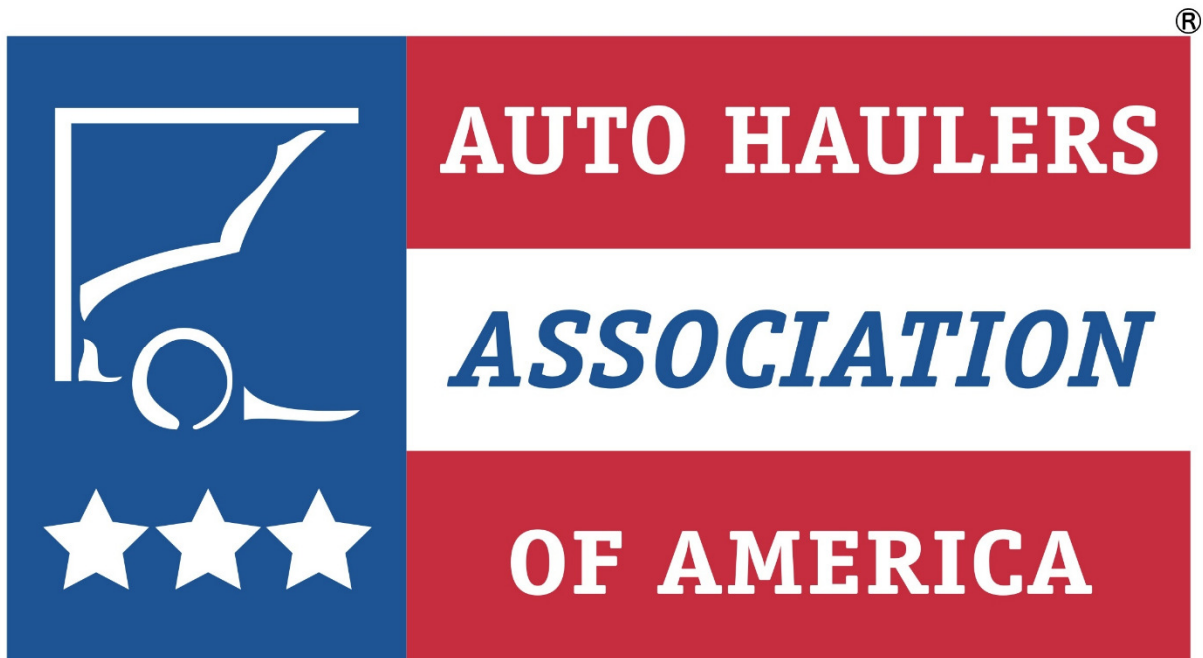

LOADING MANUAL

Release 2.0



SEPTEMBER 4, 2014

www.autohaulersamerica.com



Delivering customer satisfaction by improving our members' operational performance

Table of Contents

Background.....	2
General Instructions	3
Driving Manner.....	3
Use of the Vehicle.....	4
Pre-Loading Inspection	5
Road Transport.....	5
Loading.....	6
Planning Route	9
In Transit	9
Unloading	11
Delivery inspections.....	12
Bill of Lading (BOL)/ Delivery Receipt	13
Before leaving the Dealers.....	14
Inspecting the Vehicles	14
M22 Damage Codes and Inspection Guidelines	15
Driver Safety While Loading and Unloading.....	16
Attachment A: DOT Pre-Trip Inspection Form	19
Attachment B: The 7 "S's" of Success.....	20



Delivering customer satisfaction by improving our members' operational performance

Background

The following document was put together by members of the Auto Haulers Association of America. Specifically, members from Brothers, Hansen and Adkins, Proficient and Centurion companies.

Our goal is to have a document that would serve as a foundation for driver training. Thus, we felt it important to keep it as simple, and straightforward as possible.

The primary differences between release 2.0 and 1.0 are additional sections including Pre-trip inspection, Safety, and additional emphasis on safety within all the sections.

This is a general manual, and as such is always subject to more detailed requirements presented by the Customer, the Department of Transportation including Federal and State regulatory agencies, and the Trailer Manufacturer

Please provide input as you see fit and most importantly, we would like your participation to help us make this more comprehensive and valuable.



Delivering customer satisfaction by improving our members' operational performance

General Instructions

- 1) Clothing
 - a) Personnel must wear clean working clothes at all times (no oil/grease stains).
 - b) Wearing boots or shoes closed around the foot is mandatory. Driver should wear non-slip, comfortable shoes to minimize slipping on asphalt and equipment surfaces. (No sandals, flip-flops, or cowboy boots).
 - c) Driver's attire must be "scratch free" (no jewelry, watches, belt buckles, and etc. must be removed or covered. No exposed zippers, tabs, or metal buttons).
 - d) It is forbidden to carry in one's pockets sharp objects (pens, tools, etc...) that could accidentally damage the vehicles.
 - e) Work gloves must be worn when working on the truck. However, they must be removed before entering the vehicle.
 - f) Wearing high visibility jackets or clothes with high visibility elements is recommended and at times required in some compounds.
 - g) Safety helmets or bump hats are recommended.
 - h) If safety helmets are used for operations, they must be removed prior to entering the vehicle.
- 2) Vehicle Handling
 - a) Vehicles can only be driven by personnel with valid driving licenses.
 - b) Drivers should have received introduction training to the procedures contained in this manual.
 - c) Vehicles can be driven only for the purpose of loading/unloading, parking and for working through the schedule of care measures, and are never to be used for convenience driving such as shuttling other drivers, etc...
 - d) All electronics to be turned off after testing as required by OEM.
 - e) No eating, drinking or smoking in yard or in the vehicle.
 - f) No using cell phones while in the vehicle.
 - g) See Attachment B: The 7 S's of Success.

