

HANDBOOK

FOR CARRIERS & DRIVERS



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1. General information

Gopet Trans was founded in Sofia, Bulgaria in 1995. Today Gopet Trans is a leading freight forwarding company in Balkans area with offices in Bulgaria, Romania, Poland, Greece, Spain and Turkey.

We are an entrepreneurial organization fully committed to contributing to the development of our clients' businesses. What we value most is long-term partnerships for sustainable business development, positive interactions, open communication and mutual growth.

We are committed to conducting a sustainable business.

The main areas of our business are:

- Road Transport
- Sea Freight Shipping
- Air Freight Solutions
- Intermodal solutions
- Warehousing & logistics

Gopet Trans provides international road transport to/from more than 35 countries in Europe: full loads, groupages and express deliveries of conventional cargo, dangerous goods, and goods requiring temperature control.

Our goal is to expand our services range as coverage, integrate new transportation modes and optimize operations by state of the art IT solutions.

2. Our policy

2.1. Policy for Security and Risk Management

As a logistics provider, Gopet Trans is involved in the supply chain for a wide range of customers, from small to medium-sized local to global multinationals, and our priority is to provide reliable and secure services at every stage of implementation.

Our security policy is aimed at:

- Identifying, evaluating and managing the risks arising from the work we do;
- Ensuring a safe working environment, recruitment and training of staff, and creating a risk assessment and risk management culture;
- Continuous preventive measures to exclude accidents, damages, losses, smuggling, in the implementation and control of the transport/logistic contracts;
- Ensuring secure and efficient communication and data exchange;
- Regularly and in timely development, evaluation and implementation of operating procedures and rules in order to reduce risks in operational processes.

2.2. Subcontracting policy

We are responsible for the services we provide to our clients and expect our subcontractors to comply with our high standards of performance, safety and risk management.

We develop long-term relationships with strategic subcontractors who are ready to adopt such a business development strategy.

We value the innovative and entrepreneurial approach in our sustained efforts to develop and implement solutions for the common good.

In our daily work, we apply principles that will provide us with ever-increasing capacity and new subcontractors, namely:

- Fairness, trust and respect in every respect;
- Transparency, clear and accurate description of all conditions and requirements for the assigned transports;
- Honest, open and smooth communication;
- Submission of timely information, training, sharing of know-how.

3. Handbook

3.1. Purpose of the manual

The purpose of this guide is to familiarize you with the basic requirements and recommendations for reliable and safe operations when performing transport services, as well as our basic internal rules, developed based on the expectations of our customers. If you have any suggestions for optimizing

our work in the field of transport and forwarding, do not hesitate to inform us. We are always ready to discuss new opportunities. Observing this guide will contribute to the good development of our cooperation.

3.2 How does this Guide work?

Please read this manual carefully and follow the recommendations, instructions and guidelines described therein. You'll also find a quick check questionnaire for your drivers at the end of the guide.

3.3. Changes

Any changes to the contents of this guide will be shared via an updated version which will be uploaded to the Gopet Trans website.

4. Contact us

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The name and contact details for our employees are included on each transport contract you receive. If necessary, please contact the transport officer or Procurement department. They are available to answer questions and provide you with the information you need.

5. Drivers - General functions

Responsibility

As a driver, you spend most of your working time alone on the road. So you have freedom, but you have to appreciate it. Be responsible for your trusted goods and working hours. Follow road safety rules. Do not use alcohol or drugs.

Do your job properly so that everyone is confident that they can count on you.

Accuracy

It is very important in your profession to be punctual. Make sure you complete your orders on time, but also reach the loading/unloading point while driving safely and with care for the environment.

Fair treatment

Even though you are independent, it is important to have good relations with your colleagues and the people you meet during transportation. Having a good relationship with all of these will make your job much easier and more enjoyable, as well as improve customer service.

Competence

Take care of your vehicle's technical condition, loading method, supporting documents, etc. A good driver learns new things every day.

