Certificate as notified by the Traffic Office (See Section 7.0).
- Break the seal and reseal for groupage collections, preferably with a witness present.
- Check the stability of the load and product to avoid shifting of pallets during transport.
- Report immediately any damage or spillage relating to Dangerous Goods. Damaged or leaking product must be refused loading and must not be transported from the collection point.



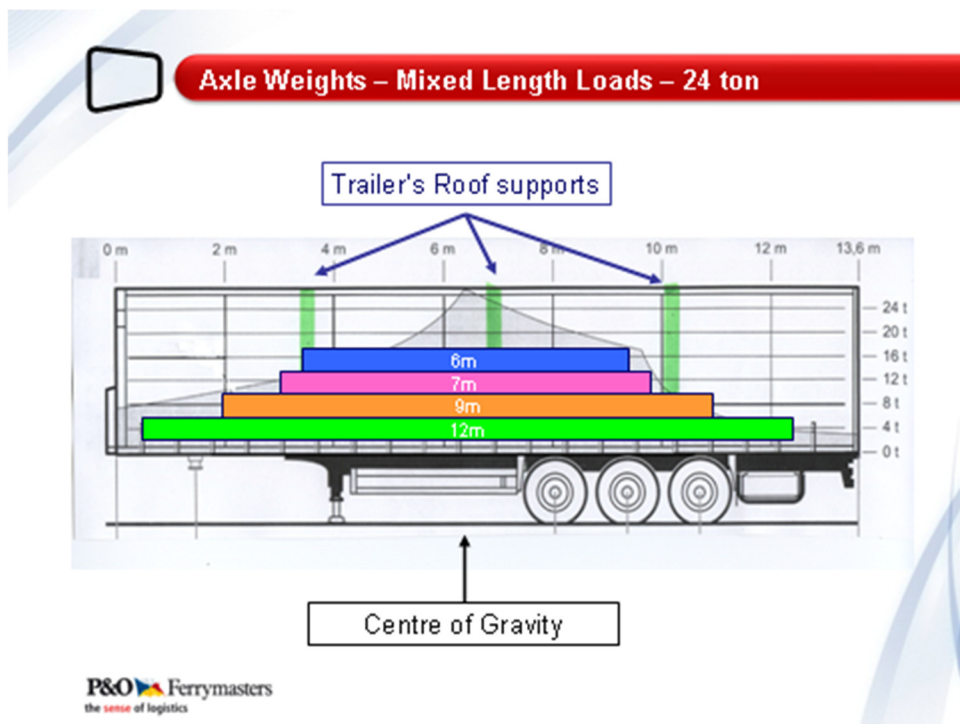
- Inform the Traffic Office of the number of loose straps used on the load, the number of sideboards and stanchions in the trailer, who in turn should report this to P&O Ferrymasters.

4.20 Stowing and Securing Cargo

It is a legal requirement that the load is secured. Failure to do so satisfactorily may result in a prosecution, serious injury or even a fatality.

The load must be positioned and secured to prevent:-

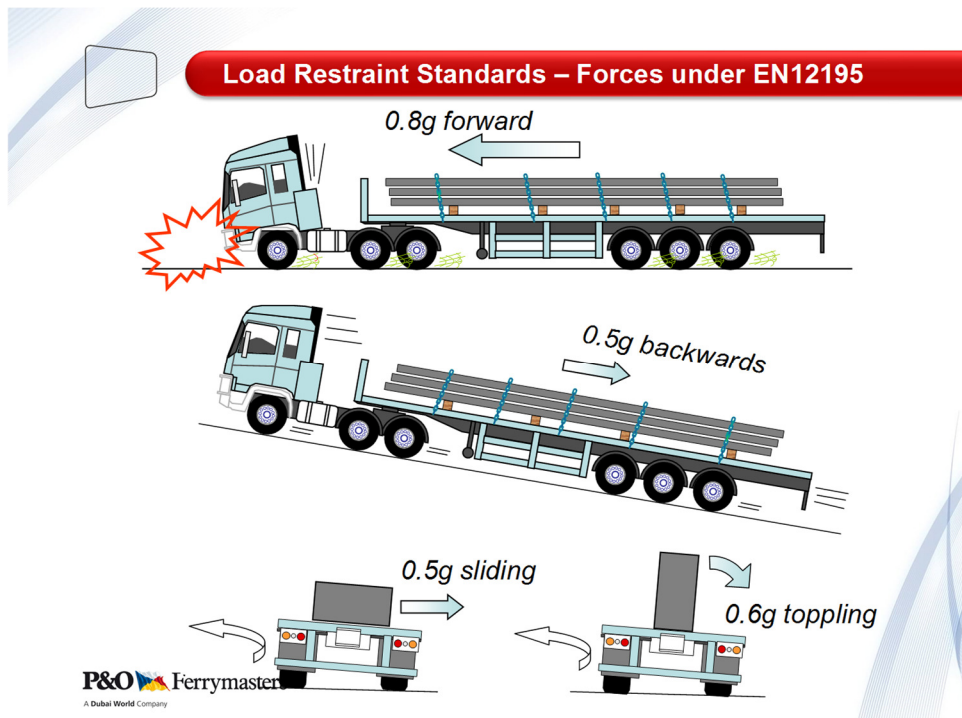
- Overloading on the tractor unit or Trailer / Container axles
 - When loading on a tri-axle tractor unit the load should be positioned around the centre of gravity of the Trailer / Container, so that when the Trailer / Container is collected by a 2 axle tractor unit, the unit is not overloaded on its drive axle.



When the trailer / container is only making a journey by road

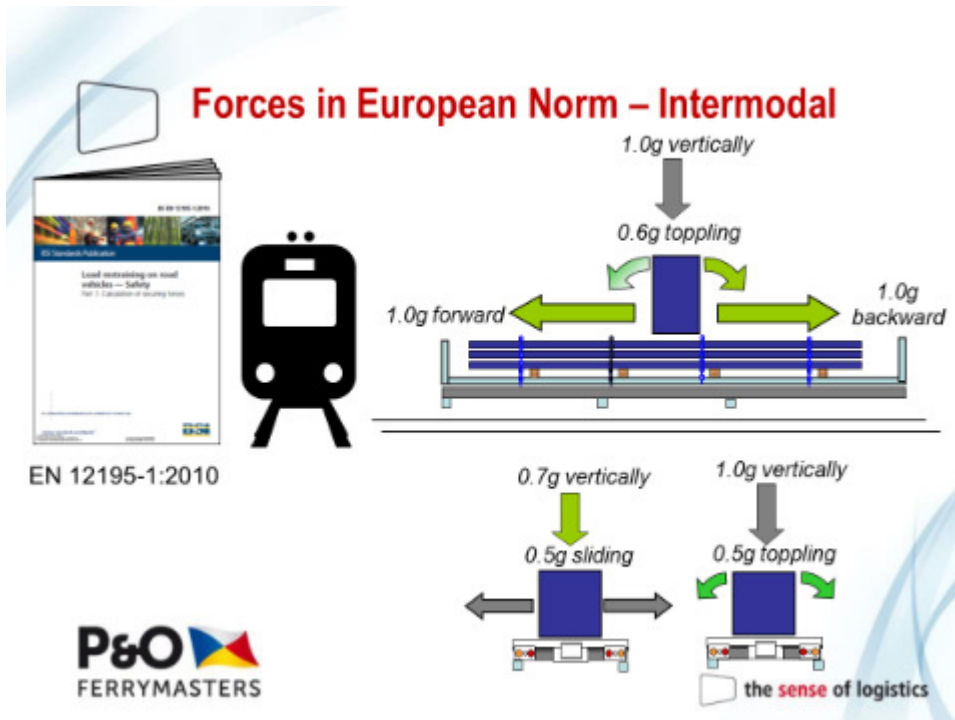
- Prevent movement forward equivalent to 80% of the weight of the load
- Prevent movement rearwards equivalent to 50% of the weight of the load
- Prevent movement sideways equivalent to 50% of the weight of the load





