

WORKING INSTRUCTION

10.07.2025

DRIVER'S MANUAL

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1. General Responsibilities and Requirements for the Driver

1.1. Core Responsibilities of the Driver

The driver is a key link in the cargo delivery chain and is responsible for:

- the safe operation of the vehicle and trailer (if applicable);
- timely and high-quality delivery of the cargo to the destination;
- the safety of the cargo and accompanying documents throughout the trip;
- compliance with applicable laws and regulations (traffic rules, work/rest time regulations, customs and border control, sanitary requirements, etc.);
- maintaining communication with the dispatch center and providing real-time updates on trip progress;
- courteous conduct with clients, terminal staff, control authorities, and other participants in the transportation process.

1.2. Driver Requirements

A driver engaged in international and regional transportation must:

- hold a valid driver's license of the appropriate category;
- have experience operating similar vehicles (including international transport — preferably);
- be familiar with the traffic rules of countries on route;
- be skilled in handling transport documents (CMR, TIR, T1, invoices, waybills, etc.);
- understand the basics of cargo securing;
- be able to use navigation systems, tachographs, and mobile tracking/reporting applications if needed;
- comply with occupational safety, technical safety, and sanitary regulations.

1.3. Liability

The driver is liable for:

- violations of traffic rules or other laws (including fines and detentions);
- damage, loss, or spoilage of cargo due to their fault;
- breaching work/rest time regulations;
- loss or improper handling of documentation;
- concealing or failing to timely report malfunctions, delays, or other incidents.

1.4. General Safety Requirements for Coupling Devices and Trailers

Before departure, the driver must inspect the coupling device for serviceability, check the secure connection between the tractor and the trailer/semi-trailer, and ensure that safety cables, pneumatic and electrical connections are present and functional.

It is prohibited to operate a vehicle with faulty or excessively worn coupling devices.

When transporting oversized cargo (including items protruding beyond the vehicle's dimensions), the driver must:

- strictly follow the approved route and scheduled movement times;
- use designated safety equipment (tie-down straps, chains, securing belts, warning signs, flashing beacons);
- check for proper load distribution and correct center of gravity placement;
- arrange escort services if required by the transport permit;
- never drive with loose or missing securing equipment;
- perform regular visual inspections of the cargo and its securing devices during transit.

1.5. Fire Safety Requirements

The driver must ensure that fire extinguishers in the cabin and on the trailer/semi-trailer are serviceable, within their expiration dates, and stored in easily accessible locations.

Before departure, the driver must:

- verify the presence of primary fire-fighting equipment;
- ensure there are no fuel, oil, or other fluid leaks;
- check the electrical wiring and battery terminals for defects.

It is prohibited to:

- smoke near the vehicle during fueling, maintenance, or in cargo storage areas;
- use open flames (including gas torches) without safety precautions;
- operate a vehicle showing signs of fire or overheating.

In case of fire, the driver must:

- immediately stop the vehicle;
- use the fire extinguisher, and if that fails — evacuate and call emergency services;
- report the incident to the dispatcher.

1.6. Environmental Protection Requirements

The driver must comply with environmental regulations and avoid polluting the environment during vehicle operation.

Strictly prohibited:

- draining fuel, oil, coolant, or other fluids outside of designated areas;
- discarding waste, packaging, cargo remnants, or household trash in unauthorized locations;
- washing the vehicle in unauthorized places (e.g., near water bodies or on roadsides).

The driver must:

- eliminate the cause of any fluid leakage and report it to the dispatcher;
- dispose of used materials (filters, oil) in accordance with established procedures.

1.7. Occupational Safety Requirements

The driver must undergo pre-trip and post-trip medical checkups as well as periodic medical examinations as required by law.

Strictly prohibited:

- operating a vehicle when feeling unwell (e.g., signs of cold, headache, fever, etc.);
- taking medications that affect alertness or motor skills without informing the employer;
- consuming alcohol or other psychoactive substances while driving or within 48 hours before the trip.

The driver must:

- keep the vehicle cabin clean and tidy, ensuring there are no loose objects that interfere with driving;
- ventilate the cabin regularly during long trips;
- follow the prescribed work/rest schedule using a tachograph (if installed);
- take rest breaks of at least 45 minutes every 4.5 hours of driving (breaks may be split in accordance with AETR rules);
- avoid fatigue, and request substitution or delivery deadline extension when necessary.

