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# Transport Quality Manual

## Chapter 1. Generic Transport Quality Guidelines

### 1. General Statements

The Transport Quality Manual (TQM) supplies details of the core Jaguar Land Rover (JLR) / Service Providers (SP) contract requirements in relationship to required handling procedures, damage prevention and product care. It is issued as a guide to the overall quality standards and details the core expectations from our partners for best practice and damage free delivery of (JLR) vehicles to final designated destination handover location point.

It is the contractual obligation and/or expectation, of all parties, at receipt of goods, to ensure that the correct vehicles, by the Vehicle Identification Number (VIN) plate, to the correct market destination and to a known and recorded condition as outlined within the TQM are being moved.

- Failure to check could result in charges to the liable party for any associated correction or incurred costs being made.
- Vehicle checks required for Vehicle identification/protection/damage etc are outlined within relevant areas within the TQM.(Please refer to TQM Contents reference)
- The requirements detailed within this TQM form part of **all contracts** issued between JLR and its finished 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 and location, to confirm compliance to these quality processes, procedures and standards.

All sub – contracted services are also obliged to work within these guidelines, it is therefore the direct responsibility of the Contracted Service Provider to ensure compliance of these third parties.

The details within this TQM are subject to continuous improvement and will be altered on an on-going basis with latest TQM versions issued annually. Interim important TQM communications will be issued via the TQM Bulletin system via email and bulletin reference number.

Contact JLR Finished Vehicle Distribution Transport Quality team, for information on the latest edition available in relation to TQM or Bulletin updates

JLR expects contracted Service Providers (SP's) to supply a superior quality of service on the basis of clear and concise methods, structures and directives and strive for continuous improvements, customer first principles, and best practice

**IMPORTANT: It is the responsibility of all carriers to operate within the Regional/Market Laws/ Protocols/ Methods/Health and Safety requirements including full Dynamic Risk Assessments as applicable to their operations and safe systems of work.**  
**No JLR instructions/generic quality guidelines can preclude this responsibility**

## Chapter 1. Generic Transport Quality Guidelines

### 1.1 Personal Protective Equipment (PPE)

Applicable to all Service Providers Operators who handle JLR product/vehicles on behalf of JLR Globally

#### **Check** correct PPE is worn



#### 1.1.2 Footwear

- Safety footwear (required to protect feet against a wide variety of injuries) should be closed around the foot.
- Footwear sole should be anti-slip and oil resistant.

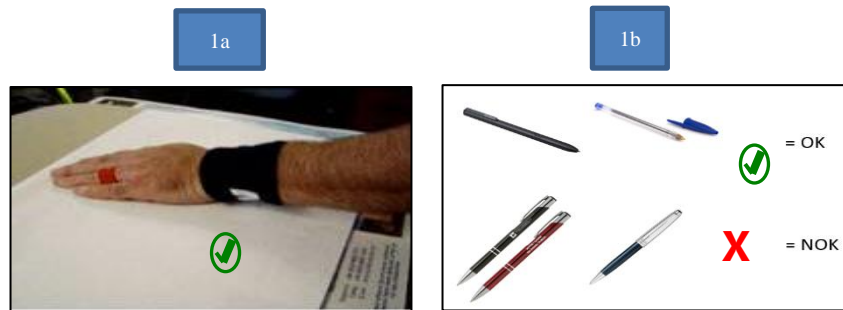
#### 1.1.3 Clothing: Car Friendly PPE

- Personnel must wear clean '**car friendly**' working clothes at all times (no oil/grease stains)
- Clothing should have high visible elements notably in operational compounds and during various vehicle multi modal operations including vessel, rail, road transporters, containers, and air movements.
- No buttons/metal fasteners, exposed zips or belt buckles
- Rings/watches and other jewellery are not permitted, unless properly covered with adequate protection (see Example 1a)

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- Do not carry in pockets or on person, sharp exposed objects (metal pens, clipboards, tools, etc.) that could accidentally damage the vehicles (see Example 1b)