When the journey includes a Ferry / Sea crossing or intermodal rail movement

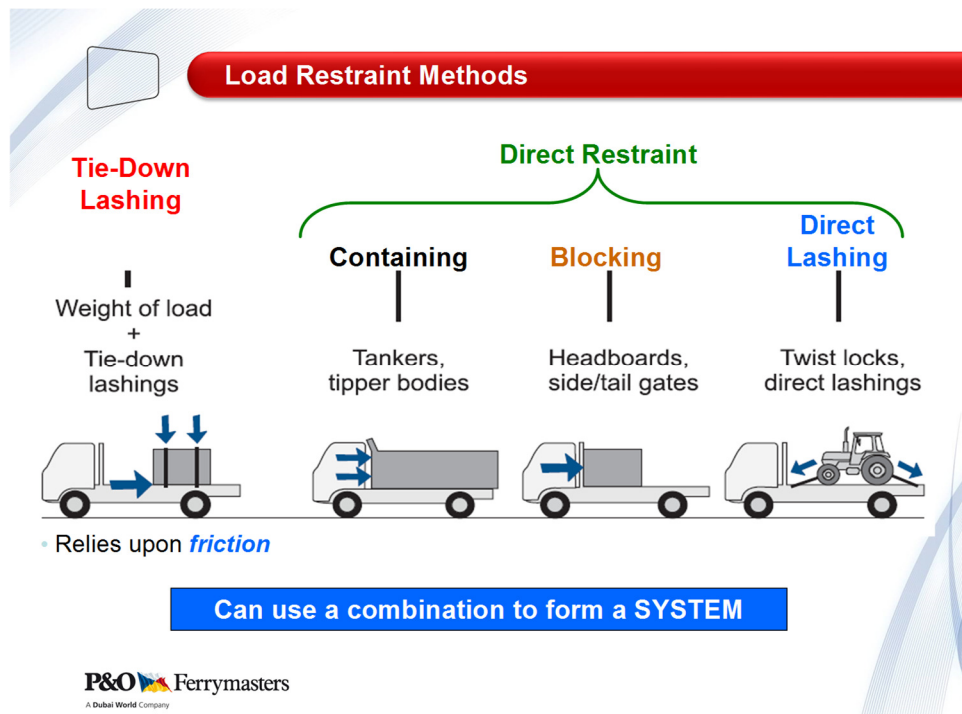
- Additional securing will need to be applied to movements by sea and by rail, including preventing toppling of product and to:-
 - Prevent movement forward equivalent to 100% of the weight of the load
 - Prevent movement rearwards equivalent to 100% of the weight of the load



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This should be achieved by:-

- Blocking the load
 - against the headboard, giving consideration for axle weights
 - against stanchions, where available in the centre of the Trailer
 - against a false headboard
- Direct Lashing
 - Applying straps directly to the product, through coils or wheels or securing points on the product / package
- Tie down lashing
 - Applying straps over the top of the load
 - Using anti-slip matting when available to increase friction
- Combination System
 - Using blocking
 - Direct Lashing
 - Tie down lashing



Drivers should:-

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- Ensure:-
 - No gaps between /within the load
 - No straps are over sharp edges (without edge protection)
 - The back of the load is secured rearwards (e.g. cross strapped)
- Spread loads evenly across the Trailer / Container, ensuring that their vehicle/Trailer / Container is not overloaded on gross or axle weights; if in doubt weigh off. Load heavy items on the bed of the Trailer / Container and lighter items on top.
- Separate any goods that are likely to damage or contaminate another consignment.
- Restrain the load using straps, chains, dunnage, chocks and stanchions, as necessary.
- Follow the securing method(s) best adapted to the characteristics of the cargo (locking, blocking, direct lashing, top-over lashing, or a combinations of these). Further information can be found in:
 - 'European Best Practice Guidelines on cargo Securing for Road Transport
 - http://ec.europa.eu/transport/road_safety/vehicles/doc/cargo_securing_guidelines_en.pdf
- Wherever possible, use equipment which supplements the cargo securing equipment, such as anti-slip mats (to increase friction) and edge protection (to prevent strap damage).
- Use dunnage to fill the space if there is a gap between the load and the front of the Trailer / Container and the doors. Alternatively create a false headboard using stanchions and stanchion pockets in the middle of the trailer
- Ensure that the securing arrangements do not damage the goods transported.
- Take additional care when working at height, or are involved in manual handling activities.
- Check straps, ropes, sheets, stanchions and seals are secure before resuming driving after a break, when leaving Trailer / Container at port of export and when collecting a loaded Trailer / Container.
- If there is a need to break a seal to check load security, reseal and record the new seal number on the delivery note/CMR. Wherever possible, the breaking of seals must be undertaken in the presence of a witness and reported to your Traffic Office and P&O Ferrymasters. Under no circumstances should drivers break customs seals.
- If there are any problems with load security, or damage, contact P&O Ferrymasters

4.21 Trailer / Container Dropping off

- Obtain instructions from P&O Ferrymasters, who will specify the Trailer / Container detail and collection point.
- Communicate the information to the driver
- Report to dock gate/security office on arrival and book in, as required.
- Be prepared to provide personal identification for security purposes (e.g. Driving Licence or Passport)
- Drop Trailer / Container in allocated lane/position and apply the trailer park brake.
- Report to ferry company shipping office / rail terminal office, hand in shipping document/DGN Note.

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4.22 Customer Paperwork

4.22.1 Collections

All customer paperwork must be placed in the rear of the Trailer / Container using clear plastic envelopes.

The exceptions to this instruction are:

- Dangerous Good Notes / Container Vehicle Packing Certificate
- 'Instructions in Writing'
- Paperwork required for customs clearance

4.22.2 Deliveries

- Drivers must ensure that a signature is obtained from the customer on the delivery CMR Note and the customer paperwork if required, prior to leaving the delivery point
- Ensure that the person signing for the goods also prints his name, date and time on the paperwork.

4.22.3 Proof of Deliveries (POD)

All signed Proof of Deliveries should be returned to P&O Ferrymasters.

4.22.4 Shortage/ Damages

All shortages/damages on Collections/Deliveries must be clearly marked on the CMR. P&O Ferrymasters should be informed immediately, prior to leaving the delivery point. Remember all Damages/Shortages usually result in a claim, without the correct information this cannot be refuted or defended. Any damage or spillage relating to Dangerous Goods must be reported immediately.

4.23 Vehicle Routing, height restrictions and Parking

- The driver should identify and follow the optimum route between their starting and finishing points, taking into consideration areas of environmental concern and any vehicle bans/restrictions, ADR requirements and customer requests.
- You should be aware of changing road conditions in relation to weather and drive accordingly.
- It is the responsibility of the driver to ensure that the running height of your vehicle, when coupled to a Trailer / Container and that it is compliant with national regulations.
 - Plan the route accordingly, taking into account bridge heights and any other height restrictions

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- When parking up always:
 - Ensure that the vehicle is not causing an obstruction to other road users.
 - Where possible, park in a location that is well lit and known to be secure, preferably recognised Lorry Parks.
 - Ask your Traffic Office or P&O Ferrymasters for advice as to where to park, if the load is of high value, or theft attractive.
 - Unless leaving a Trailer / Container at a customer's site, a secure quay / railhead, or a company depot, no Trailer / Container is to be left unattended without the express permission of the Traffic Office and P&O Ferrymasters. Permission to leave a Trailer / Container loaded with theft attractive goods in a place other than at the customers or a secure lorry park is to be sought from the Traffic Office and P&O Ferrymasters.
 - If leaving a trailer, then always apply the trailer park brake.

4.24 Overlength and Overwidth Loads

- All loads should be within the dimensions of a trailer or container. Loads that are overlength, and which do not permit the doors to be closed, should not be loaded.
- If a customer attempts to place an overlength load on a trailer with back doors open, then P&O Ferrymasters must be contacted immediately.
- Flat bed trailers are allowed to load overlength and overwidth loads, when lashing rings can be used. Marker boards and lights must be placed in line with national legislation.

4.25 Loading Docks

Customers may (un)load via a loading dock. A Loading Dock has several hazards associated with its operation, including a risk of drive away (vehicle leaves the loading dock too early); vehicle creep (vehicle moves from the edge of the loading dock, due to suspension or jolting); Load roll-away (the load, especially when in cages can roll within the trailer / container; Trailer tip (when the trailer / container is uncoupled from a tractor unit and the landing legs are lowered, the trailer can tip forward if too much weight is placed at the front of the trailer).

Customers will assess the risks associated with the loading dock and implement controls. These may include:-

Hazards	Control
Drive Away	Signals, signs and barriers; Key control; Airline Lock system; Loading Bay door locking system; Chocks and Other Restraints
Vehicle Creep	Dock plate markings; buffers;
Load run away	Dock levellers



Trailer tip	Trailer stabilisation; lighter loading equipment
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Drivers should ensure that they know, understand and follow the procedures and controls used by a customer when (un)loading from a Loading Dock. Drivers should remain in designated safe areas, away from moving Forklifts.

If the customer does not have clear procedures, then the driver should:-

- Make sure that the loading dock is free and available before reversing
- Check with (un)loading teams that they are out of the trailer / container before pulling away from the Loading Dock
- Never start the vehicle engine or drive away using a second set of keys
- Make sure the driver positions himself away from any Forklift or vehicle movement activity

4.26 Assistance with loading / unloading

Certain customers may request that the Driver assists them in the loading or unloading of the trailer / container. If this is requested, then the customer should provide information, guidance and training on how the driver should assist and perform this operation.