Driving Manner

- 1) Vehicles must be driven at safe speed in all the situations and in compliance with ramp, compound and OEM rules. For an indication of the speed limit particular to a given transport mode, please refer to the corresponding section of this manual. Vehicles must be driven in such a manner as to minimize damage probability.
- 2) It is forbidden to:
 - a) Rev up the engine,
 - b) Allow the engine to warm at idle speed,
 - c) Accelerate rapidly with spinning drive wheels,
 - d) Slip the clutch at high engine speeds,
 - e) Overtake other vehicles,



Delivering customer satisfaction by improving our members' operational performance

- f) Drive with flat tires,
- g) Depress the accelerator pedal prior to starting,
- h) Drive the vehicle without full visibility,
- i) Drive with open deck lids or doors, and
- j) Drive with head out the window except in extreme situations in the winter where it is the only way to achieve sufficient visibility.

IF YOU ENCOUNTER ANY UNFORESEEABLE SITUATION THAT IS OUTSIDE WHAT YOU CONSIDER TO BE GOOD PRACTICE CONTACT YOUR DISPATCHER OR IMMEDIATE SUPERVISOR.

Use of the Vehicle

- 1) Vehicles and their equipment must be used only to the extent manner that is necessary. It is strictly forbidden to:
 - a) Lean against, stand or sit on the vehicles,
 - b) Eat, drink or smoke in/near the vehicles,
 - c) Remain in the vehicle longer than necessary,
 - d) Place objects on/in the vehicles. This includes using the vehicle as a base for writing notes, etc...
 - e) Use any electronic equipment (audio, GPS, telephone, etc...), unless necessary for driving, (All electronics to be turned off after testing if testing required by OEM.)
 - f) Operate manually electric mirrors,
 - g) Open the roofs,
 - h) Write upon cars,
 - i) Attach labels or stickers on the vehicle, unless the manufacturer has explicitly authorized it and indicated clearly delimited approved areas,
 - j) Use a vehicle for towing or pushing another one,
 - k) Use vehicles as shuttles or for transporting material,
 - l) Detach/remove protection material (such as seat protection),
 - m) Enter/exit the vehicle by other doors than the driver's,
 - n) Wear headphones and listen to music/radio,
 - o) Use cell phones while handling or driving cars,
 - p) Remove plastic wrap guard. If plastic wrap is disturbed or torn, pull it back and inspect panel for damage.
- 2) Rules to be respected when leaving the vehicle
 - a) Cars with manual transmission must be left in first gear and with the handbrake (parking brake) applied. Cars with automatic transmission must be left with the transmission selection lever in "P" position and the handbrake (parking brake) applied.
 - b) If the cars have been loaded/unloaded during the night or under any other conditions that demand the use of headlights, they have to be switched off immediately after loading/unloading.



Delivering customer satisfaction by improving our members' operational performance

- c) If at any time the load is left unattended, all vehicles, including the cab of the truck must be locked, and the keys must be removed from the ignition and secured by the driver.
 - d) Keys must be in the possession of the driver and not left in the truck overnight.
 - e) The doors, windows, roof, deck lid are to be closed.
 - f) All electronic equipment is left in the "off" position.
 - g) Storage compartments are closed to avoid any power drain on the battery, and
 - h) The seat covers and floor protectors are in a proper position.
- 3) Rules on non-starters
- a) Jump-start. Refer to ramp rules and/or OEM requirements.
 - b) Prior to loading if the vehicle needs refueling, refer to ramp rules and/or OEM requirements.
 - c) If a loaded vehicle is out of fuel seek assistance from porter or consignee.
- 4) Locked Vehicles
- a) **NEVER** pry open the door or use a "slim-jims" to open it.
 - b) Seek assistance from the consignee or notify your immediate supervisor.

Pre-Loading Inspection

- 1) A thorough inspection of the vehicle has to be performed at each handling point.
- a) Driver must ensure that all vehicles VIN's are checked in 3 locations. (BOL, VIN plate on the dashboard or door, and on the Monroney sticker or other procedures as defined by the OEM).
 - b) Driver must make sure that all items listed on Monroney are in the vehicle (Keys, remotes, books and etc...). If bags are used they must be sealed or in compliance with OEM instructions.
 - c) Driver must complete a 360 degree inspection of vehicle including the interior passenger compartment. All exterior panels must be inspected from multiple angles as damages to the sheet metal may not be visible from one angle.
 - d) Driver is to maintain control of vehicle until inspection is completed.
 - e) In case damage, exception or missing item is detected, the load sheet must be directly filled out using AIAG, M-22 exception codes and signed by both the receiving and the transferring party. (there are limited situations where local ramp rules allow for minor exceptions to be moved without being noted)
 - f) Damage and loss have to be claimed immediately and in any case before any car from the load has been moved from the bay and before the departure of the transporter.
 - g) It is the driver's responsibility to understand the specific ramp's rules for loading and inspections.
 - h) Inspection for damage is to be carried out in daylight or suitable artificial light.
 - i) Hidden damage can be claimed by the receiving party after the inspection.
 - j) See Attachment A for M22 Vehicle Inspection Damage Codes.

