

# AIAG DAMAGE CODES

## AIAG DAMAGE AREA CODES – First and Second Digits

DAMAGE AREA CODES			
01	ANTENNA / ANTENNA BASE	34	TV / DVD SCREEN
02	BATTERY / BOX	35	ROCKER PANEL / OUTER SILL - LEFT
03	BUMPER / COVER / EXTERIOR - FRONT	36	ROCKER PANEL / OUTER SILL - RIGHT
04	BUMPER / COVER / EXTERIOR - REAR	37	ROOF
05	BUMPER GUARD / STRIP - FRONT	38	RUNNING BOARD / STEP - LEFT
06	BUMPER GUARD / STRIP - REAR	39	RUNNING BOARD / STEP - RIGHT
07	DOOR - BACK CARGO - RIGHT	40	SPARE TIRE / WHEEL
08	DOOR - BACK CARGO - LEFT	41	OPEN
09	DOOR - CARGO - RIGHT	42	SPLASH PANEL / SPOILER - FRONT
10	DOOR - LEFT FRONT	43	OPEN
11	DOOR - LEFT REAR	44	GAS TANK
12	DOOR - RIGHT FRONT	45	TAIL LIGHT / HARDWARE
13	DOOR - RIGHT REAR	46	OPEN
14	FENDER - LEFT FRONT	47	OPEN
15	QTR PANEL / PICK UP BOX - LEFT	48	TRIM PANEL - FRONT LEFT
16	FENDER - RIGHT FRONT	49	CD CHANGER - SEPARATE UNIT
17	QTR PANEL / PICK UP BOX - RIGHT	50	TRIM PANEL - FRONT RIGHT
18	FLOOR MATS - FRONT	51	OPEN
19	FLOOR MATS - REAR	52	DECK LID / TAILGATE / HATCHBACK
20	WINDSHIELD	53	SUNROOF / T-TOP
21	GLASS - REAR	54	UNDERCARRIAGE - OTHER
22	GRILLE	55	CARGO AREA - OTHER
23	ACCESSORY BAG / BOX	56	VINYL / CONVERTIBLE TOP / TONNEAU COVER
24	HEADLIGHT / COVER / TURN SIGNAL	57	WHEEL COVERS / CAPS / RINGS
25	LAMPS - FOG / DRIVING / SPOT LIGHT	58	RADIO SPEAKERS
26	HEADLINER	59	WIPERS - ALL
27	HOOD	60	OPEN - SPECIAL USE CODE
28	KEYS	61	PICK UP BOX - INTERIOR
29	KEYLESS REMOTE	62	OPEN
30	MIRROR - OUTSIDE LEFT	63	RAILS, TRUCK BED / LIGHT BAR
31	MIRROR - OUTSIDE RIGHT	64	SPOILER / DEFLECTOR - REAR
32	OPEN	65	LUGGAGE RACK (STRIPS) / DRIP RAIL
33	AUDIO / VIDEO PLAYER	66	DASH / INSTRUMENT PANEL
		67	CIGARETTE LIGHTER / ASH TRAY
		68	CARPET – FRONT
		69	CENTER POST – RIGHT
		70	CENTER POST – LEFT
		71	CORNER POST
		72	LEFT FRONT TIRE
		73	LEFT FRONT WHEEL / RIM
		74	LEFT REAR TIRE
		75	LEFT REAR WHEEL / RIM
		76	RIGHT REAR TIRE
		77	RIGHT REAR WHEEL / RIM
		78	RIGHT FRONT TIRE
		79	RIGHT FRONT WHEEL / RIM
		80	COWL
		81	GAS CAP / COVER
		82	FENDER - REAR LEFT
		83	FENDER - REAR RIGHT
		84	TOOLS / JACK / SPARE TIRE MOUNT & LOCK
		85	COMMUNICATION / GPS UNIT
		86	PARKING SONAR SYSTEM
		87	OPEN
		88	OPEN
		89	TRAILER HITCH / WIRING HARNESS / TOW HOOKS
		90	FRAME
		91	EXHAUST SYSTEM
		92	LICENSE PLATE BRACKET
		93	STEERING WHEEL / AIRBAG
		94	SEAT - FRONT LEFT
		95	SEAT - FRONT RIGHT
		96	SEAT - REAR
		97	CARPET - REAR
		98	INTERIOR - OTHER
		99	ENGINE COMPARTMENT - OTHER