Freedom of action

Do not provide cargo and route details information to other people. Much of the theft of vehicles and loads is due to too much information being said. Stop only in secure or safe places. Before leaving, do a thorough visual inspection of the vehicle.

Passengers

Boarding off passengers during the execution of transport orders on behalf of Gopet Trans is strictly prohibited.

Sub-carriers

If we have assigned the performance of the transport to you, it means that you do not have the right to outsource it to other carriers. We don't know these people. We have chosen you to ensure better service to our customers.

We do not work with unfamiliar carriers for our clients. We only work with carriers that we know very well and can rely on.

Rating

The level of service is evaluated by our customers. Our rating also depends on your performance. We would like to receive the highest praise together with our subcontractors.

6. Instructions before the driving

6.1. Legal requirements

Our subcontractors must conduct their business in a manner both lawful and consistent with the professional standards of the industry. They shall comply with all international and local laws and regulations applicable to the performance of the carriage and to its employees and shall operate a safe system of work under the guidelines of such laws and regulations.

Each driver must have following documents before boarding, please check their accuracy:

- Valid driving license and certificate for the relevant category and driver's ID card/passport;
- Valid vehicle's registration documents;
- Tachograph certificate of revision and tachograph card which must be used lawfully;
- Drivers must be instructed on safe, secure and environmentally friendly driving;
- Drivers must be instructed in accordance with the legislation;
- ADR certificate if required.

We all need to comply with the legal and normative requirements for international transport - CMR, driving and resting regulations, ADR, etc.

Before traveling check that all the documents described above are up-to-date.

6.2. Insurance

Our subcontractors must provide and maintain valid insurance for the following risks:

- Civil liability insurance;
- CMR carrier liability insurance - through you at your expense, wherein no unusual restrictions and exclusions may respectively exist regarding the geographical limits and the scope of cover; liability according to Art. 29 (2) CMR and Art. 23 (4) CMR is also insured; the insured amount is at least 8.33 SDR/kg gross of cargo; the insurance premiums are fully paid on time.
- "Cabotage" insurance certificate with min. € 600.000 insurance sum if carrier performs cabotage transports in Germany (the driver must have this certificate onboard of the truck acc. to § 7 A gükg if he is checked by authorities, otherwise driver/carrier will be fined and the truck may be blocked by the authorities until the insurance certificate can be provided as this is an obligatory insurance).

We reserve the right to refuse the assignment of transportation in the absence of the insurance described above. Before driving check the validity of the insurance.

• Vehicle

Before traveling check the availability and up-to-date of all the vehicle documents, including the vehicle's technical inspection and equipment according transport contract requirements. In the absence of a completed annual technical inspection on a truck or trailer and/or equipment, Gopet Trans will not entrust you the transportation contract.

6.3. Check your truck's and trailer's readiness for loading

- The floor and tarpaulin must be in excellent condition, clean and dry, without holes;
- If trailer doors are present, check that they close tightly to prevent water from entering;
- The truck's and trailer's tires must be in excellent condition;
- All lateral boards and securing belts (and other securing equipment) are available as described in the transport contract;
- A visual check must be done for the proper functioning of the lights and indicators;
- Check there are light reflective signs on the back and front of the vehicle.

6.4. Before transporting dangerous goods

Check that the necessary documentation and equipment are in accordance with the ADR Convention. The following equipment must be available for the personal and general protection necessary for carrying out common operations and for specific emergency operations.

For each vehicle:

- Wheel crank of a size suitable for the maximum mass of the vehicle and adapted to the wheel diameter;
- Two self-standing emergency warning signs;
- Eyewash;
- 2 x Fire Extinguishers.

For each driving crew member:

- Signal vest (as described in European standard EN 471);
- Manual flashlight;
- A pair of protective gloves;
- Eye protection (such as tight goggles).

Additional equipment required for certain classes:

- Respiratory protection mask for each crew member;
- Shovel;
- Absorbent material;
- A plastic container for collecting spilled or leaked material.

It is necessary for the truck to have a GPS with two-way communication.