Road Transport

- 1) Equipment
- a) Only special car transporters may be used for transporting cars, they must be in good condition, painted and with minimal rust.



Delivering customer satisfaction by improving our members' operational performance

- b) The hydraulic systems must be functioning properly and not leaking.
- c) The transporters should be equipped with stone guards (bat wings).
- d) The transporter should be equipped with two sets of ramps. The surface of the decks and ramps must offer good traction free of sharp edges.
- e) Loading ramps must be fully extended so they are at a sufficiently low angle to enable easy access and prevent damage to the underbody of the transported vehicles.
- f) It's recommended that the head rack of the car transporter be equipped with safety ropes (safety cable).
- g) The transporters must respect the local health and safety requirements.
- h) The manufacturer may inspect transporters before approving them as suitable for the transport of their Vehicles.
- i) 4 cargo straps per vehicle or chains with hooks as allowed by the OEM. All straps and chains must be in good working condition (no frays, tears or missing hooks).
- j) All trucks must be equipped with a spill kit and the driver is responsible for the cleanup and/or notifying the proper authorities (yard supervisor) for any spills.
- k) If equipped with a ladder it must be secured and in good working order.
- l) All transporters must be equipped with a height stick, and a tie down bar.

Loading

- 1) When loading, adapt the loaded weight, height and length to the national and/or state requirements and to the chosen routes. Over height and length loads are not permitted.
- 2) Before loading (Setting up your truck)
 - a) The transporter must be parked on level and firm ground. The tractor and trailer must be perfectly lined up in a straight line.
 - b) Engage the PTO according to the truck specifications (electric or hydraulic).
 - c) The loading decks must be free of all straps, chocks, tools or other objects. Straps not being used should be out of the way and secure to avoid a tripping or safety hazard.
 - d) Never drive over unused chains, straps or hooks.
 - e) Loading ramps must be placed at a sufficiently low angle to enable easy access and prevent damage to the underbody of the transported vehicles. The recommended maximum ramp angle is 7 degrees.
 - f) Use the proper technique for skid set up and securement (use your tie down bar to avoid possible back injury).
 - g) To guard against hydraulic failure all ramps must be pinned.
 - h) Ensure all hydraulic lines are secured to avoid contact with vehicle.
- 3) Skid set up and securement
 - a) When removing and securing skids, there are two methods to be utilized.
 - b) Insert your tie-down bar into the skid and lift then walk the skid out of its housing in a slow, steady manner.
 - c) Insert your tie-down bar into the skid & pull the skid out about one foot, then straddle the skid and feed the skid between your legs placing your elbows on your knees and using the rocking method. This will utilize your legs and not your back.
 - d) ALWAYS:



Delivering customer satisfaction by improving our members' operational performance

- i) Keep the rollers on the skids clean and well lubricated.
 - ii) Report any skid defect, housing channel defects or jamming problems immediately to maintenance by using your Drivers Daily Vehicle Condition Report (VCR)
 - e) Wear gloves when handling skids and never put your fingers into the opening in the tread-way when pulling or replacing skids.
 - 4) Proper Use of the Tie Down Bar
 - a) Inspect to see your tie down bar is in good condition and free of
 - i) Excessive wear,
 - ii) And elbow stress cracks.
 - b) Use the proper length bar for the equipment.
 - i) Insert the tie down bar into two holes on the ratchet head.
 - ii) Prior to using the tie down bar, stretch your shoulder and back.
 - iii) Put the tie down bar into the ratchet head and with two hands pull across your body until you get moderate tension on the strap.
 - c) Other points to remember when using a tie-down bar:
 - i) Pressure on curved part of your fingers.
 - ii) Do not jerk.
 - iii) Do not twist.
 - iv) Do not over reach.
 - 5) **Boxer stance - Every effort should be made to reduce the amount of twisting in your body when strapping a cargo unit down.**
 - a) **To help minimize the amount of body twisting,**
 - i) **Stand with one foot forward and hands up like you were ready to box. This will align your body properly to use the tie-down bar (keep both feet in the same direction).**
 - ii) **By bending your knees you will use your body weight to pull down on the bar.**
 - iii) **Keep your elbows in and pull through the center of your body mass.**
 - 6) During loading
 - a) Cars must be driven onto the transporters at walking speed to reduce the probability of causing damage. Speed must be particularly reduced before driving onto the ramps.
 - b) It must be checked that the following distances are kept (to be measured with one's hand):
 - i) Between the cars, bumper to bumper: approximately 3-4in (a fist),
 - ii) Between the car's roof and the upper deck: approximately 5in (a fist),
 - iii) Between overlapping vehicles: approximately 5in (a fist),
 - iv) Between a car on the truck and another on the trailer, bumper to bumper: approximately 8-10in (two fists),
 - v) Between the car's underbody and the deck: 2-3in absolute minimum (3 fingers).
 - vi) Utilize the height stick to measure and take note of the height of the load.**Note: it is always best practice to have as much spacing as possible between decks and units.**
 - 7) Soft tie strap process
 - a) All vehicles must have 4 straps
 - b) Before you begin to load, straps should be positioned off the tread-way or trailer structure. Driver should have a stable platform to ensure good balance (See Boxer's Stance in Safety Section)
 - i) Use caution when working near loose straps to avoid tripping
 - ii) Avoid running cargo units over loose straps and/or hardware