## AIAG DAMAGE TYPE CODES – Third and Fourth Digits

DAMAGE TYPE CODES			
01	BENT	11	PUNCTURED
02	BROKEN	12	SCRATCHED - EXCEPT GLASS
03	CUT	13	TORN
04	DENTED - PAINT BROKEN	14	DENTED - PAINT / CHROME NOT DAMAGED
05	CHIPPED - EXCEPT GLASS & PANEL EDGE	18	MOLDING / WEATHER STRIP / EMBLEM DAMAGED
06	CRACKED - EXCEPT GLASS	19	MOLDING / WEATHER STRIP / EMBLEM MISSING
07	GOUGED	20	GLASS - CRACKED
08	MISSING - EXCEPT MOLDING / EMBLEM	21	GLASS - BROKEN
09	SCUFFED	22	GLASS - CHIPPED
10	INTERIOR STAINED / SOILED	23	GLASS - SCRATCHED
		24	MARKER LIGHT / TURN LIGHT DAMAGE
		25	DECAL / PAINT STRIPE DAMAGED
		29	CONTAMINATION - EXTERIOR
		30	FLUID SPILLAGE - EXTERIOR
		34	PANEL EDGE CHIPPED
		36	PART / OPTION NOT AS INVOICED
		37	HARDWARE EXTERIOR - DAMAGED
		38	HARDWARE EXTERIOR - LOOSE / MISSING
		39	JUMPED CHOCKS

## AIAG DAMAGE SEVERITY CODES – Fifth Digit

DAMAGE SEVERITY CODES	
1	Damage up to and including 1 inch in length/diameter - less than 3 cm
2	Damage over 1 inch up to and including 3 inches in length/diameter - 3cm up to 8 cm
3	Damage over 3 inches up to and including 6 inches in length/diameter - over 8 cm up to 15 cm
4	Damage over 6 inches up to and including 12 inches in length/diameter - over 15 cm to 30 cm
5	Damage over 12 inches in length/diameter - over 30 cm
6	Missing



To All,

Pickup Yard hours are 24/7 Any questions, please contact below:

**Driver will need a Manifest sheet as well each unit has a bay tag in the driver window these will need to be giving to the guard before being able to leave the yard.**

**FCA Council Bluffs IA**

1529 SIXTEENTH AVE

Council Bluffs, IA 51501

Damage Sign off and Lost Vehicles get with the location 7am-2:30pm M-F no weekends.

David Meckna 712-713-9514

LDS Manager

ITR Area Manager

Lenny is the Unloading/Ramp Manger

712-314-8966

All damages on units that are non-impact severities 1,2 not double coding panel no other code can be placed on that panel. May be wrote on the load sheet. Any items over severity 3 will need to be inspected and sign off in the bay. Make sure all damages go in your APP and on load sheet

Anything missing and units that need to be swapped out due to damage Driver needs to go call Proficient dispatch at **Call 904-638-6368** to change the vehicle out

Can assist and confirm where the units should be parked if not in bay but sometimes driver will need to look a few parking spots around bay first.

**Magnus App must be used for the movement of these units**

**Location Services must be turned on when using the Magnus App when doing these moves**

**Driver must mark pickup in Magnus App after driver has loaded and is still on lot at pickup**

**Driver must mark delivery in the Magnus App after driver has delivered and is still on lot at delivery**

Yard policy / rules are just like any other yard. Standard safety / etiquette. **Must have on face mask and high-visibility clothes in all yards, drive within posted speeds in yard, horns and flashers to be used at all times in yard**

**Driver will need to leave a manifest copy at guard shack upon yard exit**

Do an inspection and obtain signature as needed on your vehicles before moving from the bay. Please make sure all damage info is put into the Magnus App with Pictures and a signature is obtained before leaving the facility if it meets the requirements above for a signature.

**Note damages on gate pass or manifest at time of Pickup. Always use Numerical AGIG M-22 codes. The Ramp will not acknowledge damages unless damage codes are used.**

**FOLLOW THE GUIDELINES BELOW.**

-Verify the unit in bay is the unit on your load – double check vin numbers before touching the car.

There are many mis-bayed units and missing units.

-If a unit has damage that needs to be verified and no one is there to verify the damage DO NOT TAKE THE UNIT. Have it dropped from your load.

-The inspector will need to sign the paper gate pass. Once you are loaded, before you turn in your gate pass, SEND A PICTURE OF THE GATE PASS WITH VERIFYING SIGNATURE to [claims@proautotran.com](mailto:claims@proautotran.com) If you don't send it to us we have nothing to fight the claim with as the inspectors in the yard won't sign the Magnus app.

-The security guard is NOT an inspector.

-Use the Magnus system.

-Take pictures of all damages.