When carrying out any new operation, the driver should assess the risks for himself, briefly assessing the hazards and dangers which could cause harm and how this can be removed or avoided.

If the driver feels that what he is being asked to do is unsafe, putting himself or another at the risk of harm or injury, then they should stop and report the concerns to their Traffic Office, who in turn should report to P&O Ferrymasters.

4.27 Carriage of Waste

One of the many cargos carried by P&O Ferrymasters is waste (commonly household refuse). When collecting or delivering waste the following points should be noted:-

- **Collecting waste shipments**
 - Ensure that you are wearing correct PPE (covered arms and legs)
 - Avoid contact with the product
 - Inspect all packages (bails) making sure that they are wrapped and sealed
 - If there are any packages with exposed waste, politely request the loading point to repair or re-wrap the product
- **Delivering waste shipments**
 - Ensure that you are wearing correct PPE (covered arms and legs)
 - Avoid contact with the product
 - Sweep the trailer after delivery
 - If there is a residual smell in the trailer (left from the product), report this to the traffic office (who may request the trailer be washed, cleaned or aired).
 - If parking up overnight with an empty trailer, it may be desirable to leave the curtains open to allow the trailer to air.



4.28 Collections and Deliveries in Low Emission Zones

Increasingly across Europe governments and local authorities are creating Low Emission Zones. These are zones which restrict the vehicle types and emissions from these vehicles when entering the zones. They are commonly based on the “Euro” specification of the vehicle. Traction operators must ensure that only vehicles meeting the designated emission standards are used in the Low Emission Zones.

The London Low Emission Zone has a minimum emission standard of Euro IV engines (those vehicles registered since 1st October 2006). If vehicles do not meet the standard there is commonly a payment to be made. Maasvlakte requirement in Europoort is Euro 6.

4.29 Vulnerable Road Users

There is a significant amount of focus on the interaction between Heavy Goods Vehicles (HGVs) and Vulnerable Road Users (cyclists, pedestrians, motorbikes). This is largely focused on major cities. Legislation, industry bodies and customers are placing specific vehicle design requirements on hauliers operating for them, or within their areas. These include the implementation of additional mirrors, side-guards and stickers on trailers and operator approval schemes (for example Fleet Operator Recognition Scheme (FORS)).

Hauliers should make themselves aware of schemes that may impact them in particular areas of operation.



5.0 Security

5.1 Staff Security Screening

Drivers and operational staff shall be security screened in accordance with the haulier's recruitment and selection policy (Section 4.1) and in accordance with national legislation

5.2 Security – Illegal Imports/Exports

- When collecting consignments drivers must check if the goods correspond with the instructions they have been given. Additionally, they should be alert to and wary of, any unusual packages, cargo, marks on the goods (e.g other countries mentioned as the given destination), or suspicious behaviour.
- If the driver has any queries or suspicions, they should contact their Traffic Office immediately, who in turn can advise action or communicate to P&O Ferrymasters.
- Drivers must refuse any goods / packages, additional to the load they are instructed to collect. Drivers who receive such a request should contact their Traffic Office immediately, for them to notify the relevant authorities. The haulier's Traffic Office shall notify P&O Ferrymasters of the event and action(s) taken.

5.3 Security – Measures

5.3.1 Movements to UK

The Immigration and Asylum Act 1999 in the UK states that anyone found bringing a clandestine entrant into the UK is liable for a penalty of up to £2000 per immigrant (The Prevention of Clandestine Entrants: Code of Practice).

Drivers must ensure that all precautions are taken to prevent this happening:

- Plan their journeys to avoid rest breaks or overnight stops within 150km radius of the port of embarkation to the UK, unless in secure parking.
- Inspect trailer for signs of tampering, damage or other signs of potential illegal entry.
- Apply seal/or padlocks at point of loading (when travelling from collection to port / rail terminal / delivery with the load)
- Check seals, sealing cords are intact and numbers are correct.
- Check all other potential hiding places including under the trailer, external storage compartments, tool boxes and wind deflectors.
- Listen for any sounds that may indicate the presence of an unauthorised person.
- Avail yourself of any independent system of checking at the Port of Embarkation, e.g. CO2 check.

5.3.2 Security Measures during Loading

- Drivers should:-

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- Ensure the canopy/curtain is not torn.
- Be present during loading to ensure no unauthorised personnel access the Trailer / Container.
- If it is not possible to be present, request written confirmation from loading company that there are no concealed persons on board.
- Immediately after loading secure and seal / padlock the Trailer / Container and record the seal number on the consignment/CMR paperwork, in the presence of the sender.

5.3.3 Security Measures during Transit

- Drivers should:-
 - Check the vehicle regularly en route and definitely after rest, or refuelling stops.
 - Comply with parking instructions, or restrictions on stopping near to a port, or a high risk area, as advised by P&O Ferrymasters

If any check suggests the security of the Trailer / Container has been compromised contact the local Police or the Customs Control Authorities at the Port of Embarkation, and report it to P&O Ferrymasters.

5.3.4 Security measures prior to Ferry Boarding or dropping trailer at railhead

- Drivers should:
 - Inspect Trailer / Container for signs of tampering, damage or other signs of potential illegal entry.
 - Check seals, sealing cords are intact and numbers are correct. If for whatever reason the seal has been changed then record the new number on the appropriate check list and state reason for change, e.g. seal broken at Port to check for immigrants.
 - Check all other potential hiding places including under the Trailer / Container.
 - Listen for any sounds that may indicate the presence of an unauthorised person.
 - Avail themselves of any independent system of checking at the Port of Embarkation or terminal, e.g. CO2 check.
 - Prevent loading of the vehicle on to a Ferry or train, if the presence of Illegal immigrants is suspected

5.4 Suspicious behaviour

If the driver witnesses suspicious, or criminal behaviour, they should call the police immediately by dialling 999 (UK) or 112 (Continental Europe). Always let their Traffic Office know what is happening.



5.5 Security Awareness

Drivers must:-

- Lock their vehicles and remove keys
- Always make sure the cab and Trailer / Container are secure.

When loading or unloading, lock the cab.

- During, or after loading check that no unauthorised persons enter, or remain in the Trailer / Container
- Ensure the Trailer / Container / container is sealed or padlocked after loading.
- Ensure the seal number is entered on the delivery documentation. Whenever possible, obtain third party witness to sealing / padlocking.
- After any stop, check vehicle security and physically inspect seals / container locks, outer shell fabric.
- Check that all security devices are working.

If drivers keep the lorry keys when they are not at work:

- Make sure they cannot be identified – don't leave anything on the key ring that shows who they may belong to, or to which vehicle they fit
- Never leave them where strangers can see them; and
- Always keep them somewhere safe.

Keys left at your operating base:

- Should be left in a lockable cabinet, out of sight of strangers; and
- Should never be concealed in a 'hiding place', for example, inside the front bumper

5.6 Park Safely

Traffic Offices / Drivers should:-

- Whenever possible decide where to park overnight before starting the journey.
- Park overnight in port compounds, company depots, customer premises, or at secure lorry parks, whenever possible. Never leave in secluded, or unlit areas.
- Try to park vehicles within sight and where the driver can return to it quickly.
- Lock cab doors and ensure windows are closed.



- Never drop Trailer / Containers unattended, unless at a location which is pre-agreed.
- When returning, check all round for signs of interference, including load security seals / container locks.

5.7 At Ports / Railheads

Drivers should:

- Before, and / or when entering the UK from the Continent, be particularly alert for signs of illegal immigrants and be aware of any special instructions at Ports.
- Prior to embarkation check vehicle as thoroughly as possible and confirm seals / container locks have not been tampered with.
- If collecting an unaccompanied Trailer / Container, check for tampering and that the seals are intact.
- If the seals have had to be broken for a load safety check or customs examination, then the Trailer / Container must be resealed. Whenever possible, this should be carried out in the presence of a third party witness.

5.8 Plan Ahead

Drivers should:-

- Plan the route beforehand. Avoid stopping and asking for directions. If the driver knows exactly where they are going, no-one can mislead them with wrong directions.
- If possible, be unpredictable with regard to their daily work pattern.

5.9 Be Aware

Driver should:-

- Avoid regular routes or stops for newspapers, cigarettes or meals – a recognisable pattern makes you an easier target for thieves.
- Never give lifts. It is illegal to carry unauthorised persons when transporting dangerous goods.
- Make sure you understand and use the vehicle's security equipment – check it's working properly.
- Never leave keys in or on your truck, even whilst refuelling.
- Avoid talking about loads or routes with other drivers, the general public or customers (including over radios or phones).
- Be cautious if you are forced to stop, for example, at the scene of an accident or an emergency, or at police stops.
- Hide personal property from view.