When performing tasks not directly related to driving, the driver must:

- wear personal protective equipment (PPE): high-visibility vest, gloves, helmet, safety shoes, goggles — as appropriate;
- take precautions when working with cables, chains, securing straps (to prevent hand, face, or eye injuries);
- use ladders, steps, and handrails to access the trailer/semi-trailer — jumping from heights is strictly prohibited;
- stay clear of cranes, forklift arms, or loads being lifted/unloaded when there's a risk of falling;
- refrain from performing self-repairs involving power disconnection, lifting the vehicle, welding, or operating lifting mechanisms.

When working in cold, rainy, snowy, or windy weather, the driver must:

- wear winter clothing, non-slip footwear, and gloves;
- avoid getting wet, frostbite, or overheating;
- not remain motionless outdoors in freezing temperatures for long periods;
- use additional safety measures on slippery surfaces (e.g., anti-slip pads, portable handrails).

In case of a hazardous situation, the driver must:

- immediately stop work;
- leave the danger zone (e.g., fire, hazardous substance leak, cargo collapse risk);
- report the incident to the dispatcher or responsible party;
- call emergency services if necessary;
- refrain from resuming work until the hazard has been eliminated.

2. Trip Preparation

2.1. Pre-Trip Vehicle Inspection

Before departure, the driver must carry out a visual and functional inspection of the vehicle and trailer/semitrailer (if applicable), including:

- checking tire pressure, tread condition, absence of damage or foreign objects;
- checking oil level, coolant, brake fluid, fuel, and urea (AdBlue);
- ensuring proper functioning of the braking system, steering, headlights, position lights, turn signals, brake lights, and hazard lights;
- inspecting the coupling device, locks, clamps, and connecting elements;
- ensuring license plates are clean and clearly visible;
- checking availability and condition of the first aid kit, fire extinguishers, warning triangle, and emergency kit (incl. vest, gloves, flashlight, etc.);
- inspecting lashing points, posts, platform, sides, floor, and load securing equipment;
- verifying that the tachograph is functional and enough tachograph cards are available.

If any issues are detected, the driver must immediately report them to a mechanic or dispatcher and not start the trip until the problems are resolved.

2.2. Documentation Check

Before the trip, the driver must receive, verify, and carry the following documents:

- route sheet / trip assignment;
- CMR, TIR carnet, T1, consignment notes, invoices, and other cargo-related documents;
- permits for oversized cargo transport (if required);
- vehicle passport (technical certificate), vehicle registration certificate;
- insurance (including “Green Card” for international trips);
- driver’s license, tachograph card;
- technical inspection documents, exit permit (if applicable);
- power of attorney from the company (if the vehicle is registered to a legal entity).

Documents must be neatly organized and easily accessible for border, customs, and road inspections.

2.3. Cargo and Load Plan Check

If the driver is present during loading, they must:

- ensure the cargo is correctly positioned over the axles;
- verify that it is adequately and securely fastened (straps, chains, braces, etc.);
- check the presence of warning signs, flags, and reflective markings — for oversized cargo;
- confirm the integrity of the packaging, presence of seals (if applicable), and absence of visible damage;
- record any remarks about the cargo in the documents before signing the waybill.

2.4. Route Check

The driver must review the planned route in advance and:

- clarify loading/unloading points, their coordinates, contact persons, and operating hours;
- confirm approved routes for oversized or hazardous cargo (if applicable);
- review possible restrictions along the route (bridge height, weight limits, prohibited sections, etc.);
- for international transport — check current entry rules, required documents, and inspection procedures;
- ensure that the navigation system is operational and spare maps/plans are available in case of failure.

2.5. Personal Readiness Check

The driver must be rested, physically and mentally fit for the trip.

It is forbidden to start the trip if signs of fatigue, illness, distraction, or stress are present.

The driver must carry:

- clean clothes and footwear (incl. high-visibility vest, workwear);
- spare underwear and hygiene items — for long trips;
- water and food supplies;
- phone with charger, power bank;
- cash and bank cards for tolls, parking, and emergencies;
- international roaming or eSIM — when going abroad.

2.6. Dispatcher Contact Check

Before departure, the driver must:

- report readiness for the trip;
- confirm receipt and understanding of the route assignment;
- report the vehicle and trailer numbers;
- agree on the driving schedule and contact checkpoints;
- ensure communication devices are working and dispatcher contact details are saved.

3. Driver Actions En Route

While en route, the driver is fully responsible for the safe operation of the vehicle, the integrity of the cargo, compliance with traffic regulations, adherence to work and rest schedules, maintaining communication with the dispatcher, and monitoring the route situation.

3.1. Compliance with Traffic Rules

The driver must strictly follow the traffic laws of the country in which they are driving.