Delivering customer satisfaction by improving our members' operational performance

- iii) Lower all top decks to their lowest position possible to allow strap application from the ground or with the best footing possible.
 - c) Use only a company approved tie-down bar to secure soft ties.
 - d) Prior to loading you should inspect straps for frayed edges and cuts that may weaken the straps.
 - i) Worn-out or damaged straps must be replaced immediately
 - ii) Inspect strap hardware and replace bent or broken parts
 - e) Lower all top decks to their lowest position possible to allow strap application from the ground or with the best footing possible
 - i) Before applying straps the driver should have a stable platform to ensure good balance.
 - f) Place straps carefully around the tire tread of the cargo unit.
 - i) Strap should be centered over the tire tread.
 - ii) Remove any twists or kinks from the straps
 - iii) Friction sleeves or cleats centered on the tire in the 2 and 10 o'clock position.
 - iv) When using ratchet strap avoid contact with the rocker panel when applying tension to the strap, ensure ratchet handle is in the locked position after tightening
 - v) Insert hooks into deck holes to secure straps
 - vi) When using flaps or flippers ensure they are locked when used as a tie down point
 - vii) Hooks should be placed as far under the tire as possible and when tight the straps should not be touching any part of the vehicle.
 - viii) When set, straps should be angled in toward the tires
 - ix) Straps should never be angled away from the tire
 - g) Create the longest pull possible to help the strap lay flat on the deck
 - h) Insert Tie-down bar into ratchet head and tighten.
 - i) Straps should be snug and pulled an additional 3 to 6 clicks after the ratchet is hand tight
 - j) Never over-tighten or cause the tires to bulge out
 - k) When utilizing the tie down bar, keep a hand on the end of your tie down bar to avoid damage to a unit.
 - l) If the unit is loaded on 2 separate decks, the tie downs should not be tightened until the decks are in their final resting position.
 - m) Use caution when installing straps while leaning over hydraulic control levers as it is possible to activate those controls.
 - n) Secure all unused straps, hooks and chains so they don't fall on vehicle below during transport.
- 8) Chains/hooks
- a) Be sure prior to using chains that they are allowed by the OEM for the specific model vehicle.
 - b) The policies and procedures of the OEM will define the specifics regarding the hook design and chain angles.
 - c) Use only a company approved tie-down bar
 - d) Caution:
 - i) When cargo is loaded on split decks, avoid contact with the undercarriage
 - ii) Use caution when installing straps while leaning over hydraulic control levers as it is possible to activate those controls.
- 9) Reminders



Delivering customer satisfaction by improving our members' operational performance

- a) Re-check straps within the first hour on the road as they may have loosened while in transit. Note: Temperature change can result in straps expanding and becoming loose, so when traveling through various weather patterns straps should be checked more frequently.
- b) Strapped units ride on their own suspension so you will need to accommodate the extra movement.
- c) Use the 3-4-5 inch rule of clearance throughout your load unless specified by the shipper
- d) Units loaded on the top and bottom rear load positions bounce a little more and it is necessary to maximize clearance by maximizing height of load
- e) When releasing tension to unload use the following steps
 - i) Apply pressure to the winch drum to release tension
 - ii) Carefully remove straps and secure assembly to prevent contact with cargo unit
 - iii) After delivery, straps should be properly stowed to keep them in good operating condition.

Planning Route

- 1) If you're unfamiliar w/ destination, obtain directions or map from dispatch. Do NOT rely on GPS as it does not consider overhead objects, bridges, etc...
 - a) Check message section on BOL for any special directions
 - b) Be aware there may be changes in directions due to road or dealership construction
 - i) Provide to dispatch / operations any changes in the directions to the dealership to update BOL
 - c) Check maps and (if available) viaduct guides
 - d) Check bulletin boards
 - e) Check with supervisors and/or other drivers
 - f) REGARDLESS OF DIRECTIONS, the driver is responsible for the condition of your truck and vehicles
 - i) Be aware of any overhead objects, tree limbs (especially after heavy rain), traffic congestion and overall surroundings and conditions.

REMEMBER the person giving you directions IS NOT AWARE of our height and ground clearance issues!!!

