

**SAFETY PROTOCOL****PROCEDURE****OFFICE ORDER ACCEPTANCE**

1. Orders are required to be delivered to the courier in closed boxes, in undamaged condition.
2. Courier will check whether:
  - a. Packages are damaged
  - b. Invoices are present
  - c. Packing slips are filled out
3. Courier will sign at the warehouse manager for receipt

**ORDER TRANSPORT**

1. Courier is required to transport the orders in such a way that they will arrive in good condition at the customer.
2. The courier is required to transport the order behind a locked door and needs to lock the door upon each delivery.
3. The courier is required to drive in a responsible manner and should not commit any traffic offense. In case of a traffic offense directly caused by the courier, this is at their own expense. A courier may cause 1 traffic offense per year, which will be covered in its entirety by the employer.
4. The courier will notify the planner to always take a different route & different time and if possible, determine different routes in connection with safety precautions.

**ORDER DELIVERY TO CUSTOMER**

1. Orders are required to be delivered to the customer in the same (good) condition.
2. The courier must require the customer to sign for receipt on the package slip, meaning the box is undamaged and the invoice is included. The latter only if applicable. If the courier fails to do this, any damages are once again entirely their responsibility.

**ACCEPTANCE OF MONEY**

1. The courier will provide the customer with a seal bag with a unique code on it.
2. The courier will count the money in the presence and under supervision of the customer.
3. The courier will put the money into the seal bag in the presence of the customer.
4. The courier or the customer will fully fill out the info of the seal bag on the outside of the seal bag, in block letters! The customer is required to sign in the content field. If not all data is filled out on the seal bag and if it is not signed by the customer, the responsibility of the package lies with the courier.
5. The courier will note the barcode on their registration form
6. The courier will put the seal bag in an opaque bag.
7. Finally, the courier will hand the client the first strip of the seal bag as proof of delivery. This contains a unique code with which the package can be traced.
8. The courier will put the seal bag in their backpack and will walk to the car. While walking toward the car, the courier will discretely scan the area for oddities or any dangerous situations or people. In case of a situation, if possible, they will walk back to the shop and alert the police and the planner.
9. If all goes well, the courier will immediately walk back to the car, sit down in the car, immediately lock the doors, put the seal bag in the opaque bag in the safe and will immediately drive off.

**PAYMENT OF MONEY**

1. Seeing as the courier is not in the possession of the key to the safe, they can not access the contents of the safe.
2. At the end of the drive, the warehouse manager will walk to the car and opens the safe. They will take the entire contents of the safe into the warehouse. The courier will not assist in this, but will accompany the warehouse manager toward the post.
3. In the presence of the courier, the warehouse manager will hand the 2<sup>nd</sup> barcode strip to the courier after they checked each seal bag on the outside for any damages.
4. The courier will accept the seal bag strips, then proceed to the administration folder, add it to the folder, sign it and make the planner sign as well for double checking.
5. The planner will write down the seal bag number on the invoice and on/or on the administration invoice.



**RULES OF CONDUCT**

**Opening Orders:**

Courier may not open the order. It needs to be delivered to them in a closed manner. In the case the courier opens the order, the contents and/or any inaccuracies will become the sole responsibility of the courier.

**Personal order storage**

The courier may not under any circumstance take order materials home or to other destinations than the office and/or the destination of delivery. If the courier fails to adhere to this, they will be entirely responsible for the contents of the order. When they are asked to make an exception to this rule, for example by the planner, the planner is required to request this in writing and the responsibility will lie with the planner.

**GPRS**

The GPRS is required to be on at all times during working hours.

**COMMUNICATION AND REACHABILITY**

The courier is required to be reachable at all times and to pick up their phone when the planner is contacting him or her.

**INSTRUCTIONS**

Instructions are to be followed strictly. Only the planner may give pick-up orders to the courier. In case of absence, this responsibility will lie with the next in charge.

**RIGHTS**

If the courier strictly follows these guidelines and in case of an accident it is clearly stated by an authorized person that the courier has acted in accordance with the protocol, Vincom BV will be ultimately responsible. In case the courier did not act in accordance with the protocol and has not been requested to stray from the protocol by the one responsible for the planning, the courier will carry full responsibility.

Signature of employee:

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Employee

Signature of employer:

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S. Subramaniam  
Director