**ALWAYS DOUBLE CHECK/MAKE SURE THE INSPECTOR IS USING THE CORRECT CODES AND IS CODING ALL THE DAMAGE NECESSARY. The responsibility is ultimately on you the driver.**

**Also if you deliver to an upfitter or Uhaul Location call ahead to get there delivery hrs once you get your BOL**

Any vehicle missing or that need to be swapped out due to damage driver needs to go call Proficient dispatch at **Call 904-638-6368** the vehicle swapped out or removed from load.

Thanks





## Premium Operations Automotive Standard Operating Plan

### **Purpose and Scope**

The following procedures are in place to help maintain a “Safe” Work environment for all employees, contractors, vendors, and visitors. Any changes in these procedures must be approved by Union Pacific Automotive Senior Managers. All AAR recommendations and Manufactures specifications must be followed while operating on Union Pacific Automotive Terminals. Any changes made by the AAR or a Manufacture will supersede the following procedures when they apply. All Union Pacific Automotive facilities are not designed the same and certain locations may require special provisions from Union Pacific Regional Automotive Managers.

### **Safety**

All Employee’s, contractors, vendors, and visitors while on Union Pacific Automotive Terminals will conduct themselves in a safe manner. Employee’s, contractors, vendors, and visitors must:

- Be responsible for their personal safety and accountable for their behavior as a condition of working on Union Pacific property.
- Take every precaution to prevent injury to themselves, other employees, and the public.
- Comply with all rules, policies, and outstanding instructions
- Report, correct, or protect any unsafe condition or practice
- Be aware of and work within the limits of their physical capabilities and not use excessive force to accomplish tasks
- Use good judgment in fulfilling job responsibilities safely
- Must wear a highly visible (Orange or Yellow) vest or shirt while on Union Pacific Property during daylight hours. Must have reflective, high visibility wear on after daylight hours.
- COVID REQUIREMENTS – Per CDC & UP Guidelines
  - Face Masks are required when in UP buildings AND when social distancing is not possible.
  - No Tours allowed on UP automotive facilities until further notice
  - No meetings will be conducted on auto facilities unless social distancing can be adhered to.
  - All safety stand downs must be conducted outside in open air.
  - IF SICK – STAY HOME.
- Cell Phone use is prohibited while operating a vehicle on Union Pacific Property, including all “hands free” devices.
- All contractors must have a comprehensive safety program

## **Entrance to Union Pacific Property**

- Union Pacific reserves the right to prohibit entry of any person.
- All persons entering Union Pacific Automotive Terminals are required to check in at Security. All persons entering Union Pacific property must have prior clearance before entering. Proper clearance must be provided by either a Union Pacific Railroad Senior Manager Automotive or possess an employee badge from E-Railsafe Security System within 30 working days.
- All Persons while operating a vehicle on Union Pacific Property must have a valid driver's license. License is subject to verification at anytime while on Union Pacific Property. Operators are subject to posted traffic speeds.
- All visitors must obtain a pass at the security gate and visibly display the pass at all times while on property. Visitors without an appointment must be escorted by either a Security Officer, Contractor Manager, or Union Pacific Senior Management.. A visitor is considered an individual that does not conduct daily or routine business on Union Pacific Property.
- Off duty employees or contractors are restricted to the office area of the ramp. Employees who have children in their presence must have authorization to enter the property.
- Any employee that has been terminated by a company located on Union Pacific Property must get approval from a Union Pacific Sr. Manager Facility Operations, to enter back onto Union Pacific Property.

***Note: Smoking, E-Cig Devices, Vaps, Firearms, Pets, Drugs, and Alcohol are prohibited on Union Pacific property.***

## **Lockout Track Protection**

Loading/Unloading /Rail Prep contractors must provide their own lockout protection while working on tracks. Locks will be applied to the derail or switch that is protecting the track. Locks must be removed once all employees for that company are in the clear.

Inspection Companies – Must have derail protection in place to protect workers. Derail protection must be applied by Loading / Unloading Contractors.

Inspection Companies must apply flashing Red light(s) to the derail or switch indicating they are occupying track(s). B lights should be removed by inspection company once all work is completed in the track(s) and communication must be made to unloading/ loading contractor that applied the derail protection.

All key replacement vendors, tire repair vendors, INOP vendors must have track protection in place that is provided by loading / unloading contractors before work can begin.

- All unloading/loading ramps in working order must be moved from any track being used to actively switch. Example: Loads spotted on “A” pad with a ramp set and the switch crew plans to spot another pad in the same track. The ramp must be moved before switching operations in the track can begin assuming it is operational.