When transporting internationally, local traffic rules must be taken into account (speed limits, overtaking restrictions, permitted routes, etc.).

Compliance with specific rules for oversized and dangerous goods (movement time limits, escort requirements, bypass routes, restricted zones, etc.) is mandatory.

The following are prohibited:

- Using a mobile phone without a headset/hands-free mode;
- Getting distracted from driving (including using navigators and multimedia);
- Exceeding the speed limit, especially in populated areas and on turns.

3.2. Work and Rest Regime

The driver must follow legal work/rest requirements (including AETR and ADR rules, if applicable).

Standard regime: max. 4.5 hours of continuous driving, followed by at least 45 minutes of rest.

Daily driving time: max. 9 hours, extendable to 10 hours up to 2 times a week.

Night driving is only allowed if the driver had sufficient rest beforehand.

Driving times must be recorded via tachograph or trip logs.

3.3. Cargo and Vehicle Condition Monitoring

The driver must regularly (recommended every 200–300 km or 2–3 hours) stop for visual checks:

- Coupling devices, trailer, and platform condition;
- Cargo positioning and securing;
- Leaks, unusual noises, misalignment;
- Tire pressure, lighting system, brake drum overheating.

If issues are found, they must be resolved immediately or reported to the dispatcher/service.

3.4. Communication with Dispatcher and Route Monitoring

The driver must maintain regular contact with the dispatcher as scheduled or in case of:

- Delays;
- Route changes;
- Suspected technical problems;
- Conflicts with authorities or other drivers;
- Force majeure events.

Unauthorized route changes are strictly forbidden, especially with oversized or dangerous cargo.

3.5. Handling Emergency Situations

3.5.1. Traffic Accident

- Stop the vehicle immediately and turn on hazard lights;
- Place a warning triangle at the distance required by local laws;
- Assess the situation, call police/emergency services if needed;
- Inform the dispatcher and do not leave the scene without permission;
- Take photos if safe, exchange details, but do not sign any documents without dispatcher/manager approval.

3.5.2. Vehicle Breakdown

- Turn on hazard lights, place a warning triangle;
- Assess whether self-repair is possible;
- If not, contact support or dispatcher for towing/repair;
- Record coordinates and conditions (for reporting purposes if needed).

3.5.3. Theft or Tampering Threat

- Lock the cabin, do not open doors to strangers outside guarded areas;
- If intrusion is suspected — stay in the vehicle, contact the dispatcher and police if needed;
- Avoid parking overnight in unguarded, isolated areas.

3.6. Behavior at Parking Areas and Rest Stops

- Use guarded, well-lit truck parking lots;
- For long stops, engage the parking brake and lock the doors;
- Do not leave documents or valuables in the cab;
- When sleeping in the cab, use safety locks, shutters, and alarm buttons if available.

4. Loading and Unloading Operations

Loading and unloading are among the most critical stages of transportation. The driver must ensure the safety of these operations, supervise them (if required by the assignment), and record any deviations or damages that may affect the integrity of the cargo or the vehicle.

4.1. General Provisions

Loading/unloading must take place in specially designated, safe areas equipped for handling the specific type of cargo.

All operations must comply with:

- the technical specifications of the vehicle;
- cargo transport instructions;
- occupational safety and traffic regulations.

The person responsible for loading/unloading must be identified in the documents. If the driver is involved in the process, they may act only within their level of competence.

4.2. Driver's Actions Before Loading

Clarify the loading plan and method with the shipper/consignee.

Check:

- cleanliness and dryness of the body/platform/container;
- condition of securing devices, stanchions, anchor points;
- availability of necessary tools (straps, chains, chocks, etc.);
- compatibility of the coupling system (trailer/semitrailer);
- proper axle load distribution.

Ensure that loading/unloading is carried out with the vehicle fully braked and the engine off (unless otherwise required).

4.3. Loading Supervision

The driver must visually monitor:

- proper stacking and placement of the cargo;
- prevention of tilting, axle overloading, or center of gravity shift;
- sufficient use of securing devices;
- absence of mechanical damage during loading (especially when using cranes, forklifts, manipulators);
- adherence to safety rules (e.g., no standing under the load or on the platform without necessity).

4.4. Unloading Supervision

Unloading may only begin after the vehicle is completely stopped and secured.

Before unloading, the driver must:

- check the integrity of packaging and securing;
- inform the consignee of any visible damage or leakage;
- ensure the correct unloading sequence (top/exterior cargo first);
- document any claims or remarks regarding appearance, quantity, or damage (with photo evidence if possible).