5.10 Documents

When collecting a load drivers should:

- Check the load matches the collection note
- Make sure it is clear where you are delivering to and who will receive the goods
- Get a contact number if they can; and
- Check the load seal number is correctly recorded on the delivery documentation.

When delivering a load, a driver should:

- Check the load seal is intact and the number is the same as on the delivery note.
- Check that the consignment matches the collection and delivery note details.
- Make sure they are delivering to the right place (check collection and delivery against the notes).
- If the delivery instructions are changed, get confirmation of the changes from the Traffic Office.
- Make sure that there is a clear signature and printed name on the CMR / POD note.

5.11 Hijacking

Hijacking is a risk and can be minimised by the driver:

- Locking cab doors.
- Being mindful of any bogus officials, consignees, breakdown situations, if in doubt keep moving to the nearest Police Station.
- Being suspicious of anyone following, either on foot, e.g. when returning to the vehicle, or on the road.
- Being wary of any route / destination changes notified to you by anyone other than the Traffic Office.

In the unlikely event that they are hijacked; the driver should remain calm, co-operate with the hijacker(s) and memorise as much detail about the sequence of events and people as possible.



6.0 Professional and Defensive Driving

P&O Ferrymasters recognises that through its hauliers it engages with competent and professional drivers. It is important for the safety of other road users, the security of the load and reputation of both the haulier and P&O Ferrymasters, that the drivers follow what they have been taught and drive in a professional manner at all times. P&O Ferrymasters does not tolerate aggressive or dis-courteous driving. All reported incidents of such behaviour will be investigated and actioned.

The below points serve as supplementary advice for the professional drivers operating for P&O Ferrymasters.

One of the most effective ways of avoiding accidents is to drive defensively, often known as 'defensive driving'. Defensive Driving is a reduced risk driving strategy designed to develop a drivers skills in identifying risks, increasing their awareness of hazards and developing a safer attitude to driving by linking risk to accident potential.

Drivers often express how they feel in the way they drive, and this can be very dangerous. Drivers who have been in an argument tend to drive more aggressively, too fast, and too close to the vehicle in front. This greatly increases their chances of having an accident.

If drivers recognise this as a problem that also applies to them, they should find ways of coping with stress, in order to safeguard their safety and that of others on the roads.

On the plus side, a positive attitude can help to reduce the risk of accidents on the road. A driver should aim to:

- Be tolerant and considerate towards other road users
- Have a realistic appraisal of their own driving abilities
- Have a high degree of care for their own safety and that of others

6.1 Pay Attention

Concentrate on driving and be alert; try to gather as much information as possible about everything around you. This alone will reduce your accident potential by over 50%.

- Learn to Recognise and Respond to Hazards
- A hazard is 'anything containing an element of risk or potential risk'.
- Watch Your Speed

The speed at which you drive is one of the most important factors in contributing towards an accident. The faster you go, the less chance you have of avoiding an accident as ultimately you have less time to react. On the other hand driving too slowly could make you an obstacle to safe traffic flow.

- Obey speed limits and drive at a speed that is safe and sensible for the conditions.
- Work on Developing Your 'Visual Search' Skills

There is little to be gained from passive observation of the road ahead. You should be mentally responding to what you see, assessing risks and predicting dangers. This is essential to glean advance information of potential problems ahead in order to avoid late, uncoordinated action in an emergency.

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Will children emerge from behind that ice cream van?

Are the lights about to change? Is a car about to pull out of that junction?

The driver in front is on his phone – is he driving safely? Etc.

Eye movements of experienced drivers tend to be very rapid, moving from one point of critical interest to another to check and recheck areas of risk. This is known as 'visual scanning'.

Through visual scanning you should:

- Keep the eyes moving – avoid staring at one object for too long
- Get the big picture – be aware of the information being fed to you about your environment through your peripheral vision
- Make others see you – through lights/horns/indicators and other signals
- Plan your escape route – always have alternative escape route in mind if you have to take emergency action to avoid an accident
- Look ahead to steer – look in the direction you want to go and your arms will automatically try to steer you in that direction

6.2 Make Good Use of Your Mirrors

Your mirrors are an essential safety driving aid which even many drivers often forget to use.

It is essential to:

- Make sure your mirrors are properly adjusted
- Make sure that you use your mirrors before changing course or speed and before overtaking

6.3 Keep Your Distance – The Hold Back Procedure

This is a very useful safety tool and involves actively reducing speed and holding back to allow you to look, assess, and decide on what action to take in response to road conditions ahead. The safety cushion this provides allows you time to decide on the safest form of appropriate action.

'DON'T TAKE RISKS'

The advice here is simple: 'If you're not sure, don't'. It could make the difference between life and death.



7.0 Dangerous Goods

UNDER BOTH ADR AND IMDG REGULATIONS, IT IS THE RESPONSIBILITY OF THE CONSIGNOR OF THE GOODS TO PROVIDE THE RELEVANT DANGEROUS GOODS INFORMATION, AND IF THE JOURNEY INVOLVES A PASSAGE BY SEA, A COMPLETED AND SIGNED DANGEROUS GOODS NOTE/CONTAINER PACKING CERTIFICATE.

UNDER ADR IT IS THE RESPONSIBILITY OF THE HAULIER TO PROVIDE TO THEIR DRIVER(S), IN LANGUAGE(S) THAT THEY CAN READ AND UNDERSTAND, AND BEFORE COMMENCEMENT OF THE JOURNEY, INSTRUCTIONS IN WRITING TO BE USED AS AN AID DURING AN ACCIDENT EMERGENCY SITUATION THAT MAY OCCUR OR ARISE DURING CARRIAGE.

7.1 Transport of dangerous goods by road under ADR

When transporting dangerous goods by road a driver must:

- Visually check all internal surfaces of the Trailer / Container/container for cleanliness, any potential hazards, e.g. protruding nails, holes in floor and damaged superstructure, prior to loading.
- Where practicable, ensure the load is adequately stowed, segregated and secured for the journey ahead.
- Ensure that they have the correct documentation and fully understand its use:
 - Completed Dangerous Goods Note (DGN), if the journey involves a voyage by sea.
 - Transport Document.
 - 'Instructions in Writing' / written emergency instructions (if applicable).
 - Container Packing Certificate; which must accompany the load if Dangerous Goods are loaded in a Container and the transport journey precedes a voyage by sea.
 - Any client paperwork required to accompany the consignment/load.
- Advise the Traffic Office and P&O Ferrymasters of any concerns regarding documentation or the consignment/load before leaving collection point.
- Ensure that all relevant documentation, including the 'Instructions in writing' / written emergency instructions are provided. This information must be readily available and displayed in the cab. A driver must not move the vehicle without the 'Instructions in writing' / emergency instructions, Dangerous Goods Note and a Container Packing Certificate, if the journey precedes a voyage by sea and the Dangerous Goods are in a Container. If asked to do so, the driver should contact the Traffic Office and P&O Ferrymasters for further instructions. Any documentation not relevant to the load being carried is either to be removed from the vehicle or placed in a securely closed container.
- A driver should read the emergency instructions and confirm all necessary PPE and equipment as stated is present, before starting your journey.



DANGEROUS GOODS WHICH HAVE NOT BEEN PREVIOUSLY ADVISED SHALL NOT BE LOADED. IF ASKED TO LOAD ADDITIONAL GOODS, THE DRIVER MUST RING THE TRAFFIC OFFICE / P&O FERRYMASTERS FOR INSTRUCTIONS.

- Ensure Orange Plates are displayed on the vehicle, one at the front and one at the rear. They should be clearly visible. If transporting a container, as well as Orange Plates, Placards (Warning Diamond) should also be displayed, one on each side and one on the front and rear of the container.
- Ensure that no-one smokes either in the vicinity of or inside a vehicle which is being used for the carriage of dangerous goods or during loading and unloading operations.
- Not smoke in the vehicle cab or when in close proximity to parked vehicles carrying dangerous goods.
- Prevent unauthorised entry to Trailer / Container/ Vehicle.
- Ensure the vehicle hand brake is applied and the vehicle engine is switched off during loading/unloading operations.
- Ensure the correct safety equipment and protective clothing is used/ worn and all necessary precautions are taken to prevent a dangerous incident.
- Check contents and condition of First Aid kit, seal integrity of eye wash solution bottle(s) and expiry dates.
- Ensure that all safety rules relating to the dangerous goods are observed and customer requirements complied with. The emergency instructions in writing for the dangerous goods must be strictly followed when responding to a spill, leak, road traffic accident, fire or any other emergency.
- Understand the use, seal integrity and inspection requirements of fire extinguishers.
- Ensure your ADR licence is carried at all times and is appropriate for the consignment to be carried. The licence must be produced on request. A form of photographic identity must also be carried.
- Crew members must have the equivalent level of training as the driver (i.e. HGV licence & ADR licence). Other passengers must not be carried.
- Ensure that the product is in a good condition (no leaks, spillages or damages to packaging)
- Ensure the load is adequately secured to prevent movement of the load during transit and at point of offload.