## **Contractor and Personal Vehicles on Union Pacific Property**

Any vehicle entering Union Pacific property must have proof of motor vehicle insurance. Any vehicle, other than Union Pacific Company Vehicles, must have proper clearance from a Union Pacific Senior Manager Automotive before entering the property. Vehicles equipped with flashers must have them on while moving on the property. All golf carts must be equipped with flashing beacons and flags at a visible height. Bicycle's that are approved to be on Union Pacific property must have Flags at a visible height and operated only in daylight hours.

## **Contractor Equipment**

All contractor equipment located on UPRR property must be in good, safe, presentable working condition. If UPRR deems the equipment unsafe or unsightly, the contractor will be asked to remove it from property or remove it from service until it meets standards.

## **General Unloading/Loading Requirements**

- Hand brakes must be set on all multilevels.
- Single Railcars spotted must have wheel chocks applied on both sides of the railcar wheels before unloading begins.
- All seals must be removed, recorded (number if available), and disposed of properly.
- Railcar doors should be fully opened and locked into place.
- Securement/Chock devices must be removed and properly stored.
- Proper bridge plates should be set according to AAR recommendations.
- Unloading/Loading ramps placed properly for unload / load.
- All required data must be entered through the handheld devices. (See General Handheld Requirement)
- A bay tag will be printed and placed in each vehicle on the left side Dash board. Bay tags must be marked fully (Driver ID, Deck Position, Chock Application).
- Person driving vehicle must initial ID on bay tag before operating the vehicle.
- Speed through multilevels, on unloading/loading ramps and bridge plates may not exceed 5 mph. Keep a minimum of one vehicle clearance between vehicles while moving.
- Facility / Bay area speed is not to exceed 15 mph for all vehicles.
- Vehicle will be parked in designated bay according to AAR recommendations.
- A walk around cursory inspection must be performed to identify any additional damage not seen on Rail. Mark Vertical Line on front left tire and Right rear tire during walk around with approved marking device.

## Production Required of Contractor

1. Destination Production Requirements:
  - a. The contractor is expected to be staffed to handle, daily, an average of the last 30 days of waybills plus a 25% mark up.
  - b. Production must be accomplished within eight hours of the spot.
  - c. A weekly confirmation for production requirements will be sent by the railroad on every Monday.
  - d. Failure to meet requirements could result in a \$100.00 per railcar fine.
  
2. Origin Production Requirements:
  - a. Origin volumes will be dictated by the OEM forecast for load outs and will fluctuate with plant productions.
  - b. Origin volume will be included in the production requirement email sent by the railroad every Monday.
  - c. Failure to meet requirements could result in a \$100.00 per railcar fine.

## End of Day Comments Requirements

The following data elements must include the following:

- Number of railcars and units unloaded / loaded
- Operational issues affecting productivity
- Rolled traffic and the reason why
- Unusual / noteworthy events. Example AAR audit performed
- Must be completed daily even if no spotting or loading / unloading was performed

## Accident and Incident Reporting

*Accident is defined as:* any event that results in damage to a customer's vehicle with potential for a subsequent claim. For example, unloader damages customer vehicle while unloading.

**Reporting:** All accidents must be immediately reported to the Sr. Automotive Manager, Shipment Quality, Inspection Company (Hotline Reporting), and haulaway carrier (when applicable). Additionally, ADIMS End of Day reporting must be completed same day.. Lastly, manufacturer's hotline reporting process must be followed.

*Incident is defined as:* any other noteworthy event, i.e., outside party drives through perimeter fence, lightning strikes, shuttle van runs into pole, or switching issue not causing damage to the customer product, or Inspection company verifies Severity 2 or less.

**Reporting:** All incidents must be immediately communicated to the Sr. Automotive Manager in addition to entering in ADIMS system.



## **Personal Injuries**

*An injury is defined as:* an event on Union Pacific property that results in an individual requiring medical attention beyond first aid.

**Reporting:** All injuries must be immediately reported to the Sr. Automotive Manager. If the railcar is suspected to have caused, or played a role in the injury, the car must be bad ordered and inspected by a qualified UP mechanical employee prior to being moved from the facility. In addition, ADIMS reporting requirement must be fulfilled.

## **Damaged or Vandalized Vehicle Discovered on Railcar**

- Vehicles are to be left in securement devices
- Immediately Notify Inspection Company
- If Inspection company is not available or after hours take photo's that document the damage. Photos must show damage, Vehicles still in securement device, the front and rear of the vehicle at least one car length.
- Follow up with Email to inspection company, Shipment Quality Field Manager.
- Vehicles found to have human waste contamination should be handle as above with the addition of notification being made to manufacturer representative for disposition of vehicle.