We require a valid ADR driver's license and the ADR equipment described below:

1. Gloves - oil resistant large 1 pair
2. Protective glasses - transparent 1 pc.
3. Respirator "EuromaskUno" 1 pc.
4. Filter "Eurfilter" EP 53 No. EN141- gas A, B, E, 1 pc.
5. Anti-impact helmet 1 pc.
6. Signal lamps /blinker type/ - 2 pcs.
7. Fire extinguishers - 2 pcs powder, class A, B, C (min. 9kgs)
8. Bag according to ADR 1 pc.
9. Rubber boots 1 pair
10. Blanket fireproof 1 pc.
11. Waterproof suit (rubberized cloak and trousers) 1 set.
12. Flashlight example: PHILIPS LIGHTLIFE 1 pc + 2 pcs batteries
13. Signal vest according to ADR 1 pc.
14. Eye water - 1 pc.
15. Absorbent - 1 pc.
16. Shovel + brush - 1 pc.
17. Cover for manholes - 1 pc.
18. Plastic bucket - 1 pc.
19. Shoes - 1 pair
20. Cones - 2 pcs.
21. Battery - 4 pcs. (Spare for flashlight)

7. Instructions during the driving

7.1. Safety belts

Be sure to use seat belts while driving - they are for your safety.

7.2. Mobile phones

Do not use mobile phones or other devices while driving. Short distraction/negligence can have serious consequences. Stop in the nearest safe area and make a phone call or use a hands-free while you are on the move.

7.3. Safety

- Plan well the route before starting to drive, avoid urban agglomerations and/or residential zones and/or risky areas to avoid congestions, delays, thefts, etc.
- Park the vehicle only in secured parking, especially during night breaks.
- Never leave the vehicle out of your sight, even during stops for refueling, eating, etc.
- Activate the antitheft-devices of your vehicle whenever you leave the truck!

7.4. Requirements for driving and resting times

7.4.1. What is the maximum driving time?

The maximum driving time between two daily breaks or between daily and weekly rest is 9 hours; it can be extended to 10 hours twice a week. The weekly driving limit is 56 hours, with a total driving time of two consecutive weeks of up to 90 hours.

7.4.2. What is the duration of the driver's daily rest?

A new daily rest period of at least 11 consecutive hours must be used during each 24 hours period following the end of the previous daily or weekly rest period.

A reduced daily rest period of at least 9 hours may be used at most three times between two weekly breaks.

Normal daily rest can be divided into two parts, the first of which must be a minimum of 3 hours and the second for a minimum of 9 hours.

In the case of two drivers during each period of 30 hours after the end of the daily or weekly rest period, each driver driving with another driver will enjoy a daily rest period of at least 9 consecutive hours.

The time at which the driver travels to take a vehicle to a place other than his home or business base or vice versa will not be considered as interruption and rest unless it is spent on a ferry or train where the driver is available with a place to sleep.

7.4.3. When does the driver's weekly rest start?

Weekly rest begins at the end of the six 24 hours periods following the end of the previous weekly rest period. The weekly rest period is 45 consecutive hours.

The weekly rest may be reduced to 24 hours, but every two consecutive weeks the driver is obliged to use two normal weekly breaks or one normal (45 hours) and one reduced weekly rest (24 hours), compensating for the time equivalent to rest.

Failure to comply with the instructions under item 7.4 is a threat to safety and would lead to rapid fatigue, reducing the threshold of reflexes with a possible road accident, with a risk to human life; stress, injuries of various nature, property damage.

7.5. Certain standards and requirements for the vehicle and cargo securing

7.5.1. [European Best Practice Guidelines on Cargo Securing for Road Transport](#)

7.5.2. [Standards for size, weight and axle load according to Council Directive 96/53/EC of 25 July 1996 on maximum authorized](#)

7.5.3. Minimum tread depth allowed pattern of tires

The tread pattern of vehicle tires should not be less than 1.6 mm in depth, according to the Regulations for Implementation of the Law on Road Traffic, effective from 01.06.1996, adopted by Decree № 36 of 05/03/1996.