Note: Safety in loading/unloading operations is the responsibility of everyone involved in the operation, i.e. consignor, consignee, haulier, loading/unloading staff and vehicle driver.



7.2 High Consequence Dangerous Goods (HCDG)

Under ADR regulations, a higher level of security is required when transporting those substances which have the potential for misuse, if they find their way into the wrong hands. P&O Ferrymasters will advise if the load contains consignments that fall into HCDG categories of goods.

Stop the vehicle when asked to do so by a Police or DVSA officer (UK) in uniform and if carrying High Consequence Dangerous Goods:

- Keep doors and windows closed and locked, carry out any conversation through a closed window and do not open or get out of your vehicle.
- Display a Dangerous Goods Load Card, if provided with one by your employers.
- Contact the Police Control Room and ask them to verify that the Police or Local Authority officer is genuine.
- Only open the door and exit the cab, once the identity of the Police or Local Authority officer has been verified.
- During security alerts, follow the advice given to you by the Police Officer.

7.3 Parking of vehicles carrying dangerous goods

A driver must maintain supervision of their vehicle at all times and whenever possible, park in a company depot or a port compound. If a company depot or port compound is not available for parking, then the driver should park according to the following instructions:

- 1) A vehicle park supervised by an attendant who has been notified of the nature of the load and the whereabouts of the driver.
- 2) A public or private vehicle park where the vehicle is not likely to suffer damage from other vehicles.
- 3) A suitable open space separated from the public highway and from dwellings, where the public does not normally pass or assemble.

A VEHICLE CARRYING DANGEROUS GOODS MUST NOT BE PARKED OVERNIGHT OR LEFT UNATTENDED IN LAY-BYS, NORMAL CAR PARKS, NEAR HOUSING, SCHOOLS OR HOSPITALS UNDER ANY CIRCUMSTANCES.

7.4 Dangerous Goods Incident

In the event of a spill, leak, road traffic accident or fire, a driver should:

- **ASSESS THE SITUATION QUICKLY** – delays could result in loss of life, serious injury, property or environmental damage.

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- Alert the Emergency Services, or cause them to be alerted immediately.
- Make the 'Instructions in writing' /emergency instructions available to the Emergency Services and/or specialist response team.
- Advise the Traffic Office and P&O Ferrymasters as soon as practicable of the situation.

7.5 Driver and Vehicle Safety Equipment

1) Additional personal protective equipment required for the driver (and crew member if applicable):

- Chemical-resistant Wellington boots
- Chemical-resistant one piece suit

Further protective equipment may be required if specified by the customer or otherwise specifically advised.

2) First Aid Box

3) Vehicle Equipment:

- Two self-standing warning signs (e.g. reflective cones or triangles or flashing amber lights which are independent from the electrical equipment of the vehicle)
- Broom
- Shovel
- Collecting container with sealable lid
- Drain cover, e.g. polythene sheet

4) Miscellaneous Equipment per Vehicle:

- Two suitably sized wheel chocks
- One non-metal hand held battery torch (for each member of the vehicle crew)

5) Fire Fighting Equipment per Vehicle:

- One portable fire extinguisher suitable to fight a cab or engine fire, minimum 2 kg dry powder or other suitable equivalent.
- Portable fire extinguisher(s) to fight a minor Trailer / Container fire, (tyre/brakes etc.) minimum 10 kg dry powder or other suitable equivalent. This action only to be taken if it can be achieved without personal risk. (12 kg in total per vehicle).

- Note:**
- (i) The extinguisher inspection label must state the next inspection date, not last.
 - (ii) Extinguisher must be fitted with a seal to verify that it has not been used.
 - (iii) The external mounted load extinguisher must be protected against the weather and be easily accessible.



7.6 Use of Wheel Chocks

Wheel chocks shall be used, to prevent uncontrolled vehicle movement when instructed to do so by loading or unloading staff or if you deem it necessary as an additional safety measure. Wheel chocks must also be used, if appropriate, in emergency situations.

7.7 Transport of dangerous goods through tunnels and over bridge crossings

If required to transport dangerous goods through a tunnel or over a bridge crossing and the driver is unsure as to any restrictions which may apply to the dangerous goods being carried, they will need to seek guidance from your Traffic Office or P&O Ferrymasters.

7.8. Speed Restrictions on vehicles carrying dangerous goods

When carrying dangerous goods under ADR you must not exceed 90 km/hr (56 mph).

7.9 Additional driver requirements under the International Maritime Dangerous Goods Code (IMDG)

The only additional driver responsibility to those set out in ADR relate to the display of Placards (hazardous labels) on the Trailer / Container itself:

- The relevant Placards (hazardous labels) must be displayed on the front and rear, and both sides of the Trailer / Container before entering a dock, port or harbour area.
- If you are accompanying the load, orange boards front and rear, must remain displayed.
- On leaving a dock, port or harbour area, the hazardous label(s) should be removed.
- When removing the Placards (hazardous labels) from the Trailer / Container, DO NOT remove the orange plates.

8.0 Refrigerated Trailers

8.1 General

Reefer Trailers / Containers require special attention. The goods carried are mostly vulnerable so it is important that you follow the procedures.

- The temperature at which the cargo is to be transported is often crucial, therefore you must make sure that you have this information prior to loading your trailer.
- You are responsible for setting the correct temperature within your trailer.

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- If you have any concerns over the functioning of the refrigeration unit contact the Traffic Office immediately, as there is considerable risk to the cargo. Follow the trailer defect reporting procedure in Section 8.0 Defect Reporting of this handbook.
- Check that there is sufficient fuel in the tank on the Reefer trailer / container. Use red diesel for your refrigeration unit, wherever possible. Advice on refuelling points can be sought from the Traffic Office.
- The temperature setting on your trailer must be checked and recorded during the whole journey, with a maximum interval of every 3 hours.
- Before leaving a trailer / container, check if the set temperature is the correct one and cross reference with the inner temperature of the trailer / container. The two must match.
- If you have any concerns over the functioning of the refrigeration unit contact the Traffic Office immediately and defect, as there is a significant risk of causing harm to the cargo.

8.1.1 Personal Appearance and Clothing

- Make sure clothing / workwear is clean and appropriate.
- Make sure your hands are washed before to come in contact with the products.
- Do not wear any visible jewellery when loading, unloading, or in contact with foodstuffs.

8.1.2 Glass/Hard Plastic Policy

- It is strictly forbidden to take glass, or hard plastics (eg. Bottles, glass, or plastic cups) into Trailers / Containers. Broken glass, or hard plastic could contaminate the products being carried.
- Damage to cargoes, where glass, or hard plastic has been used as packaging must be reported immediately to the Traffic Office. Trailer to be thoroughly cleaned internally prior to collecting next load of foodstuffs.
- The interior lights on Reefer Trailers / Containers are made from heavy duty plastic. During your pre-use inspection if you see any damage to these light covers, check your trailer for pieces of plastic, notify the Traffic Office and defect the trailer in accordance with Section 8.0 Defect Reporting of this handbook. Interior light covers should only be removed, or replaced when the trailer is empty.
- Regularly inspect soles of shoes, or boots for embedded glass, or plastic particles to ensure they are not transferred into your trailer / container.

8.2 Collection of Trailer / Container from Quay

Drivers should:-

- Check that there are at least two bars or nets to secure the cargo (placed or stowed securely in the trailer). If loaded notify the number of bars used.
- Check inside and outside of Trailers / Containers for cleanliness and signs of damage. Check also for odours.

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- Check refrigeration unit is fully functioning and that the temperature is at the required level prior to loading.
- If loaded check the seal is in place and undamaged.
- When pulling Reefer Trailers / Containers the driver should be in possession of a Calibrated Temperature Probe.
- If the driver has any issues with the above, report to their Traffic Office / P&O Ferrymasters.

8.3 At Loading Point

Driver should:-

- Follow clients instructions
- Not smoke, eat or drink whilst loading or unloading the trailer / container
- Not use Snap off blade knives inside the trailer / container
- Report broken or pallets in poor condition (wood or plastic) at loading point.
- Check whether the temperature of the loaded goods is as advised. If there is a discrepancy report this to their Traffic Office and P&O Ferrymasters.
- Put a seal on the Trailer / Container when loaded and record the number on the CMR, plus the number of bars/nets.
- Documentation should be stowed in the back of the container / trailer before seal is applied, with the exception of Hazardous goods.

