

Transport Quality Manual

Chapter 1. Transport Quality

Issue 11 – August 2011



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1.1. General Statements

It is the responsibility and contractual obligation, of all parties, at receipt of goods, to ensure that the correct vehicles, by the Vehicle Identification Number (VIN) plate, to the correct destination and to a known and recorded condition are being moved. Failure to check will result in charges for correction being made.

The Transport Quality Manual (TQM) supplies details of the core contract requirements in relationship to correct handling procedures and product care. It is issued as a guide to the overall quality standards and details the core expectations from our partners for the safe delivery of Jaguar / Land Rover (JLR) vehicles.

The requirements detailed within this document form part of all contracts issued between JLR and its distribution partners. Non-compliance or breach of these conditions can invalidate the contract and could lead to the immediate cancellation of the contract.

JLR reserves the right to audit, any operation, at any time, to confirm compliance to these quality standards. All sub – contracted services are also obliged to work within these guidelines, it is therefore the responsibility of the Logistics Provider to ensure compliance of these third parties.

The details attached are subject to continuous improvement and will be altered on an on-going basis. Contact JLR Outbound Distribution Transport Quality team, for information on the latest edition available. JLR expects its Service Providers to supply a superior quality of service on the basis of clear and concise methods, structures and directives.

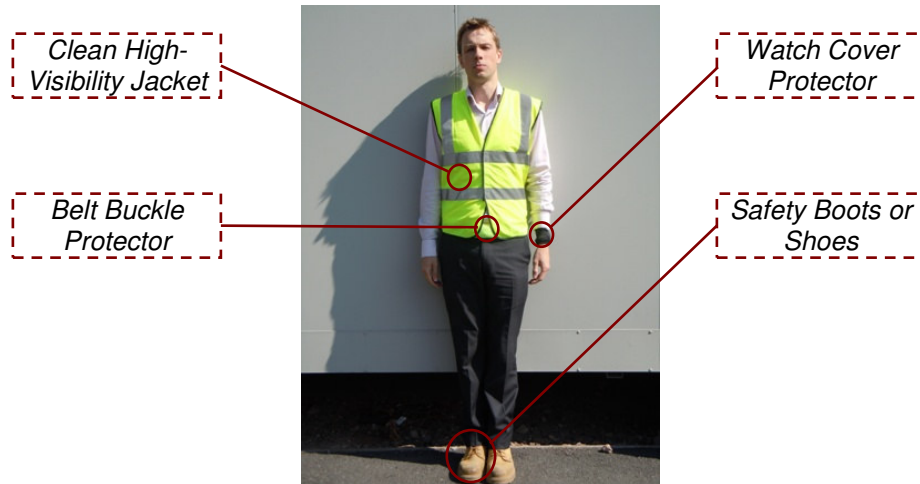
It is the responsibility of all carriers to operate within the Law, protocols, methods and health and safety requirements as applicable to their operations. No JLR instructions can preclude this responsibility.

1.2. Personnel

A product care environment should be encouraged at all times, review local contribution to damage cost down for the benefit of all parties.

Vehicles may only be driven for the purposes of preparation, loading and unloading and for working through the schedule of care measures. Only authorised personnel are permitted to drive vehicles. Service Providers are required to maintain a current register of authorised personnel: Licenses – scope and expiry. The carrying of personnel and or parts and equipment is expressly prohibited. Training and familiarisation on products is crucial to ensure a damage free ethos.





Check correct Personal Protection Equipment (PPE) is worn:

- Personnel must wear clean car friendly working clothes at all times (no oil/grease stains) (see Example D)
- No buttons, exposed zips or belt buckles (see Example C)
- Wearing safety boots or shoes closed around the foot is obligatory. The shoes/boots must prevent from slipping
- Rings/watches and other jewellery are not permitted, unless properly covered with adequate protection (see Example A)
- Do not carry in pockets sharp objects (pens, tools, etc.) that could accidentally damage the vehicles.
- Working gloves may be worn when working on the truck, the wagon, the ship or the compound; however, they must be removed before entering the vehicle
- Wearing high visibility jackets or clothes with high visibility elements is compulsory in compounds. The use of safety helmets is subject to local laws, regulations or guidelines
- If safety helmets or bump caps are used for operations, they must be removed before entering the car
- No pens / biros or similar should be used. Recording by pencil /hand held data capture device only.



Example A: Watch & Ring Covers

Clean, high visibility, car friendly work wear should be issued and worn at all times within the compounds, docks, loading and discharge operations. All personnel, support staff and visitors should conform to this requirement when visiting operational areas. Admittance to storage or operational areas must be restricted to essential personnel at all times.