## **Damaged or Vandalized Vehicle Discovered in Bay/Loadline (Undocumented)**

When undocumented damage or vandalism is discovered on a vehicle and is severity 3 or greater major impact related type damages, the following must occur:

- The vehicle must not be moved until an investigation begins. Inspection Company will be notified immediately.
- Haulaway carrier must be notified to put the unit on hold. Investigation must be performed to determine cause and liability.
- Investigation team will consist of Union Pacific Auto Ops, Shipment Quality Field Manager, Unloading Contractor Management, Haulaway Carrier Management, and Inspection Company.
- Investigation should be completed in a reasonable amount of time.
- If investigation team cannot reach consensus in determining the cause and liability, Shipment Quality Director along with Auto Facility Director will make the final decision of liability.

- If investigation determines that an attempt to cover up damage was made, the individual or individuals involved will be subject to suspension or permanent banning from All Union Pacific property. Determination will be made by either Union Pacific Senior Manager Automotive or Union Pacific Special Agents.

## **Vehicle Inspection Requirements (Haulaway Carriers)**

- Haulaway drivers are strictly prohibited from using / moving customer vehicles for any purpose other than loading on to your transport vehicle. The only acceptable movement is from the staging bay to the haulaway truck – no exceptions. Violations to this rule will subject the driver to an immediate ban from all UP property.
- Haulaway driver will perform damage inspection prior to moving vehicle.
- Damage found will be reported to the inspection company on site as previously noted. (See the "Shipment Quality Inspection Verification Process & Policy" for full details and after-hours exceptions for non-impact Severity 1 & 2 damage.)
- Inspection company will advise carrier within 5 mins when their eta will be.
- Inspector arrives at vehicle, performs inspection, if damage was not previously noted, Ramp Operator will be called.
- Ramp Operator will have 20 min to arrive at damage between 8am – 3pm. Severity 3 or greater after hours will need to be dropped off load.
- After 20 min has elapsed, driver will contact inspector, damage will be verified / stamped and released.

## **Verification Procedure**

- Third Party Inspection Service will be adequately manned and available to drivers in the yard. During normal hours of operation, all damage exceptions, regardless of severity, are to be verified in-bay. There will be one verification inspection performed. Third Party Inspection Service will verify the damage, stamp each individual vehicle and the corresponding damage. The load sheet must contain the corresponding standard 5-digit AIAG damage code and should not be altered after stamp is present. There will be no supplemental damages entered if the vehicle has been moved from the original bay position or location.

## **After Hours**

- All missing radios, stereos, spare tires, wheels, and keys are to be verified prior to movement. All damages **must be** verified with the exception of severity one and two non-impact damages (scratches/scuffs) on panels other than the roof. Non-impact damages **must be** noted on the load sheet accompanied with the corresponding bay ticket and left with the guard. Photos of such damages should be taken and retained by haul-away and provided to UPRR upon request. Load sheets left with guard **must be** time and date stamped. **\*\*Two or more damages on the same panel will need to be verified in bay, regardless of severity. \*\***

## **Facility Storm Damage - Flooding / Hail / Wind**

- Phone Notification must immediately be made to On Duty SR. Manager, and SQ Field Manager
- Email Notification to , [UPDPSAUTO@up.com](mailto:UPDPSAUTO@up.com).
  - UPDPS to send Force Majeure notification to OEM and Commercial Teams.
- Ramp Operator to process the current inventory at the time of the occurrence.
- Ramp Operator to enter incident report in the ADIMS system reporting the incidents.
- SR. Manager Ramp Operations – Notify Sr. Director Automotive

## **Haulaway Exit Requirements**

- Haulaway driver must remove bay tag from each vehicle loaded.
- In the event a bay tag is missing, it is the haulaway driver's responsibility to obtain a new tag.
- No more than 2 vehicles will be allowed to stage before loading onto the truck.
- All bay tags, along with either a typed copy or electronic copy of load sheet (on company letterhead) will be surrendered to security upon departure, or the truck will not be permitted to leave the facility.
- All bay tags MUST MATCH VINS on load sheet or electronic load copy or the truck will not be permitted to leave.

## **Handling Miss-Ships**

Every aspect to resolving mis-ships is critical. The following instructions need to be followed very closely to minimize risk of the unloading facility or Union Pacific being charged for possible damages.