- Working gloves may be worn when working on the transporters/trucks/wagons/ vessels/ containers /aircrafts or in the compound; however, they must be removed before entering the JLR vehicles in line with segregation of duties.
- Wearing clean '**car friendly**' (No exposed metal fasteners zips etc.) high visibility jackets or clothes with high visibility elements is compulsory in compounds or other locations during JLR vehicle operations.
- The use of safety helmets and/or glasses 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 vehicle.
- For completing VLDR (Vehicle Loss and Damage Report)/Documents etc... No sharp metal edged clips pens / biro or similar should be used. (See Example 1b)
- No sharp/protruding objects are to be carried in clothing pockets.
- Any hand held data capture devices are required to be car user friendly.
- All personnel, support staff and visitors working in or around JLR product should conform to this requirement when visiting operational areas.
- Admittance to storage or operational areas must be restricted to essential personnel at all times.
- Visual Aids on PPE requirements recommended example Single Point Lesson (shown in fig 1c) on page 5

SINGLE POINT LESSON		JAGUAR	LAND-ROVER
<b>Topic: Car User-Friendly Personal Protective Equipment (PPE)</b>			
<b>Who To: All contractors who handle JLR product Globally</b>			
<b>Summary: TQM (Transport Quality Manual) PPE Compliance for all JLR Outbound Distribution Contracted Personnel</b>			
LR-FPS-00-20-090		Originator: C.McLoughlin	
		Date Issued: 20/03/2012	

## 1.2 JLR Product Familiarisation

### 1.2.1 Current Valid Driving Licence

- A valid up to date driving licence is required to drive JLR Product under the contracted SPs contract/control.
- These should be reviewed every 12 Months to ensure they are validated.
- Only suitably trained and authorised personnel are permitted to drive JLR vehicles.
- Service Providers are required to maintain a current (internal) up to date register of authorised drivers.

### 1.2.2 Vehicle Familiarisation

- All personnel, including short-term agency staff should receive adequate and capable instruction and product familiarisation for the correct driving method/features as appropriate to the JLR vehicles being moved.

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- This should include, awareness of driving JLR products as outlined in the TQM and relevant vehicle handling guides (Appendices 6 & 7)
- General TQM Awareness including parking distances and key disciplines.
- Training and familiarisation on JLR products is crucial to ensure a damage free ethos and TQM compliance.

### 1.2.3 United Kingdom (UK) Familiarisation/Events

- Regular driver familiarisation/training events are available to JLR UK/European contractors/SPs on request via JLR Transport Quality Team. These events are usually held in Solihull/ Halewood > Driving 4x4 Experience Centres.
- Contractors/SPs wishing to participate in these events please contact

## 1.3 Vehicle Handling

### 1.3.1 Checks Required Prior to Driving JLR Vehicles

*(JLR vehicles may only be driven for the purposes of preparation, operational loading and unloading and for working through the schedule of vehicle storage and care/maintenance measures as per TQM. Chapter 9 and Appendices 10a/b)*

A product care and continuous improvement environment should be encouraged at all times

- Adequate **dynamic risk assessments** to be complete in support of and in advance of **ALL** operational vehicle movements in compounds, loading of rail, vessel, container, transporters or air.
- Ensure windows, doors, sunroofs, bonnets / tailgates are closed
- Radios and other electrical items not required during vehicle loading are all to be switched off.
- Keys are stowed in driver's door pocket if not being used in starting procedure.
- Ensure all interior vehicle protection is in place, (eg. reposition dislodged seat protection)
- If exterior protection is loose/dislodged risk assess and remove where applicable. (eg. Bonnet/Hood protection flapping/loose) Prior to moving vehicle.
- Manual Gearbox/if applicable is put into neutral gear and handbrake applied
- Vehicle is in transit mode (Visible on instrument panel when starting vehicle)
- All doors (Except drivers) are locked

#### **In winter:**

- Carefully remove snow, ice and mist from windows with a plastic scraper.
- Do not use windscreen or rear wiper blades when screen is covered with snow or ice
- Use Max Defrost on Front screen to aid removal of frost or heavy misting as per TQM (Appendices 6 & 7) (Front screen heater is disabled in transit mode)
- Ensure windscreen visibility is clear prior to driving JLR vehicles.