In Transit

- 1) Re-Checking the Load
 - a) Check your load within the first fifty (50) miles or first available safe parking area
 - b) If straps or chains have not been properly set or an equipment problem is developing, you can correct it before an issue gets bigger
 - c) Check for loose straps or chains, shifting cargo, and that the pins are still set correctly.
 - d) Remember to practice personal safety
 - e) This procedure must be repeated at
 - i) Each change of duty status
 - ii) Every three (3) hours of driving
 - iii) Or 150 miles, whichever comes first. More frequent checks are recommended

THIS IS A DOT REGULATION AND MUST BE PROPERLY LOGGED

- 2) Rest areas and Truck Stops
 - a) If stop is just to rest, choose a rest area vs. truck stop



Delivering customer satisfaction by improving our members' operational performance

- b) Less likely chance of accident / damage
 - c) If parking at a truck stop is necessary attempt to park in a way that minimizes the risk of another truck backing into your truck. (Suggest fence line or corner of the truck stop, etc...)
 - d) Choose carefully where to park your loaded rig
 - e) Our equipment is longer than most trucks
 - f) NEVER park at the end of a row of trucks
 - g) Try to park away from most of the activity
 - h) Step off clearance behind truck when backing up
 - i) See section on "backing up"
 - j) Make sure cab and vehicles are secure before leaving sight of truck
 - k) Pay attention to conditions around fuel islands
 - l) Ground can be slippery due to spills
 - m) Sleeper Trucks
 - i) If your truck has APU, use it vs. idling engine
 - (1) Reduces:
 - (a) Wear and tear on engine
 - (b) environmental issues
- 3) Overheads
- a) Overheads (viaducts) present a unique challenge to car haulers. When approaching an overhead (bridges, trees)
 - b) Pay attention to the height of the obstruction relative to the height of your load Snow, ice buildup and frost heaves can restrict clearance by several inches
 - c) Overpasses may be improperly posted, lower on one side or have obstacles hanging down.
 - d) When in doubt, STOP!
 - e) Turn on 4-Ways and check before proceeding underneath.
 - f) Detour or reload if necessary
 - g) DO NOT attempt to back up on highway
 - h) Contact local authorities for assistance
 - i) After a partial delivery, MAKE SURE your ramps have been lowered and pinned to the proper position
 - j) Leaving a ramp up is a frequent cause of hitting an overhead
 - k) Establish your own REMINDER to double check your ramps are down after dropping off a vehicle
 - l) Stop, walk back and recheck!
 - m) Trees
 - i) Often found in dealer driveways, small towns, older highways and parking lots
 - ii) Greater hazard when there is snow, ice or even when the trees are wet
 - iii) Tree limbs hang lower when weighed down with weather and even when leafed.
 - iv) Clearance under one set of conditions may not exist under another
 - v) Stay in center lane when possible
 - vi) Cross the centerline if traffic permits
 - vii) Proceed slowly
 - viii) Report exact location of low limbs to dispatch to update destination special directions
 - n) Wires, overhangs, banners, signs on dealer's lots are also a hazard
 - o) DO NOT MOVE your equipment when the ramps are up



Delivering customer satisfaction by improving our members' operational performance

- p) LOOK UP!
- q) Never load or unload under overhead wires

THERE IS NO EXCUSE FOR HITTING AN OVERHEAD OBJECT. DRIVER IS RESPONSIBLE IF YOU HIT ONE!

- 4) Dips in Turns
 - a) Problems with dips in roads usually occur entering parking lots, side streets, motels, dealerships, etc.
 - b) Allow enough clearance between the vehicles on the tractor and trailer
 - c) If any doubt, adjust ramps before entering dip and turn
 - d) Remember to return ramps after exiting the dip
 - e) If loaded truck is being towed, make sure driver is aware of your unique clearance issues
- 5) Theft and Vandalism
 - a) Can happen anywhere so take precaution
 - b) Driver is responsible for the equipment and vehicles
 - c) Lock all vehicles and your tractor
 - d) Remove keys to prevent easy access to the vehicles
 - e) Park in uncongested and well lighted areas
 - f) Inspect your load before leaving the premises.
 - g) If theft vandalism is noted, notify
 - i) Local police
 - ii) Home terminal
 - iii) Truck stop or motel

IF YOU OR YOUR TRUCK ARE IN A SITUATION THAT IS OUT OF YOUR CONTROL OR YOU SENSE RISK, STOP, CALL THE POLICE AND ASK THEM TO ASSIST YOU FROM THE AREA.

- 6) Arriving at Destination
 - a) Call dealership while in route to let them know you are a car carrier and to ask where is off loading area and dealer contact person.
 - b) Deliveries are made during NORMAL delivery hours In order to receive signed delivery receipts
 - c) Subject To Inspection (STI) deliveries CANNOT be made unless authorized by dispatch on a load by load basis

Unloading

- 1) Setting up your truck
 - a) Driver should select a location that is as safe and free of traffic as possible, and should be properly marked with cones. If the area designated by the Dealer is in the driver's opinion unsafe, contact your supervisor for instructions on unloading.
 - b) The transporter must always be parked on level and firm ground. The tractor and trailer must be in a straight line.
 - c) Park truck and vehicles at designated area
 - d) Set truck brakes
 - e) If cars are blocking your entrance / exit from a dealership and you do not feel you can safely maneuver your truck, ask the manager for assistance in moving the vehicles
 - f) If you cannot get assistance, contact Dispatcher