1. Is this railcar billed to you in Netcontrol - If not, see handling for 'Miss-switched' railcars
  1. If it is billed to your facility in Netcontrol but arrives with VINs destined somewhere else, this is a misship
    1. Make 100% sure the VINs are not meant for your facility or a dealer in your area
      1. Do NOT unload the railcar – In most cases, the Logistics team will have this shipped to its true destination via rail rather than trucking it ([AutosLogistics@UP.com](mailto:AutosLogistics@UP.com))
        1. If you have already unloaded the railcar, reload it as close to the original loading as possible and re-check the VINs

1. Get the actual VIN list that is physically on the railcar and forward via e-mail to the following addresses:
  - ADIMSHelp@up.com
  - AutosLogistics@up.com
1. Call someone from the multilevel logistics group (Mike Reger's team) to make sure they received your e-mail and get instructions on what to do with the mis-ship – It may take a few days to get authorization from the customer.
  1. The ADIMS Team should be able to research the VINs and verify the correct destination of the railcar in question
    1. IMPORTANT – Do NOT release the railcar. Leave it in Spot status. In the rare instance the railcar MUST be released per a request by UP field or HQ personnel, Release the railcar as a load, NOT as an empty (This needs to show as a load so a proper waybill can be applied to the railcar – If not released properly, this could end up as a mis-ship somewhere else) – Do **NOT** Ground the railcar!

### **Handling MisRouted/Miss-Switched Cars**

The following instructions need to be followed very closely to minimize risk of the unloading facility or Union Pacific being charged for possible damages.

1. Is this railcar billed to you in Netcontrol - If so, see handling for 'Mis-ships'
  1. If it is billed to a facility other than your own in Netcontrol, the odds are this railcar was just erroneously switched to you.
    1. Verify the VINs match the waybill and the destination is not your own.
    1. If paperwork for ALL or MOST the VINs still shows your facility as the destination, consult the following groups to verify whether or not this is a mis-switch or mis-ship:
      - a. AutosLogistics@up.com
      - a. ADIMSHelp@up.com
      - a. Call one of us if necessary
    1. If a mis-ship, go back to the 'Miss-Ship Handling' instructions.
    1. For a miss-switch, do not unload the railcar unless absolutely necessary.
    1. If unloading is necessary, reload the VINs right back onto the same railcar whenever possible.
    1. The Yardmaster needs to be called when a 'Miss-Switch' needs to be pulled. They will use the waybill information to route the railcar back to its original destination.

## **Offsite Parking**

Prior to taking vehicles offsite, there must be an agreement between the Railroad and the Shipper as to who will be financially responsible for the incremental charges related to operating the offsite location. The agreement must be in writing and signed by all parties. Charges may include, but are not limited to:

- Shuttle
- Incremental Inspection
- Security
- Property lease
- Portable toilets
- Utilities / portable lighting
- Trailer rental

The Sr. Manager Automotive will make the decision with regards to whom, how many, and how long the offsite operation will remain in effect. Normal facility rules and regulations will apply at offsite location managed by Union Pacific. Union Pacific Sr. Manager will notify the proper parties before the offsite move begins.

### **Traffic Flow Pattern**

- All vehicles will follow traffic flow patterns on Union Pacific Automotive Terminals where they have been established. All vehicles must follow visual traffic signs, giving right away to vehicles as you would on state and local highways. Driving through designated parking areas is prohibited.
- **Effective Oct 27, 2021, all vehicles will not exceed 15 mph while operating on Union Pacific Auto Ramps.**
- Shuttle vehicles and Golf Carts equipped with flashing beacons and flags 4ft high will be allowed to operate in all direction on the facility while maintaining a safe operating speed.

### **Gate Admin Duties**

- Gate hours: Gates will be covered 24 hours a day, 7 days a week to include weekends and holidays.
- Gates to always remain closed unless vehicles or personnel are actively entering or exiting.
- All visitor's ID's must be checked before entering Union Pacific Property.
- Remind visitors of proper PPE required while on Union Pacific Property.
- Log visitor's name in logbook along with time and purpose of visit.
- Log all truck numbers in the logbook when entering along with time.
- Trucks exiting: Require Bay tag for each VIN exiting the facility. Explain upon entrance to new carriers. Driver will be responsible to get bay tag before pulling up to exit.
- Trucks must have either electronic load sheet or hard copy (paper) matching the bay tags when exiting.

- Tags must match and be scanned out (VIN removed from inventory) at the time of the truck exiting.
- Visitor exit: Random visual inspections must be performed, to include the backseat, trunk and truck bed. Explain this process to visitor at the time of entrance.
- General housekeeping must be maintained at all times. This includes within the admin office and the immediate area surrounding.
- Maintain employee User ID while using UP technology.
- Gate Admin must wear proper PPE while on duty.
- Report all Emergency issues – Call 911 or RMCC-1-888-UPRR COP (877-7267) when necessary. Must also report all issues to the ramp terminal manager who will reach the UPRR Sr. Manager.