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### 1.3.2 Driving Speeds

- Maximum speed is often dictated by the prevailing climatic conditions, but should not exceed local speed limits and/or TQM recommendations
- Vehicles must be driven in such a manner as to minimise accident risk or damage (Slow and under control)

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### 1.3.3 Starting the Vehicle

- Check that all doors/tailgates and bonnets are closed and secure.
- Key fobs stowage and VIN should always be checked as part of any handover process on both receiving and delivering the vehicle.
- 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.
- Start vehicle ensuring that correct starting procedures are followed as detailed in the relevant Model TQM Vehicle Handling Guide located in Appendices 6 & 7.
- Key Fobs are to be stowed in the driver's side door pocket (Unless agreed with JLRTQ team for special circumstances)
- Seat belt should be worn whilst driving.
- Ensure seat is adjusted to suit driver requirements
- For Transporter Loading Mandatory Warm up Of Engine required of 1 minute as detailed in models applicable in Appendices 8a – 8f.
- Do not push or tow-start car.
- Do not move the vehicle under starter motor action.

#### It is not permissible to:

- Over rev the engine.
- Set off rapidly with spinning drive wheels.
- Slip the clutch (where applicable) causing the engine to speed.
- Drive on the starter motor.
- Overtake other vehicles.
- Ferry personnel, spare parts or other materials.
- Enter/Exit vehicle by passenger or rear doors
- Drive vehicles to other trans-shipments, storage or port locations without prior permission from JLR.

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- Spend time in vehicles except when marshalling, loading, unloading and carrying out vehicles care/maintenance measures.
- Smoke or consume food/drink in cars.
- Remove any stickers or transit protection materials fitted by the factory.
- Make additional markings on windshield, rear windows, mirrors or bumpers or vehicle protection.
- Use headphones, earphones or mobile phones whilst driving.
- Drive with flat tyres (Should be inflated if moved to re-work/segregated area)
- Drive with handbrake still engaged.
- Drive with snow covered and/or ice covered windows.
- Open trunk/boot lid.
- Open doors whilst driving.
- Drive with any door open.
- Park vehicles outside with open windows, sunroofs, doors, engine hoods/bonnets, trunk/boot lids.
- Operate Radio/CD/DVD.
- Lean on, or rest anything on the vehicles (risk of dents and hairline scratches)
- Drive with windows open when loading/unloading (Exception: Transporter loading/unloading operations)
- Use the vehicle to tow other vehicles.
- Driving gloves if used should be clean and fit for purpose and be separated from other duties.

### 1.3.4 Checks when leaving/exiting the vehicle

- The Vehicle is switched off.
- Manual transmission vehicles are engaged in first gear and have the electronic parking brake applied.
- Automatic transmission vehicles have the transmission selector lever in 'P' position, and have the electronic parking brake applied.
- Ensure driver's seat is adjusted fully back (to ease entry/exit into vehicle)
- The seat covers and vehicle transit protection are re-positioned back in situ.
- Keys are stowed in driver's door pocket. (Unless agreed with JLR Transport quality for special circumstances)
- Mirrors are folded inboard.
- The doors, windows, bonnet, boot lid, convertible hood (if applicable) and sunroof (if applicable) are closed.
- All electronic equipment is in the off position e.g. Hazard lights etc.
- No debris or rubbish to be left in vehicle.

If vehicle has a Full Body Cover (FBC) additional checks on the following are also required:

- FBC drivers door needs to be fully closed (zip fastened) if applicable.





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### 1.4 Vehicle Technical Issues/Non Starters/Flat Tyres

#### 1.4.1 Starting Aids/References

Supporting References by model for technical/non-starter/flat tyres vehicles can be found in relevant vehicle handling guides for further guidance please see relevant model TQM Appendices 6 &7 section.)

