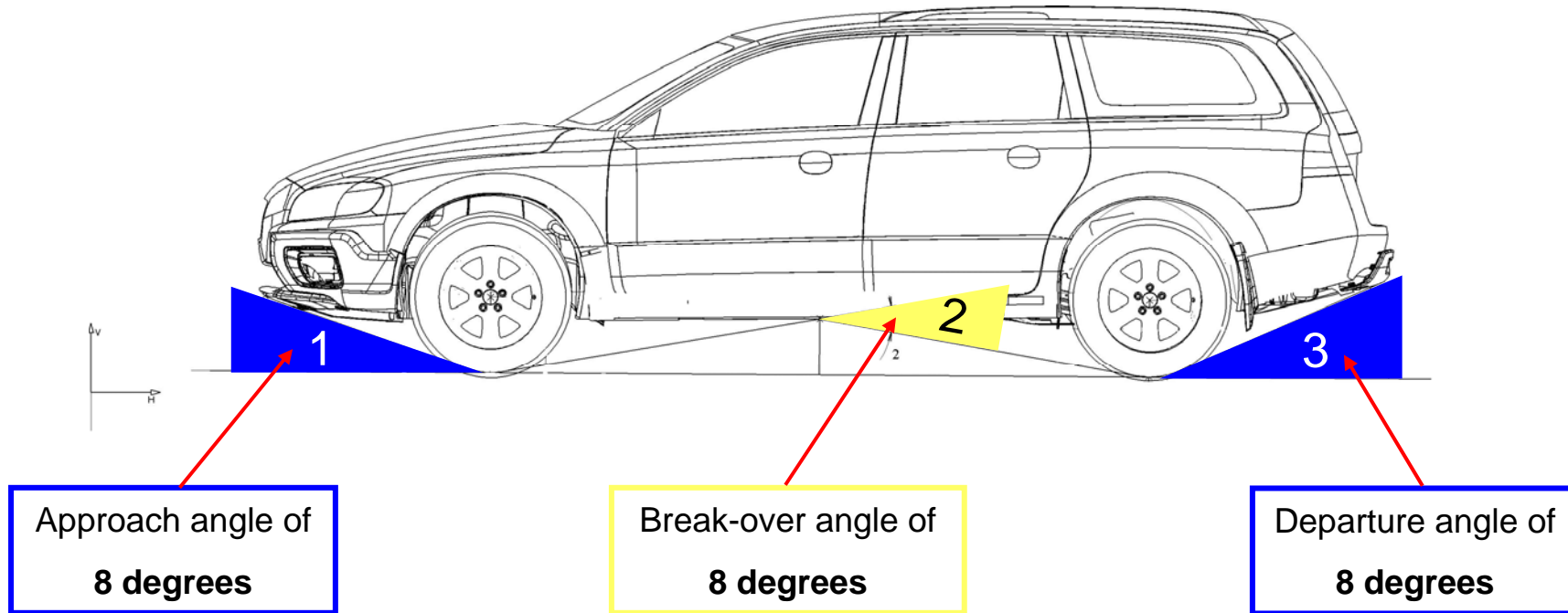


# Customer demands for our carriers



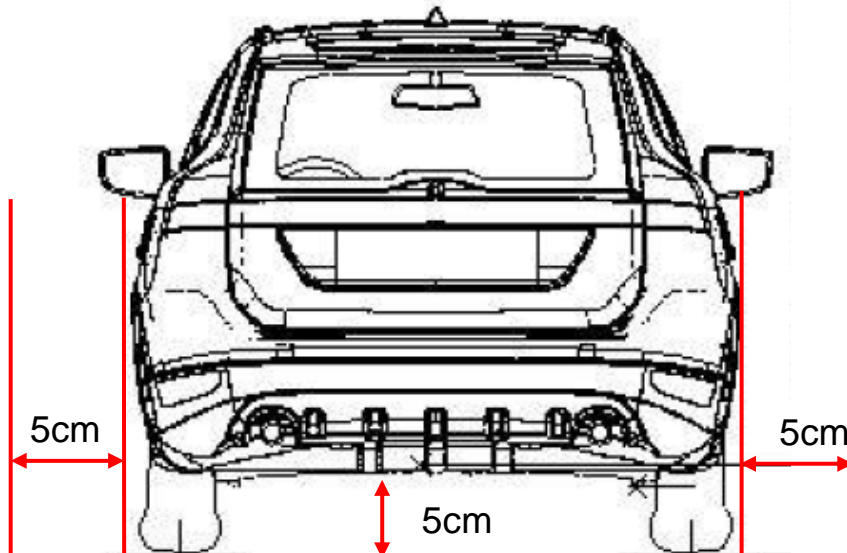
There is a maximum demand of 8 degrees for both the angle of approach and the angle of departure (1 and 3), however consideration must be given to the break-over angle (2) as well. The break-over angle is the maximum angle a vehicle can traverse an obstacle without touching the underbody.

This demand has to be subscribed by each individual carrier and drivers always should be attentive.

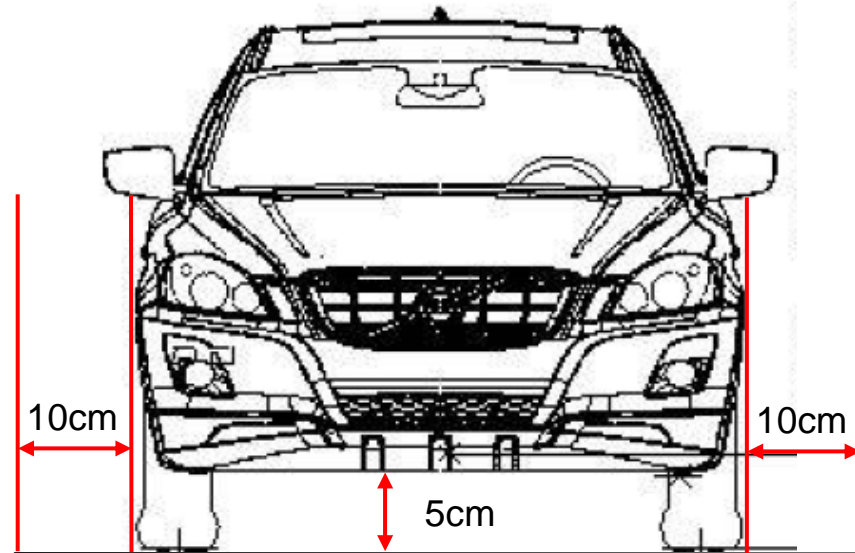
Whenever carriers do not comply with these demands, they will be stopped for carrying Volvo cars.

# Customer demands for our carriers

## During Loading/Unloading



## During Standstill



Always ensure a minimum clear distance of **5cm**, measured between the outer most part of the car and the superstructure of the carrier while driving on and off the truck. This includes the wheels, tires, door handle, folded mirrors, underbody, etc.

Once the vehicle reached its final stowage position, ensure a minimum clear distance of **10cm** around the car. Minimum underbody clearance is **5cm**

# Customer demands for our carriers

Over wheel lashing is the only approved way for securing cars during road transportation.



Globally, tie-down lashing on Volvo cars is prohibited



Tie down anchor points will be removed

# Customer demands for our carriers



<http://www.eurocartrans.org/papers/publications.html>

By accessing this link, you will reach the ECG web page, holding the “**Operations Quality Manual**”.

(A manual which is available in various languages)

VLC together with VCC participated in a quality task force governed by ECG.

Outcome of these working group meetings is a standardized way of handling vehicles in order to guarantee customers services of the highest quality throughout the transport chain, resulting in higher efficiency, avoidance of damage and safer working practices.

Since VLC and VCC fully endorsed to these guidelines, they became the minimum standards for handling Volvo cars, completed with some brand specific guidelines displayed on <http://www.volvologistics.com/>