### **Vehicles Exiting Union Pacific Terminals**

All vehicles exiting Union Pacific Automotive Terminals are subject to search. All loose items, i.e., automotive parts must be declared upon entrance. All visitor passes must be surrendered to Security upon departure.

## **Courtesy Drop Vehicles**

*A courtesy drop is defined as;* any customer's vehicle which is allowed on Union Pacific property that doesn't result in revenue to Union Pacific (i.e., truck in / truck out/previously gated vehicles).

Courtesy drop vehicles must be approved by Union Pacific Sr. Automotive Manager prior to arrival. Units must be parked where instructed. Units will not be inventoried. Union Pacific will not accept any responsibility or liability for loss or damage.

## **Inoperative Vehicles**

*Inoperative vehicle is defined as;* any vehicle that will not start or move under normal operating power as intended by manufacture guidelines.

Inoperative vehicles are to be handled as required by manufacture specifications. Contractor will have an up-to-date copy of the manufacture shipping manual at the facility for each manufacture on site. Inoperative vehicles are **NOT** to be pushed off railcars or over bridge plates. They may be pushed to the A position within the same railcar.

Contractor or haulway carrier, are to notify the inspection company immediately of any inoperative vehicle and will be inspected prior to movement off the facility and again upon return.

Inspection Company on site will be responsible for processing the Hot line Reporting.

All inoperative vehicles when being taken by tow trucks or any other means of transportation will follow the same gate exit process as normal vehicles. In the event an inoperative vehicle has not been shipped for repairs, it is the responsibility of the unloading contractor to note delays in the current inventory report conducted weekly.

**Fuel:** If a VIN is parked in bay and is out of fuel – it is the responsibility of the party providing the next move to provide enough fuel to carry out the move.

## **Key Placement**

All keys will be placed in the following order of priority; Cup holder/console, ash tray if available, glove box.

## **Missing Keys and Locked Vehicles**

### **Vehicles In Bay / On Rail**

Union Pacific is not responsible for keys found missing in bay. Contractor will handle per Manufacture guidelines for Key Replacement.

## **Haulaway Truck Parking and Clean up**

All trucks operating on Union Pacific property are there for the purpose of loading and unloading vehicles.

It is the sole responsibility of the trucking company to properly clean and dispose of any leaks or spills caused by their equipment while operating on Union Pacific Property. This would include all state and local guidelines for proper disposal. Any injury or accident caused from the material leakage or spill will be the responsibility of the vehicle owner and or operator. The trucking company **MUST** notify the ramp manager of any spill that happens on the automotive facility. The Ramp Manager will notify RMCC - **1-888-UPRR COP (877-7267)**.

Over night parking and truck storage is prohibited unless covered by a lease agreement or authorized by Union Pacific Sr. Manager Automotive.

Union Pacific will not allow fully loaded trucks in the gate or onto the facility to park overnight. If the product did not originate at a UPRR facility, loaded trucks will be turned away at the gate. The current truck lease bays are to be used for parking empty trucks / partial loads (which remain on the truck) and loading those trucks with UPRR product.

UPRR will grant one exception to this rule:

If a trucking company is coming into the facility with a fully loaded truck, simply to switch out drivers, then UPRR will require the following:

1. Upon entry, you must hand the gate guard a load sheet with your truck number and the name of the driver you are swapping loads with.
2. Upon exit, the guards will ask for the ID of the new driver associated with the load sheet / truck they are holding. If the driver's name does not match - the truck will be turned around and not allowed to exit.
3. Driver switch-outs must occur the same day, loads will not be allowed to park overnight.

Any violation of the rules listed above could result in termination of the current lease agreement.

## **Used Vehicle Drop off & Pick Up**

**Used Vehicle drop off Operations: Hours of operation will be 0800 to 1700 Monday thru Friday**

### **Driver arriving to pick up:**

- Individual or individuals must arrive at the facility with the correct documentation to pick up a vehicle. Correct documentation is a list of VINs on company letter head, no copies will be allowed.
- Individuals will not be allowed to roam the yard looking for vehicles. The drive away shuttle van driver will contact the unloading Manager who will provide the bay locations for the vehicles to be picked up.
- After obtaining bay information shuttle van will then drop off individuals next to the vehicle to be picked up. They will then gather to a location near the guard shack for exiting the facility

### **Out-gate used vin(s):**

- After gathering near the gate, the van driver will deliver the document containing the VINs to the guard. Drivers will pull to the gate and surrender the bay tag and show his/her valid driver's license. (Individuals **Will Not** be allowed to depart with vehicle without proper valid driver's license w/photo).