Failure to comply with the instructions under 7.4 is a safety hazard and could lead to accidents and crashes with a risk to human life and damage to property; equipment damage due to improper operations; fines and penalties by control authorities; damaging the good name of the company.

Failure to comply with the instructions under items 6 and 7 is a threat to safety in the following aspects: possible accidents with danger to human life and property damage; a prerequisite for deliberate abuse, theft and/or smuggling; damaging the good name of the company.

8. Instructions during the loading/unloading

- When you arrive at the shipping/unloading address, call or send us a SMS/e-mail. If you think you will be late for loading or unloading, please let us know immediately!

- Follow the instructions given by the loading/unloading staff. If you are not allowed to assist the loading/unloading you must note reservations on the CMR and inform us immediately.

- When transporting ADR, make sure that you and your truck have the necessary licenses and equipment. Check for all security/warning signs on your vehicle.

- When loading/unloading, always check the condition of the goods - in the presence of visible defects, damages, etc. inform the employees of the loading/unloading point. Let us know about such events right away to take action!

- When loading, always check that the load is well secured, trailer is correctly closed and sealed and pick up the necessary documentation for the cargo.

- When loading, always check for overload! If you do not have this option, alert us even in case of overload suspicion and do not leave sender's site before our instructions.

- Find all the necessary transport information in our request to you. If you need further information, please contact the freight forwarder.

- Every time that receiver makes reservations on the CMR you must inform us and wait for our instructions.

9. Documentation

9.1. Transport documents

When transporting, make sure that all the necessary documents are available and filled in correctly. When the consignment note (CMR) is drawn up by the consignor, you are obliged to check the details entered therein:

- Full name and address of the Sender
- Consignee's full name and address
- Place of loading - address, city and country
- Place of unloading - address, city, country
- The details of the load are described in detail. For ADR cargo class, numbers, letter.
- Sender's instructions and special agreements
- Name and address of the carrier/s, vehicles plate numbers.
- Carrier's reservations and notes
- Place and date of issuing
- Signature and stamp of the sender
- Carrier's signature and stamp
- Consignee's signature and stamp

Advices:

- A wrong completed CMR consignment note can have financial consequences, so make sure everything reads well;
- Always write on the top copy;
- If you see damaged goods, poor packaging of pallets, etc. make sure to mark it the CMR consignment note (box 18) and require it to be signed by a person at the loading bay. Keep us informed in a timely manner;
- The accuracy regarding "number of packages and their marks and numbers as well as the apparent condition of the goods and their packaging" shall be checked (see art. 8 (1) CMR Convention) and if the driver has not reasonable means of checking (e.g. he is absent, signing papers in the sender's office; or the truck is docked to a docking door and the driver cannot check therefore) he shall enter reservations in the CMR consignment note (see art. 8 (2) CMR Convention);
- Only hand over goods to the consignee after having carefully checked their identity and take a copy of the ID card of the physical person who signs the consignment note. In case of an alleged wrong delivery you have to send us the copy of the ID to us as a proof for having delivered the goods which we have entrusted to you to the proper consignee.

9.2. Invoices

All our subcontractors must have a VAT registration. All invoices must be accompanied by an original CMR. We kindly ask you to send us the original invoice and the original CMR as soon as possible after the completion of the transport, this will speed up the payment to you.

All invoices we receive will be paid within the agreed time limits in the transport request. Maturity begins to run from the date of receipt of the documents described above.

10. In case of emergency (events management)

10.1. Emergency Phones: Emergency calls within the EU - 112

10.2. Possible road incidents/accidents & accident response

If you are involved in an incident or accident, call immediately for emergency services, if there is danger to humans, the safety of shipped products or the environment. Make sure you secure the scene of the incident so that no one else is hurt. If you can take pictures of the scene of accident and the transported goods without endangering yourself or third parties please do so. Contact an employee of Gopet Trans to take immediately the necessary measures. We will contact our client and give you full instructions for action.

In case of theft you must contact local Police and insurer. Inform us immediately also and wait for our instructions!