8.4 At Delivery Point

Driver should:-

- Remove seal in presence of customer.
- Report product damage, or temperature deviations immediately to the Traffic Office / P&O Ferrymasters. Do not leave the customer's premises before notification.
- Delays during loading, unloading, or during your journey must be notified to the Traffic Office / P&O Ferrymasters.

8.5 Drivers Reports

In accordance with our BRC HACCP procedures the correct completion of Drivers Reports is of vital importance.

- For each delivery a P&O Ferrymasters Drivers Report form must be completed and accompany the CMR note.
- Include the following information on the Drivers Report Form:
 - Trailer / Container number.
 - Driver's name.



- Date/time of departure from loading point and arrival at delivery location.
 - Temperature of product during loading; temperature setting of loaded Trailer / Container; temperature during transit and Trailer / Container temperature display prior to unloading.
 - Confirmation that Trailer / Container is clean, before loading and after unloading.
 - Any Trailer / Container defects.
 - Driver's signature.
- The Drivers Report form must be uploaded in the Fr8sense Webportal, or returned back to P&O Ferrymasters, as soon as possible, or at least within one week.

8.6 Use of Temperature Probes

- Only calibrated temperature probes supplied by P&O Ferrymasters, or your employer shall be used to check the load temperature.
- Visually inspect the temperature probe for signs of damage. If damaged report to the Traffic Office and P&O Ferrymasters.
- When using the temperature probe try to take load temperature from various points. Do not stick the probe into the product, or through its protective wrapping. Insert the probe between the pallets to take the temperature reading.
- The use of the temperature probes during a transit, which requires the seal to be broken must only be undertaken following approval from the Traffic Office and authorisation of the client. Seals must be replaced and the seal number recorded on the CMR note.

9.0 Defect Reporting

9.1 P&O Ferrymasters Trailer Defect and Breakdown reporting

A driver must report any damages or defects on P&O Ferrymasters Trailer via the appropriate TIP defect reporting telephone

At the beginning of their shift a driver must complete a vehicle check in accordance with Section 4.11 and 4.12. If the driver identifies a defect on a P&O Ferrymasters Trailer these **must** be reported.

A twenty-four hour, seven day a week Defect and Breakdown service, is provided by TIP.

Telephone Number for Reporting Trailer Breakdown or Defects:

+44 (0) 845 373 0611 (UK)

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+32 (0) 113 01234 (Continent)

00800 24 227 462855(Reefer Trailers from a mobile or continental landline)

00800 24 227 462 (Reefer Trailers from a UK landline)

9.2 P&O Ferrymasters Container Defect and Breakdown Reporting

A driver must report any damages or defects to the P&O Ferrymasters planner. They will log the call and details in the Fr8manager system

9.3 Trailer and Container Defect Reporting Information

A driver should, be prepared to provide the following information when calling:

- Trailer / Container fleet number/registration number
- Name, company name and contact telephone number
- Details of load e.g. Hazardous/perishable
- Exact location – giving as much detail as possible
- The nature of the defect/breakdown, giving as much information as possible
- Tyre size, if replacement tyre(s) are required

Dependent on the severity of the defect reported, the Engineering Co-ordinator will take the relevant action to rectify the problem. This will consist of either providing details of the repair location to which the driver must report, calling out a repairer to attend to the breakdown/defect or recording the nature of the defect to be rectified at the next service.

A unique reference number will be issued, which the driver **must** record. The driver will be required to quote the number at the repair centre to which they are directed.

9.4 Trailer / Container damage at Ports

Trailer / Container damage which has been identified prior to leaving a port and requires defect notification **must** be reported to the appropriate port authorities before you leave the port. A VCR (Vehicle Condition Report) or interchange document shall be requested from them and completed in full.



10.0 Emergencies and Accidents

10.1 What is an Emergency?

AN EMERGENCY IS (FOR EXAMPLE AND WITHOUT LIMITATION):

- Any accident / RTA involving serious injury / fatality
- Any leakage-spillage-fire, involving dangerous substances
- A load security incident causing serious injury or pollution
- A fire involving company premises or equipment
- Any criminal or terrorist threat

10.2 What should you do in the case of an Emergency?

If a driver encounters an Emergency Situation, their immediate responsibilities are to:

- Call the Emergency Services in the event of immediate threat to life.
- Warn people nearby if they are in danger.
- Take what action you can to contain the situation.
- **BUT DO NOT ENDANGER YOUR LIFE.**
- Notify P&O Ferrymasters.

10.3 Communication with the press

Under no circumstances should the driver discuss the emergency with members of the press or media.

All press or media communications should be addressed in the first instance to their Traffic Office and then referred to P&O Ferrymasters.

10.4 Reporting

Every emergency or accident must be reported as soon as is reasonably practicable, by telephone to the Traffic Office and then to P&O Ferrymasters.

10.5 Road Traffic Accidents

10.5.1 Immediate Actions

If the driver is involved in an accident they must:

- Stop the vehicle and switch off the engine.



- Arrange traffic control to prevent further accidents (ask motorists or bystanders for help).
- Call for emergency services, if required.
- Fight any fires that may break out, without putting themselves, or any member of the public in danger.
- Notify your Traffic Office / P&O Ferrymasters at the first convenient opportunity.
- If carrying dangerous goods, notify the emergency services as soon as they arrive.

10.5.2 Reporting Particulars

- Obtain the name, address and if possible a statement of any witnesses.
- A POFM Accident & Incident Report may also be requested and this must be completed promptly and returned to P&O Ferrymasters by the Traffic Office.

It is important that a note is made of:

- The extent of any damage sustained.
- The time the accident occurred.
- Where the accident occurred, including the locality, the names of streets and roads adjacent, the position of the vehicles at the time of the accident, the visibility at the time of the accident and the cause of the accident (including any information on whether signals were given).
- Provide a rough sketch to emphasise the general situation.
- Exchange particulars with any other parties involved and note any damage.
- Do not admit responsibility for the accident to the other party or to a witness; leave this for the appropriate authorities to decide.

10.5.3 Resuming Journey

Before leaving the scene of the accident a driver should:

- Check that the Police have given permission to leave.
- Ensure the vehicle is roadworthy and check the stability of the load. If in doubt notify the Traffic Office / P&O Ferrymasters.

The law requires a driver to stop and report any damage caused to property on or adjacent to the road or injury as a result of an accident, to anyone having reasonable grounds for requiring such information. If this cannot be done immediately then the police must be informed as soon as possible and in any case within 24 hours of the occurrence.



10.6 Near Miss Reporting

A “Near Miss” is when there is an incident that could have resulted in a personal injury or structural or equipment damage, e.g. loading/unloading incident; load shift.

Near misses should be reported to your Traffic Office and subsequently to P&O Ferrymasters



11.0 Administration – Fr8sense Webportal and Fr8driver App

P&O Ferrymasters expects its Traction providers to use its Gateway. This allows the following tasks to be completed:-

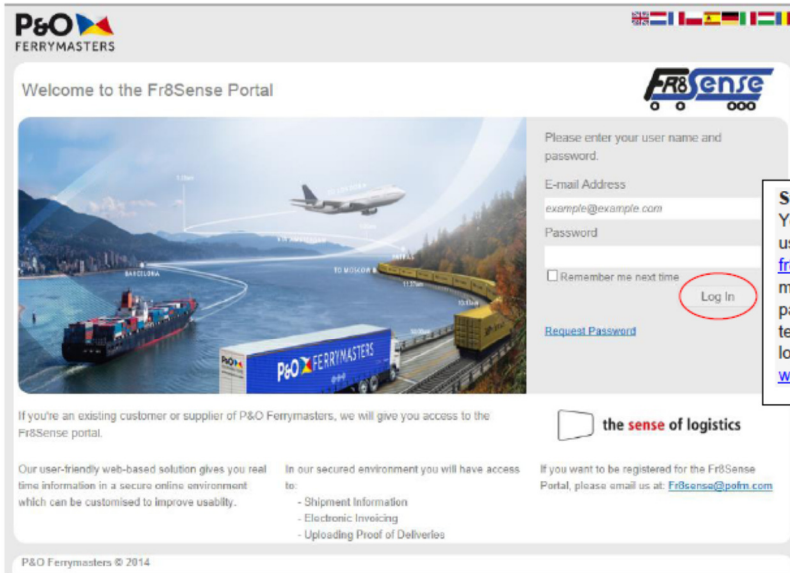
- Uploading of Proof of Deliveries (CMR / Delivery notes / Customer Paperwork)
- Uploading of Invoices
- Payment of Invoices or Self bill Invoicing and Payment.

