

## 2 General Policies and Procedures

The following general requirements are to be urgently observed by all persons involved in the vehicle transportation procedure.

### 2.1 Personnel Guidelines

Providers reflect on the Mercedes-Benz network and must appear professional when interacting with customers.

#### 2.1.1 Work Clothes

Regardless of season and temperature, it is to be ensured that the driving personnel wear clean and suitable working clothes which exclude the possibility of soiling or damaging the vehicles. Furthermore it has to be guaranteed that each driver wears a vest with reflective strips or bright colored clothing during the process of loading and unloading.

This includes wearing long work trousers and a long-sleeved jacket/shirt. During the warm seasons  $\frac{3}{4}$ -length trousers (i.e. at least below knee-length) and T-shirts (no sleeveless T-shirts!) are permitted (see Figure). It is neither permitted for buttons, exposed zips or belt buckles to be worn nor for sharp objects to be carried in outside pockets (e.g. ball-point pens, tools, keys etc.) during the loading procedure. Also, wearing rings (with the exception of wedding rings) and other jewelry is forbidden due to the risk of damage to the vehicle, unless covered with suitable protection.

Furthermore it is to be ensured that the loading personnel are wearing safety boots or shoes. When working on the truck, working gloves must be worn. However, these are to be removed before getting into the vehicle. Please note: The D.O.T. regulations are to be observed.



Figure 1: Work clothes

All loading and unloading personnel **MUST**:

- Be aware of and **keep to the requirements** in this manual.
- **Wear clean coveralls** and closed footwear.
- **Cover or remove any exposed metal**, including rivets, zippers, buttons, belt buckles, cell phone holsters, pens, tools and any kind of jewelry such as rings, watches and bracelets.
- **Wear gloves** for hand protection while loading. Gloves must be **removed before entering vehicle**.
- Use only **tools** that have a **protective covering** applied over their handles.
- **Never** have tools or other objects protruding from pockets.



### 2.1.2 Training

Personnel involved in the transportation process must be trained properly in order to avoid any risk of damage. Especially attention must be paid to the work clothes, the vehicle handling and the tie-down instructions.

## 2.2 Vehicle Handling Guidelines

Mercedes-Benz commercial vehicles may only be handled by qualified and specially trained personnel. To ensure that the high quality standards of our products when they leave the plant are maintained when they reach the customer, observe the following instructions:

### 2.2.1 Vehicle Movement/Parking

**Note:** Any exceptions must be agreed and coordinated with SC/WTR.

**Attention:** For all vehicles, always start the engine before the vehicle is moved.

For all vehicles which are not ready to drive, contact the loading personnel before the loading process commences.

**Not permitted are:**

- Revving the engine when cold or hot.
- Driving with flat tires or tires with insufficient pressure.
- Spinning the tires.
- Driving with misted up, snow-covered and icy windows.
- Driving vehicles on their own axles to harbour, berth or parking area.
- Driving the vehicles with spinning drive wheels.
- Driving the vehicles at excessive speeds. National road traffic regulations pertain to the respective location.
- Using a vehicle as a tow vehicle.
- Overtaking other vehicles.
- Driving with main-beam headlamps.
- Operating the windscreen wipers for icy or heavily snow-covered windows.
- Operating the electrical equipment. (radio, TV, DVD and CD player, sliding sunroof, phone, etc.)
- Folding out mirrors which have been folded in. (**Exception:** driving reverse)

- Folding in mirrors which have been folded out.
- Manually operating electric mirrors.
- Opening the bonnet with the release handle.
- Lowering the tire pressure.
- Attaching warning signs to the vehicle with magnets.
- Attaching labels to painted surfaces and windows.
- Attaching stickers to painted surfaces. (exception: sealing + labels allowed on transportation protection foil)
- Use of non-approved product protection films (product protection films must be approved by the Engineering department).
- Remaining in the vehicles.
- Smoking, eating and drinking in the vehicles.
- Wearing headphones while the vehicle is being moved.
- Transportation of persons and material. (Tools, tires etc.)
- Leaning on the vehicle and laying objects against the vehicle.
- Lying objects on the dashboard and seats.
- Using mobile phones in the new vehicles area on Daimler grounds.
- Parking the load at non-authorized bays.
- Driving vehicles on their own wheels. (Excluding journeys for the purpose of preparing, loading and unloading, as well as carrying out maintenance together with conviction orders of trucks and buses on their own wheels )
- Driving without a driving license.
- Deactivating of the transport mode
- Removing the charging cable from the vehicle or its use (**specifically E-CELL, electric drive, HYBRID PLUS**)
- Reversing out of a loading row