Delivering customer satisfaction by improving our members' operational performance

- 2) Avoid street unloading if possible
 - a) If not, check with dealer
 - b) When necessary, use flip-out signs
 - c) If delivering more than one (1) vehicle, unload one and park it behind truck
 - i) With 4 way flashers on
 - ii) Be sure to lock the vehicle
 - iii) Engage the PTO according to the truck specifications (electric or hydraulic).
 - iv) The loading decks must be free of all straps, chocks, tools or other objects.
 - v) Loading ramps must be placed at a sufficiently low angle to enable easy access and prevent damage to the underbody of the transported vehicles. The recommended maximum ramp angle is 7 degrees or in compliance with OEM requirements.
 - vi) Use the proper technique for skid set-up.
 - vii) To guard against hydraulic failure all ramps must be pinned.
- 3) During unloading
 - a) Cars must be driven off and away from the transporters at walking speed to reduce the probability of causing damage. Speed must be particularly reduced before driving off the ramps.
 - b) Cars must be unloaded only under motor power. It is strictly forbidden to push the vehicles off the transporter, to brake with the hand brake or the clutch!
 - c) As each vehicle is taken off the transporter, if the next vehicle is to be out of site, the keys of the next vehicle must be removed from the vehicle to prevent it from being stolen.
 - d) If the dealer wants you to take the vehicles to an area where you cannot see your truck, call your dispatcher.
- 4) If the vehicle will not run, ask dealership for assistance
 - a) They are not required to help
 - b) Be courteous
 - c) No one is allowed on your truck
- 5) If the keys are locked in the vehicle
 - a) **NEVER** pry open the door or use a "slim jims" to open it.
 - b) Seek assistance from the dealer or notify your immediate supervisor.
 - c) If vehicle must be winched or towed off the truck, instruct and supervise the process
 - d) Vehicles must be dropped off only in designated areas in drivers view or control.

Delivery inspections

- 1) Normal Hours
 - a) If the vehicle is delivered during normal business hours the inspections must be completed immediately by the dealer (within one hour of the time the last unit is unloaded or a proportional fraction for less than a full load).
 - b) STI deliveries are not permitted during normal business hours unless approved by terminal management and/or dispatcher.
 - c) Driver should maintain control of vehicle and keys until inspection is completed by consignee.
 - d) The vehicles must be inspected in the actual condition as they are delivered. If the dealer insists on washing the vehicle, and washing is allowed by the OEM, it must be done in the presence of the



Delivering customer satisfaction by improving our members' operational performance

driver using a spray, not taken through a car wash. Wiping or hand washing of any kind is not permitted.

- e) It is not permitted for vehicles to be removed from the driver's presence before the inspection is carried out and vehicles are signed for by consignee. If they are, note that on the Delivery Receipt.
- f) In case damage, exception or missing item is detected, the damage report must be directly filled out using OEM codes and signed by both the receiving and the transferring party.

IF A DAMAGE IS NOTED UNDER THE WRAPGUARD AND WRAPGUARD IS NOT DAMAGED, ensure the dealership notes the wrap guard is not damaged, and initials the comment.

NEVER write cause of damage such as pin broke, etc. – cause for damages should be written on the damage write-up not on the delivery receipt.

- 1) After hours delivery inspections
 - a) Refer to the delivery receipt "Special Instructions" to ensure after hours delivery is available.
 - b) Vehicles must be dropped off at the dealers designated after-hours parking area
 - c) Vehicle keys must be dropped off in the designated area
 - d) The driver must indicate Subject to Inspection (STI) on the delivery receipt and if possible have a dealer representative sign the receipt.
 - e) The inspection must be carried out by end of the next business day, or in accordance with OEM requirements. Any exceptions must be documented to the Carrier the same day in writing to carrier via fax, email or certified mail.
 - f) Hidden damage can be claimed by the receiving party after the inspection. The maximum period of time after which such a claim is still possible is within two business days following the delivery date. The damage must be communicated to the carrier by a written notification.

Bill of Lading (BOL)/ Delivery Receipt

- 1) Driver is responsible for each vehicle and keys until a dealer representative relieves you
- 2) Dealer representative and driver must sign and date the bottom of the BOL
- 3) No comments = CLEAN BOL!
- 4) Dealership is now responsible for vehicles
- 5) Exceptions
 - a) If an exception is noted, verify the exception
 - b) If you disagree with the exception, write your comments on the original BOL or in the driver's only comments section.
 - c) Take pictures to document your position.
 - d) Drivers are NOT to write comments on BOL except in designated areas.
 - i) A comment by a driver without being initialed (at the comment) by the dealership person is not valid
- 6) If dealership refuses the vehicle, CALL DISPATCH
 - a) Different customers have different policies
- 7) If excessive delay in unloading or inspection, call dispatch for instructions