A Quick Start User Guide is below.



Quick Start Guide Fr8sense web portal - Asset

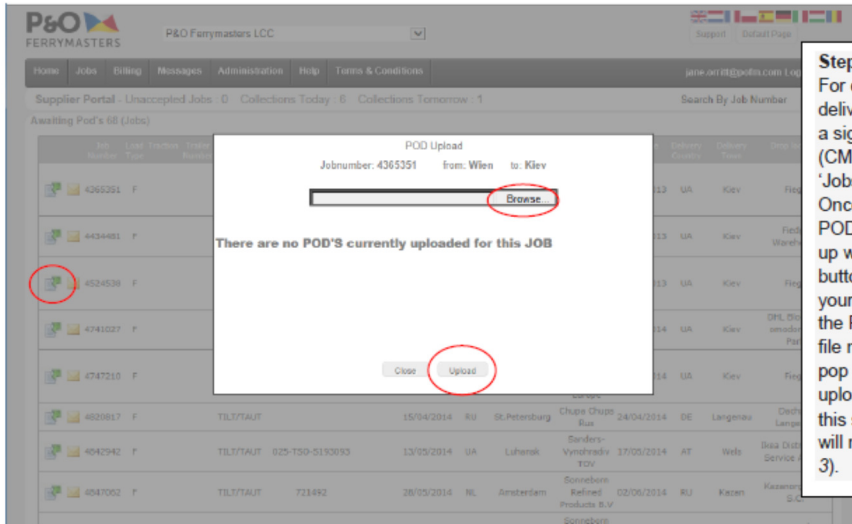
This short guide describes how to use the Fr8Sense web portal. For a complete description of all features please read the full manual, which can be found under the 'Help' tab on the Fr8Sense web portal.



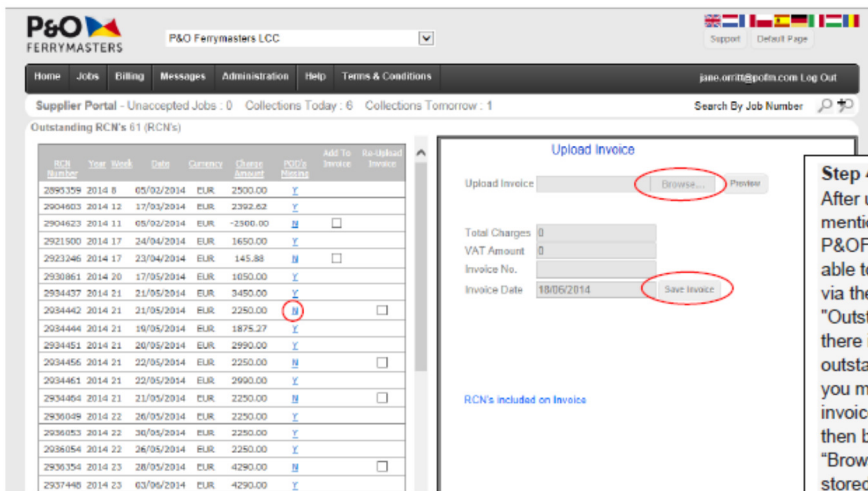
Step 1: Login
 You can request a login password to use the Fr8Sense web portal by email: fr8sense@pofm.com. An email message containing a temporary password will then be sent to you. This temporary password will allow you to login to our website. www.pofmfr8sense.com (see Figure 1).



Step 2: Change Password and Accept Terms & Conditions
 When you log onto the Fr8Sense web portal you will have to reset your personal password (see Figure 2). After you have done this, a screen with the Terms and Conditions (T&Cs) of the Fr8Sense web portal will appear. You must accept the T&Cs to be allowed to work on the web portal.



Step 3: Upload of CMRs and PODs
 For each transport which has had a final delivery of goods you will need to upload a signed transport document (CMR/POD). This can be done under the 'Jobs' tab under header 'Awaiting PODs'. Once in this screen, click on the 'Upload POD' icon (with the green arrow). A pop-up window will appear. Use the 'Browse' button to select the document/file from your computer. Click on 'Upload'. When the POD/CMR is successfully sent, the file name will appear on the bottom of the pop up window. It is important that you upload a POD/CMR for all jobs listed in this screen as quickly as possible. You will not be paid for open jobs. (see Figure 3).



Step 4: Upload of Invoice
 After uploading all the PODs / CMRs mentioned on the RCN (a request from P&OFM to send your invoice), you will be able to upload a corresponding invoice via the "Billing" tab under header "Outstanding RCNs". In this screen there is an overview of all your outstanding RCNs. To upload the invoice you must select a box under "Add to invoice". The right side of the screen will then become active. You need to click on "Browse" to select an invoice (in pdf) stored on your computer. When all necessary information has been filled in, click on button 'Save Invoice'. An "Invoice Successfully uploaded" pop up will appear. (see Figure 4).

12.0 Contact Telephone Numbers

Operation	Contact	Number
Trailers (Mainland Europe and UK, including Reefers)	UK & Continent Operations Manager	+ 44 (0) 1473 786227 + 44 (0) 7714 225216
	UK Trailer Defect Reporting (TIP)	+ 44 (0) 8453730611
	Mainland Europe Operations Manager	+ 31 (0) 181 256189 + 31 (0) 65310 0565
	Mainland Europe Operations Supervisor	+ 31 (0) 181 256135 + 31 (0) 65310 0503
	Dedicated Steel Coil Trailer Fleet	+ 44 (0) 1473 786247
	Mainland Europe Trailer Defect Reporting (TIP)	+ 32 (0) 11301234
	Reefer Trailer Defect Reporting (Schmitz Cargobull)	00 800 24 227 462855 (Reefer Trailers from a mobile or continental landline) 00 800 24 227 462 (Reefer Trailers from a UK landline)
Trailers (Ireland and Northern Ireland from / to UK)	Northern Ireland and Eire Operations Manager	+ 44 (0) 28 28871506 + 44 (0) 7711 858143
	Northern Ireland Traffic Planning	+ 44 (0) 28 28871539 + 44 (0) 7885 965187
Intermodal Containers	Intermodal Container Mainland Europe Planning	+32 (0) 50 559 212



		+ 32 (0) 475 458395
	Intermodal Container UK Planning	+32 (0) 50 559 222 + 32 (0) 476700797
	Intermodal Container Defect Reporting	+ 32 (0) 50 559 287
	Intermodal Container Mainland Europe Planning (out of hours)	+ 32 (0) 475 458395
	Intermodal Container UK Planning (out of hours)	+ 32 (0) 476 700797
	Intermodal Operations Manager	+ 32 (0) 50 559 210/215 + 32 (0) 474 532 398 + 31 (0) 651 242 757
	Intermodal Container Proctor and Gamble (out of hours)	+ 32 (0) 479 200769
	Intermodal Container Shipping and Equipment Defects (out of hours)	+ 32 (0) 475 634824
	Intermodal Container Customer Service (out of hours)	+ 33 (0) 680 11 33 48



13.0 Port and Rail Terminal Address and Telephone numbers

Belgium:		
<u>P&O Ferries</u> Leopold 2 dam 13 Zeebrugge 8380 +32 50 54 23 33 +32 50 54 22 43	<u>Cobelfret Ferries</u> Hermes Kade Hendrik Vanminderhoutstraat 50 HN608-613 Zeebrugge 8380 +32 50 50 22 40 +32 50 54 52 18	<u>Terminal Muizen</u> Leuvensesteenweg 443 Muizen B-2812 +32 15 44 89 51
Eire:		
<u>Stena Line</u> Stena Line Freight Terminal 2 Alexandra Road Dublin Port Dublin 1 Republic of Ireland	<u>P&O Ferries</u> P&O European Ferries Ltd Terminal 3 North Quay Extension Dublin 1 +44 845 832 22 22 +35 318 366 472	
France:		
<u>Novatrans</u> 1, rue Pierre Sépard (Paris Valenton) 4388 Bonneuil-Sur-Marne +33 143 391 257 +33 143 991 894	<u>Novatrans</u> Plateforme Multimodale Delta 3 Henin-Beaumont Cedex (Douges) 62954 +33 321 374 632 +33 321 777 418	<u>Novatrans</u> 132, rue de Paris Noisey-Le-Sec 93130 + 33 148 492 288 + 33 148 495 252
<u>Novatrans</u> 1, Cours des Chantiers Rungis + 33 146 864 227 + 33 146 861 337	<u>P&O Ferries Ltd</u> Freight Office Terminal Car Ferry Bp 421 6226 Calais Cedex France +33 (0)3 21 46 10 20 +33(0)3 21 00 32 00	
Germany:		
<u>HUPAC</u> Am Eiffeltor 2 Koln 50997 +49 221 141 413 41		
Italy:		
<u>Novara CIM [Cemat]</u> Via Panzeri 2 Novara 28100	<u>Terminali Italia</u> Viale Lazio, 32 20090 Segrate Milano	<u>Terminal Scalo Merci</u> Intermodale Ferruccio Strada del Tesoro 70132 Zina Industriale Bari