Example B: Clean and no exposed buttons



Example C: Exposed buttons



Example D: Ensure clean PPE

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1.3. Vehicle Handling

All personnel, including short-term agency staff should receive adequate and capable instruction and familiarization for the correct driving methods appropriate to the vehicles being moved. This should include, but not exclusively:

Speed • Hand brake • Gears • High/low range • Hill descent • Lights • Horn • Wipers

Prior to vehicle handover at any time during outbound distribution the vehicle must be inspected to the common survey inspection standards detailed in Appendix 29.

All vehicle protection inner and outer must be in place relevant to specific model.

1.3.1. Starting

Ensure that correct starting procedures are followed by the driving teams. Most vehicles are fitted with electronic isolators to support battery storage timings. This will include a 5 to 8 second system delay to reactivate the electronics from sleep mode. For manually isolated cars ensure battery reconnection procedures and torque settings are strictly adhered to.

- Check that all doors/tailgates and bonnets are closed and secure.
- Vehicles should be started with the manual transmission selector lever in neutral or the automatic lever in 'P' or 'N' position. In vehicles fitted with diesel engines, first wait for the orange coloured indicator lamp to go out.
- Isolator devices are located on all models – with the exception of Defender
- Follow starting guidelines appropriate to the model
- Do not push or tow-start car
- Do not move the vehicle under starter motor action

Starting Aids

If there is a shortage of fuel:

- Top up with 5 litres of unleaded/diesel fuel as per model requirements

If battery is flat:

- Replace with fully charged battery to correct specification
- DO NOT JUMP START VEHICLES FITTED WITH BATTERY ISOLATORS AS AN ELECTRICAL POWER SURGE WILL SERIOUSLY AFFECTED THE ELECTRONICS AND CAN DISABLE THE CAR

Starting aid failure:

1. If attempts to start the vehicle fails first retry complete starting procedure relevant to model
2. If vehicle still fails to start call for the local JLR representative or contact your local support dealer
N.B. Push starting or tow-starting is prohibited

1.3.2. Driving

- Vehicles may only be driven for the purposes of preparation, loading and unloading and for operating the storage care schedule.
- Only authorised personnel are permitted to drive vehicles.
- Maximum speed in the trans-shipment and storage points is dictated by the prevailing conditions, but should not exceed local speed limits.
- Vehicles must be driven in such a manner as to minimise damage.
- Keys should be placed away from the ignition to prevent drainage on the battery. Where possible place the keys in the drivers side door pocket.

It is not permissible to:

- Over rev the engine
- Set off rapidly with spinning drive wheels
- Slip the clutch causing the engine to speed
- Drive on the starter motor
- Overtake other vehicles
- Ferry personnel, spare parts or other materials
- Drive vehicles under their own power to other trans-shipments, storage or harbour locations without prior permission from JLR
- Leave keys in the ignition after parking or loading the vehicle (stow in designated location, by model)
- Spend time in vehicles except when marshalling, loading, unloading and carrying out vehicles care measures.
- Smoke and consume food in cars
- Remove any stickers or transport protection materials fitted by the factory
- Make additional markings on windshield, rear windows, mirrors or bumpers
- Use headphones or mobile phones whilst driving
- Drive with flat tyres
- Drive with snow covered and/or ice covered windows
- Open trunk/boot lid
- Open doors (except drivers door)
- Drive with any door open
- Park vehicles outside with open windows, doors, engine hoods/bonnets, trunk/boot lids
- Operate Radio/CD/DVD and antenna extended

Before loading or driving always check that:

- Windows, doors, sunroofs, bonnets / tailgates are properly closed
- Aerial / antenna are retracted or removed
- Radios and other electrical loads not required during vehicle loading are all switched off.
- Keys are stowed in door pocket or centre console for Defender
- Ensure all vehicle protection is in place (seat protection)

In winter:

- Carefully remove snow, ice and mist from windows with a plastic scrapper

1.3.3. Checks when leaving the vehicle

- The doors, windows, boot lid, roof (if applicable) and sunroof (if applicable) are closed
- Manual transmission vehicles are engaged in first gear and have the parking brake applied
- Automatic transmission vehicles have the transmission selector lever in 'P' position, and have the parking brake applied
- All electronic equipment is in the off position
- The seat covers are re-positioned back in situ
- Keys are stowed in driver's door pocket (except Defender which must be stowed in centre console)