10.3. In the event of an accident/incident when transporting ADR loads

You should take the following actions when it is safe and practicable to do so:

- Activate the braking system, stop the engine and switch off the electrical system through the main switch, if any;
- Avoid sources of ignition and, in particular, do not smoke or switch on any electrical appliances;
- Call the relevant emergency services, giving them as much information as possible about the incident or accident and the substances involved in it;
- Put on light reflectors vests and put appropriate warning signs on the road;
- Prepare shipping documentation ready to be provided to the appropriate services upon arrival;
- Do not go to or touch the spillages and avoid inhaling smoke, dust and vapors by standing on the side from which the wind blows;
- When appropriate and safe to do, use extinguishers to extinguish small/start fires in tires, brakes and engine compartment;
- Do not extinguish fire in cargo area by crew members;
- Where appropriate and safe to do so and to use the equipment in vehicle for prevention of leakage in water bodies or sewage and collect spillage;
- Keep away from the scene of the incident or accident, warn other people, get out of there and follow the advice/instructions of the emergency services;
- Remove all contaminated clothing and used contaminated protective equipment and dispose of safely.
- Further guidance on the hazard characteristics of dangerous goods by class and their action in the appropriate circumstances can be found at the end of this manual.

Quick Check Questionnaire for the Drivers

Are you ready for the road?		YES	NO
Are all the documents available:			
<input type="checkbox"/>	The identity of the driver, when transporting ADR loads the relevant certificate		
<input type="checkbox"/>	Vehicle documents		
<input type="checkbox"/>	Valid insurance		
<input type="checkbox"/>	Licenses, permits and certificates for international transport		
Visual inspection			
<input type="checkbox"/>	The floor and tarpaulin are clean and in good condition		
<input type="checkbox"/>	Truck and trailer tires are in good condition		
<input type="checkbox"/>	All boards and seat belts are available		
When transporting ADR check availability of appropriate equipment:			
<input type="checkbox"/>	Wheel crank of a size appropriate to the maximum mass of the vehicle and adapted to the diameter of the wheel		
<input type="checkbox"/>	Two self-standing emergency warning signs		
<input type="checkbox"/>	Hand-held flashlight		
<input type="checkbox"/>	Signal vest for each crew member (as described in European standard EN 471)		
<input type="checkbox"/>	Eye protection (for example, tight goggles) for each crew member		
<input type="checkbox"/>	Emergency mask for respiratory protection for each crew member		
<input type="checkbox"/>	A pair of safety gloves for each crew member		
<input type="checkbox"/>	Water for washing eyes		
<input type="checkbox"/>	Plastic container for collecting spilled or leaked substance		
<input type="checkbox"/>	Shovel		
<input type="checkbox"/>	Absorbent material		
<input type="checkbox"/>	Fire extinguisher min. 2 kg for cab + second of 6 kg for fire in cargo compartment. Check the integrity of the seal and expiry date		
Loading			
<input type="checkbox"/>	Does the weight of the load not exceed the maximum permissible?		
<input type="checkbox"/>	Doesn't the load interfere with the driver's visibility?		
<input type="checkbox"/>	The load does not endanger the driver?		
<input type="checkbox"/>	Cargo cannot damage infrastructure or private property during transport?		
<input type="checkbox"/>	Are the goods arranged in such a way that the vehicle is stable during transport?		
<input type="checkbox"/>	All the lights are functioning normally?		
<input type="checkbox"/>	All light reflectors and numbers are visible?		

Are you ready for the road?		YES	NO
Did you load correctly?			
<input type="checkbox"/>	No wet stock on dry floor		
<input type="checkbox"/>	No dirty goods on a clean floor		
<input type="checkbox"/>	No heavy goods on light goods		
<input type="checkbox"/>	No fragrant goods along with non-fragrant		
<input type="checkbox"/>	No dangerous goods along with ordinary		
<input type="checkbox"/>	Is the goods loaded so that there is no overload?		
<input type="checkbox"/>	Is the original enough? If you think this is not an additional option, strengthen the product to protect it from damage		
The sender is obliged to provide all necessary information about the driver's requests			