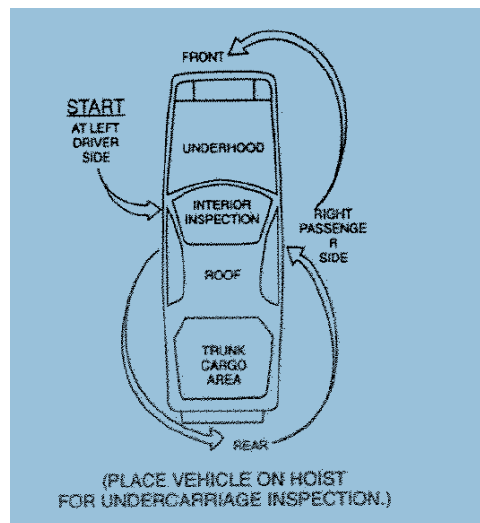
UNDER NO CIRCUMSTANCES DO YOU BRING BACK A UNIT WITHOUT PRIOR AUTHORIZATION FROM DISPATCH/OPERATIONS

Before leaving the Dealers

- 1) Walk around the equipment and verify that
 - a) All decks are lowered to a safe level and resting on pins before leaving the unloading yard,
 - b) Loose straps, chains etc... are secure and not just hanging from the empty decks,
 - c) There were no hydraulic leaks
 - d) The decks that bridge the tractor and trailer are slid in and won't make contact when turning, and
 - e) The area is exactly how it was when you arrived.
- 2) Look underneath the tractor and trailer to ensure that nothing will drag on the road,
- 3) Check your tires.
- 4) Make sure PTO is off, and
- 5) Ensure that the area is clear in case you have to back out. Use a spotter if possible when backing.

Inspecting the Vehicles

- 1) Establish your own "Routine/Standard Operating Procedure" during the inspection



- a) Variances or shortcuts in your routine can cause missed damage
 - b) If possible, avoid inspecting in the rain or conditions that keep you from being responsible for the vehicle condition
- 2) Exterior
 - a) Overall, stand ~ 3 feet from the vehicle
 - b) Dents are found easier at a distance
 - c) Notice tears in plastic wrap guard or cloth covering



Delivering customer satisfaction by improving our members' operational performance

- i) If found, notify yard supervisor or customer
- d) Front
 - i) Hood area, grille, lighting, filler above bumper, bumper, below bumper, windshield and front of roof
- e) Sides
 - i) Bend down and look down the sides of the vehicles
 - (1) Fenders, doors, quarter panels
 - ii) View mirrors, wheels and tires for scratches, etc.
- f) Rear
 - i) Inspect deck lid/hatchback area, glass, lighting, panel above bumper, bumper.
 - ii) Run fingers under front and rear bumper and all edges of driver door, feeling for chips and dings, etc...
 - iii) Look down both sides from the rear
- g) Always check for missing parts, emblems, etc.
- 3) Interior
 - a) Check door trim panels, moldings, dash knobs, etc.
 - b) Seating for obvious tears, etc.
 - c) Drivers are responsible to assure "throw-in" accessories are in the vehicle, unless otherwise specified by the OEM
 - i) "Throw-Ins" listed on the Monroe and/or other documents provided by the OEM must be inspected
 - ii) Floor mats, cargo nets, headsets, manuals, etc... If items are noted as missing by dealer, note on delivery receipt that bag was sealed.
 - iii) If contents are in sealed bags, most OEM's do not require opening them for inspection
 - iv) Some may be in the passenger compartment, others in the trunk, hatchback area
 - v) SEE CUSTOMER/YARD SPECIFIC REQUIREMENTS FOR FURTHER DETAILS
- 4) Damage Noted or Driver Caused
 - a) If damage or missing items are identified during your vehicle inspection, notify the yard supervisor to validate the damage. DO NOT MOVE THE VEHICLE! (unless local compound rules allow, KNOW LOCAL RULES)
 - i) IF YOU MOVE A DAMAGED VEHICLE prior to notifying the yard supervisor/security, the driver will be responsible for the damage.
 - ii) Depending upon the customer's policy, the supervisor may be required to contact the customer, port security and the unit may be dropped or may be delivered.

M22 Damage Codes and Inspection Guidelines



M22_Vehicle_Damage_9-19-12_final.doc



Delivering customer satisfaction by improving our members' operational performance



ECG-inspectionguidelines-June2012 (2).pdf

Driver Safety While Loading and Unloading

- 1) Principles
 - a) Our people are the most critical element to our success in maintaining a healthy and safe working environment.
 - b) All injuries and occupational illnesses can be prevented.
 - c) Employees are directly responsible for preventing injuries and illnesses, with each level accountable to the level above and responsible for the level below.
 - d) Continuous training is essential for safe workplaces.
 - e) Safety audits must be faithfully conducted as scheduled.
 - f) All employees are encouraged to report unsafe acts and conditions.
 - g) All deficiencies must be properly addressed, either through modifying facilities, changing procedures, or improving employee training and knowledge.
 - h) It is essential to investigate all unsafe practices and incidents with injury potential, as well as all injuries.
 - i) Safety off the job is just as important as safety on the job.
- 1) General
 - a) Prepare for work
 - i) Decide in advance which footwear is appropriate for the weather conditions.
 - (1) Footwear made of non-skid material? Leather-soled shoes are NEVER appropriate.
 - ii) Maintain three points of contact.
 - (1) Two hands and one foot secure before the other foot moves.
 - (2) Two feet and one hand secure before the other hand moves.
 - (3) Do not move your hands and feet at the same time
 - (4) When climbing in or out of the cab.
 - (5) When using the ladders
 - iii) When stepping down make sure you have a stable place to plant your foot before you transfer all your weight. (Always lead with a light foot.)
 - iv) Maintain stability.
 - (1) Primary stability is maintained through secure handholds, proper foot placement and proper weight transfer.
 - (2) Always look where you are going or stepping.
 - (3) Use the ladders for climbing.
 - (4) Avoid walking down ramps, use ladders.
 - (5) No one is permitted to stand on any tread way when a vehicle is in motion.
- 2) Cab Entrance and Exit