#### 1.4.2 Fuel Shortage

<b>APPLICABILITY</b>
<b>ICE (Internal Combustion Engine)</b>
<b>HEV (Hybrid Electric Vehicle)</b>
<b>PHEV (Plug In Hybrid Electric Vehicle)</b>

- If vehicle runs out of fuel. Top up with a minimum 5 litres of unleaded/diesel fuel or as per model additionally check fuel filler cap for fuel type as a final precaution. Fuel shortages to be reported to
- Re-fuelling equipment/funnel etc.should be fit for purpose and not pose a threat for spillage or quality risks on vehicle.
- Prior to re-fuelling operator must ensure the correct type of fuel is added (IE. Diesel or Petrol)

#### 1.4.3 SoC (State of Charge) Low/Depleted

<b>APPLICABILITY</b>
<b>BEV (Battery Electric Vehicle)</b>

- If Vehicle cannot be start please attempt to boost start as per Relevant Vehicle handling guide reference TQM Appendices 6 &7
- If Vehicle has 0% SoC please charge using suitable charging equipment and process as defined in the relevant handling guide TQM Appendices 6 &7 to a SoC target of 17%

#### 1.4.4 If the 12 Volt battery is flat or suspected of being flat:

- If Vehicle cannot be start please attempt to boost start as per Relevant Vehicle handling guide reference TQM Appendices 6 &7
- Technical support equipment should be suitable and correct voltage specification.

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- Adequate car friendly body protection should be in place to avoid paint/component damage when using technical support equipment as shown in photo 1d



- If the first attempt to start the vehicle fails, operator should retry complete starting procedure (Jump/boost start) relevant to model/handling guide instruction (TQM Appendices 6 & 7)
- If vehicle is Jump Started or a boost charge is required on BEV product (Battery Electric Vehicle) at any point, a Jump/Boost Start Notification Alert Label (REF TQM Appendix 14) must be placed in the vehicle on top of facia/dashboard to highlight the vehicle has been jump/boost started. (As root cause investigation to why the vehicle 12V battery voltage went flat will be required at the end destination/dealer) the notification is to be left in vehicle until final delivery handover point.
  - If vehicle still fails to start:
- Applicable to UK and European Locations
  - A PVR (Problem Vehicle Request Form) must be raised in UK/European Locations (Ref TQM Appendix 13)
- Applicable to ROW (Rest of World locations)
  - Call the local JLR representative or contact your local dealer / support network

### 1.4.5 Flat Tyres/Punctures

- If vehicle has a flat tyre it should be pumped up wherever possible to inflate prior to driving to nearest internal designated location in port or compound prior to repair. (Risk assess prior to moving vehicle)
- If vehicle is not able to be moved/driven due to complete flat/damaged tyre isolate in situ (Do not move vehicle with flat tyre as this will damage wheel and poses driving Health & Safety risk.
- Support avenue applicable to UK and European Locations
  - A PVR (Problem Vehicle Request Form) must be raised in UK/European Locations (Ref & details TQM Appendix 13)

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- Support avenue applicable to ROW (Rest of World locations)
  - Call the local JLR representative or contact your local dealer / support network

### 1.5 Vehicle Protection

- JLR is rolling out a modified vehicle protection strategy currently being reviewed for Market Applicability by model.
- Updates in between TQM issues are captured in TQM regular bulletins.
- The Vehicle protection is to be kept in place and not removed during vehicle distribution legs until final destination handover point.
- Dislodged interior protection should be repositioned once driver is out of the vehicle prior to handover.
- Details on Vehicle Protection by category and full specification can be found in TQM Appendix 9.
- If FBC or partial protection is significantly dislodged or damaged at some point in distribution please notify
- Inspection process of vehicles with (FBC) Full Body covers/Partial protection/wheel protection/ is covered in TQM chapter 8.

Prior to vehicle receipt/handover at any time during finished vehicle distribution the vehicle must be inspected to the common survey inspection criteria detailed in TQM Chapter 8.