<u>Interporto Servizi Cargo</u> Interporto di Nola 80035 Nola	<u>SGT Società Gestione Terminali Ferro</u> Stradali Via della Zoologia, 17 Pomezia Roma	<u>Terminal Piacenza</u> Intermodale Via Strinati Carlo 29122 Piacenza
<u>Hupac Intermodal Italia</u> Via Dogana, 2 21052 Busto Arsizio Varese	<u>Terminal Intermodale Mortara T.I.M.O.</u> Via XI Settembre Mortara Pavia	
Northern Ireland:		
<u>P&O Ferries</u> P&O European Ferries Ltd Freight Terminal Larne Redlands Terminal Larne Coastguard Road Larne BT40 1AX +44 845 832 22 22 +44 282 887 21 99	<u>Stena Line</u> Stena Line Freight Victoria Terminal 4 West Bank Road Belfast BT3 9JL	
The Netherlands:		
<u>P&O Ferries</u> Beneluxhaven Luxemburgweg 2 – HN 5805 Europoort (Rotterdam) 3198 LG +31 181 255 319 +31 181 255 322	<u>Samskip</u> RST Reeweg 35 HN 2750 3089 KM Rotterdam +31 104 912 454 + 31 104 952 629	<u>Cobelfret</u> Merseryweg 70 HN5230 Rotterdam +31 181 219 911 + 31 181 216 699
<u>DFDS</u> Antarticaweg 199 3199 KA Maasvlakte Rotterdam +31 181 355 500 +31 181 370 244	<u>RSC</u> Albert Plesmanweg 200 HN 2450 Rotterdam + 31 104 913 652 + 31 104 913 650	<u>Euroterminal</u> De Mars 7 Coevorden 7742 PT + 31 524 519 522 + 31 524 519 533
<u>Stena Line</u> Stena Line Europoort Terminal Elbeweg 91 (Beneluxhaven) Havennymer 5812 3198 LC Rotterdam +31 181 242 190 +31 181 242 199	<u>Stena Line</u> Stena Line Freight Slachthuisweg Port Number 901 Hoek Van Holland	
United Kingdom:		
<u>P&O Ferries Ltd</u> Norway House Berth 31-33 Southern Terminal Tilbury Freeport Tilbury Essex, RM18 7EH + 44 1304 862537 + 44 1304 852460	<u>P&O Ferries Ltd</u> East Camber Building Eastern Docks Dover Kent CT16 1JA + 44 (0) 1304 862539 + 44 (0) 1304 862577	<u>Cobelfret</u> CDMR Purfleet London Road Purfleet Essex RM19 1RP +44 1708 891199 +44 1708 890853



<p><u>Samskip</u> Europa House Short Sea Terminal Tilbury Freeport Port of Tilbury Tilbury Essex RM18 7HB + 44 1375 855003 + 44 1375 855013</p>	<p><u>Cobelfret</u> Ipswich (Cobelfret) Key Street Ipswich IP4 1BY + 44 1708 891199 + 44 1708 890853</p>	<p><u>DFDS</u> Nordic House Western Access Road Immingham Dock Immingham North East Lincolnshire DN40 2LZ +44 1469 552613 +44 1469 552691</p>
<p><u>P&O Ferries</u> King George Dock Hull (East Yorkshire) HU9 5QA + 44 1482 713530 + 44 1482 712170</p>	<p><u>P&O Ferries</u> Tees Dock Grangetown Middlesbrough TS6 6RU +44 1642 431400 +44 1642 440987</p>	<p><u>Stena Line</u> Stena Line Freight North Quay Heysham Harbour Morecambe Lancashire LA3 2XF</p>
<p><u>Stena Line</u> Harwich International Port Parkeston Quay Harwich, Essex CO12 4SR +44 1255 24 34 34 +44 1255 24 21 49</p>	<p><u>Stena Line</u> Humber Sea Terminal Clough Lane North Killingholme North Lincolnshire DN40 3JP +44 1469 542 170 +44 1469 542 179</p>	<p><u>Stena Line</u> Stena Line Freight 12 Quays Terminal Tower Road Birkenhead Wirral CH41 1FE</p>
<p><u>P&O Ferries</u> P&O European Ferries Ltd Freight Terminal Liverpool Gladstone Branch Dock No. 3 North Quay , Bootle Merseyside L20 1BG +44845 832 22 22 +44151 802 14 45</p>	<p><u>Cobelfret</u> C.RO Ports Killingholme Ltd Clough Lane North Killingholme North Lincolnshire DN40 3JP +44 146 954 03 81 +44 146 954 11 21</p>	<p><u>P&O Ferries</u> P&O European Ferries Ltd Freight Terminal Cairnryan The Port Cairnryan Scotland DG9 8RF +44 845 832 22 22 +44 177 670 79 01</p>
<p><u>Romania:</u></p>		
<p><u>Oradea (P&O Ferrymasters)</u> EIG SRL StradaPetei Oradea 410507</p>		



14.0 Safe Working Practices

Risk Assessments

Each of the following areas of hazard have been assessed using the consequence by probability to risk formula. This list is not exhaustive and may need to be supplemented as further risks are identified and assessed. If you are aware of any hazard not listed you should bring it to the attention of P&O Ferrymasters.

All Safe Working Practices are available at: <http://www.poferrymasters.com/carrierinfo/health-and-safety/operational-standards/>

Safe Working Procedure	Link
1. Behaviour, Equipment and Safety Standards (TAT – SWP 001)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-001v6.pdf
2. Opening and Closing SlidingRoofs (TAT – SWP 002)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-002v2.pdf
3. Coupling and Uncoupling (TAT – SWP003)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-003v2.pdf
4. Opening and Closing Side curtains (TAT – SWP004)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-004v2.pdf
5. Removing Sideboards (TAT – SWP005)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-005v2.pdf
6. Replacing Sideboards from the ground (TAT – SWP005 A)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat005av2.pdf
7. Replacing Sideboards from a gantry orplatform (TAT – SWP005 B)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-005bv1.pdf
8. Opening and replacing Side-gates (TAT – SWP006)	http://www.poferrymasters.com/carrierinfo/safe-working-procedure-swp---tat-006v3.pdf
9. Removing and Replacing Side-posts(TAT – SWP007)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-007v3.pdf
10. Preparing a coil well (TAT – SWP008)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-008v2.pdf
11. Load Securing and Ratchet Operation (TAT – SWP009)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-009v2.pdf
12. Removing Stanchions from the coil well(TAT – SWP010)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-010v2.pdf



13. Removing Stanchions from stanchion holder (TAT – SWP010 A)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-010a1.pdf
14. Cargo winch operation (TAT – SWP013)	http://www.poferrymasters.com/carrierinfo/safe-working-procedure---tat-swp-013v1-cargo-winch-operation.pdf
15. Containers (TAT – SWP015)	http://www.poferrymasters.com/carrierinfo/swp-tat-015v1-containers.pdf
16. Reefer Trailers (TAT – SWP017)	http://www.poferrymasters.com/carrierinfo/safe-working-procedure-swp-tat0171-reefers.pdf
17. Operation of Mega – Raising and Lowering the Roof (TAT – SWP018)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp-tat018v1.pdf
18. Trailer loading / unloading (TAT – SWP020)	http://www.poferrymasters.com/carrierinfo/safe-working-practice-swp---tat-020v3.pdf
19. General Road Risk (TAT – SWP021)	http://www.poferrymasters.com/carrierinfo/swp-tat-021v3-general-road-risk.pdf
20. Swap body containers (TAT – SWP022)	http://www.poferrymasters.com/carrierinfo/swp-tat-022-Swap-Body-containers.pdf

15.0 Vehicle Checklist (Security and Illegal Immigrants)



Vehicle Security Checklist

Trailer / Container Number	
Haulier Name	
Driver Name	
Loaded at	
Date	
Destination	

Checks Completed	After Loading		Final		Stop 1		Stop 2		Stop 3		Stop 4		Stop 5	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Place														
Date														
Time														
Curtain / bodywork checked for damage														
Roof checked														
Seal in place and undamaged														
Padlock in place and undamaged														
Seal / padlock number same as fitted														
TIR cord tightly fitted and undamaged														
External compartments checked														
Underside of vehicle checked														
Checks done by 3 rd Party (CO2, dogs, scan)														
Vehicle cabin checked														