Delivering customer satisfaction by improving our members' operational performance

- a) As you approach the truck,
 - i) Observe the conditions on the ground and truck (snow, ice, gravel, pot holes, oil)
 - ii) Decide in advance where you are going to put your paperwork, briefcase, tie down bar, etc.
- b) Maintain your **Three Points of Contact** at all times exiting and entering the cab.
 - i) Both hands must be secure before moving your feet
 - ii) Secure points for your hands include:
 - (1) Grab handle on rear door post of cab
 - (2) Steering wheel
 - iii) Always enter and exit your cab facing the driver's seat.
- c) When exiting your cab,
 - i) Maintain Three Point Contact until you reach the ground,
 - ii) Never jump off any step especially the bottom step. Treat the bottom step as carefully as the first step.
- 3) Moving about on the trailer.
 - a) Inspect the ramps/decks/skids to insure they are in good condition.
 - b) Is there an adequate amount of non-skid material on stepping surfaces?
 - c) Are tread ways free of spills, bent metal, chains, hooks and worn areas that could cause you to slip or trip?
 - d) Are the decks even, properly aligned, and resting on safety pins on both sides?
 - e) Report defects on your Vehicle Condition Report (VCR) to allow maintenance to repair.
 - f) Never use ladders or steps for storing loose chains or hooks.
 - g) Do not use ladders with objects in your hand. Transfer tie down bar or chains to next deck, then climb ladder.
 - h) Always face cargo units.
 - i) Look to see where you are going.
 - i) When walking inside the trailer decide where to place your lead foot before stepping and always maintain three points of contact.
 - ii) Plant your foot in a stable place before you transfer your weight.
 - iii) Check for head clearance and overhead obstacles, stop and look above. Do not look up when walking.
 - iv) Use the ladders for climbing.
 - v) Avoid walking down the ramps.
- 4) When tying down vehicles
 - a) Driver should have a stable platform to ensure good balance (* Boxer's Stance)
 - i) Use caution when working near loose straps to avoid tripping
 - ii) Avoid running cargo units over loose straps and/or hardware
 - iii) Lower all top decks to their lowest position possible to allow strap application from the ground or with the best footing possible
 - b) Use the proper length bar for the type of equipment.
 - i) Insert the tie down bar into two holes on the ratchet head.
 - ii) If using a strap, put the tie down bar into the ratchet head and with two hands pull across your body until you get moderate tension on the strap.
 - iii) Prior to using the tie down bar, stretch your shoulder and back.
 - c) Other points to remember when using a tie-down bar:



Delivering customer satisfaction by improving our members' operational performance

- i) Pressure on curved part of your fingers.
 - ii) Do not jerk.
 - iii) Do not twist.
 - iv) Do not over reach.
 - v) Include thumb position for manual release ratchet (“flipping the dog”) as well as proper use of quick release ratchets...
- 5) Boxer stance - Every effort should be made to reduce the amount of twisting in your body when strapping a cargo unit down.**
- a) To help minimize the amount of body twisting,**
 - i) Stand with one foot forward and hands up like you were ready to box. This will align your body properly to use the tie-down bar (keep both feet in the same direction).**
 - ii) By bending your knees you will use your body weight to pull down on the bar.**
 - iii) Keep your elbows in and pull through the center of your body mass.**



Delivering customer satisfaction by improving our members' operational performance

Attachment B: The 7 “S’s” of Success

- **Set Up**: Set up equipment properly, including use of ramp/skid pins, ensure decks are clear, hydraulic lines secure. Preplan load before starting.
- **inSpection**: Thoroughly inspect units, use correct damage codes. Use Load Sheet and /or Manual Delivery Receipt/Inspection Form. It is important that all exceptions be noted. Missed On Inspection damages are your responsibility; do all that you can to eliminate paying for claims that you did not cause.
- **Speed**: Observe all yard and highway speeds, 5mph loading.
- **Spacing**: 2-3-4 rule (Chain), 2-3-5 rule (Straps).
- **Securement**: Carefully and safely load vehicles using deck/slider pins at all times. Ensure that vehicles are properly secured and ramp pins set before leaving.
- **Supervision**: Have manager/supervisor sign off load when complete.
- **Standard Operating Procedures**: Establish safe and efficient routine, and always follow it. Do not take short cuts