4.5. Documentation

After loading/unloading, the driver must:

- obtain signatures on transport documents (CMR, T1, loading report, etc.);
- record any remarks about quantity, quality, or packaging;
- take photos if damage, securing violations, or signs of tampering are found;
- report the completion of the operation and readiness for departure to the dispatcher.

5. Arrival at the Destination

Upon arrival at the unloading location, the driver must ensure compliance with all safety requirements, confirm the condition of the cargo, properly complete documentation, and promptly inform the dispatcher.

5.1. Preparation for Unloading

Upon arrival, the driver must:

- engage the parking brake;
- contact the consignee's representative;
- clarify the unloading procedure and location;
- inspect access conditions to the unloading site (roads, slopes, barriers);
- wear PPE (vest, helmet, safety shoes) if required;
- switch off the engine before unloading (unless otherwise necessary).

5.2. Cargo Condition Check

Before unloading, the driver must:

- visually inspect the cargo:
 - check packaging, securing, crating, and for signs of tampering, leakage, or damage;
 - document any defects with photos;
 - inform the consignee of any issues **before** unloading begins;
- do not start unloading without approval if there is suspicion of damage or transport condition violation.

5.3. Unloading

Unloading must be performed only by the consignee's authorized personnel or contracted professionals.

The driver supervises:

- that the unloaded quantity matches the shipping documents;
- compliance with safety regulations;
- the correct unloading order (outer or top items first, then inner);
- the integrity of equipment and vehicle during unloading.

5.4. Documentation

After unloading, the driver must:

- obtain consignee's signatures on transport documents:
 - CMR / transport invoice / waybill;
 - cargo acceptance report (if required);
 - additional documents (return report, approval sheet, trip log, etc.);
- ensure all signatures, dates, stamps, and notes are properly filled in;
- ensure written remarks are signed and clearly legible if any issues were reported;
- scan/photograph signed documents (if required by company policy).

5.5. Reporting to the Dispatcher

After all procedures are completed:

- the driver must promptly inform the dispatcher of:
 - arrival and unloading completion;
 - presence or absence of claims;
 - technical condition of the vehicle;
 - time of completion and readiness for next assignment;
- send photos/scans of signed documents, and if necessary, cargo or unloading area photos;
- wait for further dispatcher instructions (return to base, parking, next trip, etc.).

Annex 1 – Additional Requirements for the Transport of Oversized Cargo

1. General Requirements

When transporting oversized cargo (length, width, height, or weight exceeding legal limits), the driver must:

- strictly follow the approved route specified in the transport permit;
- check for the presence of all required permits, escort schemes, approvals from road authorities and the traffic police (if required);
- monitor clearance when passing under bridges, overpasses, power lines, and railroad crossings;
- avoid sudden maneuvers and braking;
- account for increased turning radius and braking distance.

Before departure, the driver must:

- check the cargo's secure fastening using designated anchoring points;
- ensure warning plates, lights, and beacons are present and functional;
- if applicable, verify the escort vehicle (pilot car) is ready.

While driving:

- strictly adhere to the speed limits stated in the permit;
- avoid roads not listed in the approved route;
- in case of any obstacles — immediately inform the dispatcher and stop driving.

Upon completing the transport:

- inspect cargo and equipment for integrity;
- complete the delivery and acceptance documentation;
- record any deviations or damage.

2. Specific Preparation for Oversized Cargo Transport

When preparing for oversized cargo transport (exceeding allowed dimensions or weight without special permits), the driver must receive from the dispatcher/logistics team:

- oversized cargo transport permit (with specific route and dates);
- route sheet with escort points, stops, and travel restrictions;
- cargo securing and placement scheme;
- if necessary — instructions for cooperation with escorts (traffic police, pilot cars, etc.).

Verify availability and condition of:

- securing elements, straps, chains, tensioners, braces;
- warning markings and signs ("wide load", "long vehicle", flags, lights);
- flashing beacons, reflectors, and additional lighting (for night or low visibility);
- communication tools with escort vehicle (radio, mobile phone).

Check technical condition of the vehicle and platform:

- tire pressure, axle and suspension condition;
- load distribution;
- accessibility of fastening units.

The driver must be familiar with the route, including:

- height, width, and weight limits of bridges;
- local driving time restrictions (night/day windows);
- weather conditions and risks (wind, slippery sections, etc.).

If there are doubts about equipment condition, cargo integrity, or documentation — the driver must not depart and must notify the dispatcher.