**When parking the vehicles, always ensure that:**

- Windows, doors, sliding sunroof/roof hatch, bonnet and boot lid are closed.
- All electrical consumers are switched off.
- Vehicles with manual transmission are secured by engaging 1st gear and the parking brake is engaged.
- The key is removed from the ignition lock and positioned as mentioned in Chapter "Key management"
- Vehicles with automatic transmission are secured by engaging the "P" and engaging the parking brake. [See model series detail sheets in the folders "passenger vehicles", "vans", "trucks", "bus"].
- Vehicles with "alternative drives" are secured with the parking brake.
- The switch for the windscreen washer system is in position "0".
- The vehicles are not parked on flammable material such as dry grass, leaves and flammable liquids because the exhaust system and engine (which has recently been switched off) radiate a high degree of heat.
- Vehicles are not parked with open windows, doors, fully opened bonnet and open boot lid.
- Only fenced-in, secure company grounds are used at night, on weekends and public holidays.
- Vehicles are not parked beneath overhead power lines or in the immediate vicinity of railway lines, trees or bushes.
- Vehicles are parked with a minimum distance of 30 cm between bumpers and with a distance to the side so that entering and exiting the vehicles is possible without causing damage to the vehicles and that contact to adjacent vehicles is not possible.
- For certain handling centers, Daimler reserves the right to give instructions on locking the vehicles.
- No charging cable is inserted, except for a limited time when recharging the HV battery. (**Specifically E-CELL, electric drive, HYBRID PLUS**).
- Do not park vehicle which have an HV battery charge status of less than 25%.

- (see model series data sheets E-CELL, F-CELL, electric drive, HYBRID, HYBRID PLUS)
- Vehicles with HV batteries switched off covered to prevent engine compartment temperatures of over 40 °C and below 0 °C. Outside of this temperature range, charging of HV batteries via running of the engine, connection point and charging socket is not possible. (**specifically E-CELL, F-CELL, electric drive, HYBRID, HYBRID PLUS**).

#### Information for icy/snowy conditions:

If the windscreen is icy or covered in snow, use the window defrosting agent (Mercedes Benz, Item Number A000 989 18 25 10) or a plastic ice scraper (without steel edges or teeth). Make sure the ice is scraped away starting from the outside working inwards and the ice scraper is not drawn back over the windscreen. A soft, clean brush must be used to remove snow. Do not use force or the wiper motor to free up frozen windscreen wipers; use only defroster. Further-more, ensure that no snow or ice is brought into the vehicle when boarding.

## 2.2.2 Alternative Drive Systems

### Qualification training for shipping and driving personnel

In addition to vehicles with conventional drives (diesel, gasoline engines), other vehicle models with alternative drives are being developed and marketed. To ensure that these vehicles are also handled safely during transport, we have included information below about the qualification of driving personnel and specialist plant personnel. The focus is initially on training for hybrid, electric and fuel-cell vehicles.

### Qualification of driving personnel

The driving personnel require only high-voltage (HV) and hydrogen (H) sensitization, as it is known.

### Qualification of specialist workshop staff

For a selected group of specialist workshop staff (with occasional or regular contact with this kind of vehicle), high-voltage (HV) and or hydrogen qualification and a specific product qualification are required.

### IMPORTANT!

Persons with electronic implants (e.g. heart pacemakers) may not carry out any work on high-voltage systems. For this reason, these persons may also not participate in HV training sessions.

### Participation in training

All training sessions (HV sensitization, HV qualification, hydrogen and product-specific training sessions) can be booked via Daimler AG Global Training on the platform.

During the initial registration, the company master data must be created first. The "Employee master data" form must also be filled out for each driver and specialist workshop personnel. Based on the registrations, the dates and locations of training sessions will be determined and communicated in good time.

Training is relevant to all vehicles with alternative drives:

- **E-CELL**, solely electrically driven vehicles, e.g. A-Class E-CELL, B-Class E-CELL, Vito E-CELL
- **F-CELL**, solely electrically driven vehicles, fuel cell vehicles, e.g. B-Class F-CELL, Citaro F-CELL HYBRID
- **Electric drive**, solely electrically driven vehicles, e.g. smart fortwo electric drive
- **HYBRID**, e.g. S-Class HYBRID, E-Class HYBRID, C-Class HYBRID, ML-Class HYBRID, Atego HYBRID, Canter HYBRID
- **HYBRID PLUS**, hybrid vehicles with external charging socket, e.g. S-Class HYBRID PLUS, C-Class HYBRID PLUS

## 2.3 Transport Mode

Since 2012, Mercedes Benz has equipped new models with “transport mode”. The below functions will be turned off or limited:

- Speed is limited to 25 mph
- Driver door is only door available to unlock
- Passenger door, rear door, tailgate sunroof and roof tops cannot be opened
- “Don’t Open” stickers will only be utilized on non “transport mode” models
- If existing, electric drive and boost operation are deactivated along with the start-stop technology
- Air blower will only operate at 50% power

In addition, the normal drive mode components are displayed:

- Indicator lamp for transport mode
- Battery care service
- Available remaining service life

## 2.4 IATA-Regulations for Dangerous Goods

The International Air Transport Association Dangerous Goods Regulations (IATA DGR) in their most current version as well as the national transport regulations of the importing or exporting countries concerned do apply.

## 2.5 Vehicle Hand-over/Inspection

Vehicle hand-over checks/inspections are carried out at all exchanges or points of risk transfer in our supply chain, this includes every step between the manufacturing plants to the dealer.