3. Additional En-Route Requirements

- Follow driving mode (usually at night or with escort).
- Do not exceed permitted speed.
- Stay on the approved route.
- Monitor clearance at bridges, tunnels, power lines, and tight turns.

4. Loading and Unloading of Oversized Cargo

Only specialized equipment may be used (cranes, hydraulic manipulators, ramps, etc.).

Escort personnel must be involved (freight forwarder, slinger, safety technician).

Drivers must not perform fastening if it requires calculations or certifications (e.g., welding, cable bracing, ballast).

After loading, the driver must:

- confirm proper installation of all restraints and locks;
- obtain confirmation of the securing scheme (signed act or consignment note mark);
- check for full marking (flags, signal lights, plates for protruding parts).

5. Arrival at Destination

Unloading requires:

- strict adherence to the unfastening scheme;
- use of specialized equipment (hoists, guides, chocks);
- presence of safety specialists.

The driver must:

- not interfere unless instructed;
- ensure no damage is caused when unfastening;
- notify the dispatcher upon completion and inform about any claims from the consignee.

Annex 2 – Additional Requirements for the Transport of Dangerous Goods

1. General Requirements

The driver transporting dangerous goods (according to ADR) must hold a valid ADR certificate.

Before starting the transport, the driver must:

- Review the emergency procedures provided by the consignor;
- Check availability and condition of the emergency kit, fire extinguishers, personal protective equipment, hazard signs, and all documentation (including the transport document and ADR written instructions);
- Ensure the presence of seals and proper vehicle marking.

It is prohibited to:

- Smoke near the cargo or use open flames;
- Leave the vehicle unattended with dangerous goods in unauthorized areas;
- Perform independent repairs near the cargo without coordination with the dispatcher/safety department.

In case of an accident or hazardous material leak, the driver must:

- Immediately leave the danger zone and warn other road users;
- Contact emergency services and the company dispatcher;
- Follow the emergency response instructions to ensure public safety.

2. Specific Preparations for Transport

2.1. Documentation and Permits

The driver must have:

- A valid ADR license appropriate to the substance class;
- A transport document containing:
 - Proper shipping name;
 - UN number;
 - Hazard identification number (Kemler code);
 - Packing group;
 - Quantity and units of measurement;
- ADR written instructions (in a language understood by the driver);
- Permits and approvals (if applicable);
- Insurance covering the transport of dangerous goods.

2.2. Markings and Equipment

The driver must:

- Ensure the vehicle displays correct placards with UN numbers and hazard classes (orange panels, class signs);
- Confirm placards are mounted in the correct positions (front, rear, and sides if required);
- Check that packages/containers are factory-marked with hazard labels;
- Verify the presence and functionality of the emergency kit, including:
 - Fire extinguishers (sufficient volume);
 - Protective gloves, goggles/shields;
 - Warning cones;
 - Flashlight;
 - Absorbents or sealing plugs (if needed).

2.3. Special Loading/Unloading Conditions

The driver must not:

- Stay near the load during filling/emptying without protection;
- Open or move dangerous goods packaging without authorization;
- Allow smoking or open flames near the loading zone.

During loading, the driver must:

- Check package integrity and absence of leaks, corrosion, or damage;
- Record any issues in the CMR before signing;
- Confirm if temperature control or ventilation is required.

2.4. Route Control

Before departure, the driver must:

- Confirm the route is approved for ADR transport;
- Know restricted or prohibited areas (tunnels, residential zones, secured sites);
- Check for emergency detour routes;
- Observe speed limits, stop intervals, and ADR-designated parking zones.

3. Special Measures During ADR Transport

- Follow the approved route only;
- Stop only in authorized areas;
- Keep written emergency instructions on board;
- In case of accident, follow ADR protocol: evacuate people, isolate area, call emergency services, and report to dispatcher.

4. Special Requirements for ADR Loading/Unloading

Loading/unloading must be done with the engine off (unless otherwise required by cargo specs).

Strictly prohibited:

- Smoking or using open flame near the cargo area;
- Working in case of leaks or chemical odors;
- Improper cargo stacking (some substances must not be stored together).

The driver must:

- Verify that package labels match the documentation;
- Receive written instructions for spills, fires, or emergencies;
- Ensure all required barriers and sanitary protection zones are in place (if needed).

5. ADR Unloading Features

ADR unloading must strictly follow written ADR instructions.

The driver must ensure:

- Unloading is performed by trained personnel;
- Containers are intact and undamaged;
- No leaks or chemical odors are present;
- Proper tools and facilities are used (ventilated spaces, spark-proof tools).

Any deviation must be immediately recorded and reported to the dispatcher.