- Security will match Bay Tag with VIN plate on vehicle to ensure proper vehicle is being taken out

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## Dealer Pickup – New Car

### Operations: Hours of operation will be 0800 to 1700 Monday thru Friday

**In-gate:** The dealer or spot buy must work directly with the OEM to arrange for the outgating of vehicles from UPRR property. An individual point person selected by the OEM or approved carrier manager will need to reach out to UPRR Regional manager and facility manager by email no less than 24 hours prior to planned outgate activity. The designated point person will be responsible for organizing driver documentation, load sheets, and pre-staging vehicles at designated areas selected by ramp operator prior to outgate. Once a unit is pulled from the bay by the OEM approved carrier, all damages will be the responsibility of the company pulling the unit from the bay. Standard inspection and damage verification protocols will apply. If pre-staged units are not outgated within 24 hours following removal from original bay, dealer delivery for location and OEM will be subject to cancellation. **At no time will the dealer/spot buy driver be allowed to go into the baying area to pull their own units.** Individual or teams must arrive at the UPRR facility with the correct documentation to pick up a vehicle. Correct Documentation includes both a VIN list on OEM letterhead (no copies will be allowed) and a valid, state-issued driver’s license. The designated point person will be responsible for organizing and providing information requirements to facility manager and appropriate security personnel.

**Out-gate:** During the outgate process dealers, drivers, and agents will take the vehicle to the gate from the designated pre-staging area and surrender bay tag, load sheet, and valid driver’s license. Individuals will not be allowed to outgate the vehicle without valid driver’s license with photo.

Gate administration or appropriate security personnel will match bay tag, and load sheet to the VIN plate on the vehicle to ensure proper vehicle is being taken out. Bay tag is to be scanned out showing the Dealer Driver as “Other” and entering first initial and last name of individual departing the vehicle in UPRR’s ADIMS system.

#### On-Site OEM Vehicle Repairs / Hail Damage Repairs

- All on Site Repairs regardless of severity, must have Prior Approval from UPRR Automotive Sr. Manager and Shipment Quality Manager.
- A detailed plan from the OEM requestion the repairs will be required, and approval must be granted in writing by Union Pacific prior to start of work.
- Names of individuals doing the repairs must be submitted and approved prior to arrival.
- Visitors are subject to all Facility Rules and must abide by the PPE requirements.

- A Union Pacific Release of Liability, signed by the repair agent will be required at the time of entry.
- Under no circumstances will raising / jacking the vehicle be allowed and at no time can personnel be under the vehicle while on Union Pacific Property.

#### **FACILITY MAINTENANCE:**

- It is the responsibility of all domiciled employees to maintain and upkeep the facility and their workspaces within that facility. Should a maintenance issue arise that needs attention and repair it is mandatory that it be brought to the attention of the Ramp Manager on duty. It is that Manager's responsibility to notify the UPRR Sr. Ramp Manager of the repairs that are needed.
- If the UPRR Sr. Manager deems the repairs are necessary, then repairs bids will be needed. Bids must be obtained in writing and signed off on by UPRR Sr. Manager (in writing). If this process is not followed the Core Contractor will be responsible for all costs associated with the repair.

#### **FIRE EXTINGUISHERS**

- The Ramp Contractor must conduct regular visual inspections of the fire extinguishers located on property AND maintain records. The contractor is responsible for organizing the annual inspection and ensuring the Facility Maintenance process referenced above is followed.
- All fire related incidents that require the use of multiple fire extinguishers, suppression system, (sprinklers) or emergency response crews shall be reported to the Risk Management Communications Center at 1-888-UPRR-COP (1-888-877-7267). This will include all fires on rights of way, buildings, property or equipment.

### **EEO / Affirmative Action and Related Policy**

All automotive terminals will operate in compliance with Union Pacific's EEO and Affirmative Action Policies. Any harassment, offensive behavior, remarks, or violence of any kind will not be tolerated.

UP Values Line: 800-998-2000

### **Banning of Personnel from UP Property**

Persons who violate Automotive Ramp Facility Rules may be banned from all Union Pacific Automotive Facilities. The length of time for which drivers may be banned will depend on the violation.

## **Procedure for Banning Drivers**

The UPRR Sr. Manager Automotive for each Facility and the Union Pacific Police will be authorized to ban individuals at Union Pacific Facilities.

When a driver is banned, an email is to be sent to Diana Evans ([dmevans@up.com](mailto:dmevans@up.com)), along with notification to RMCC providing the following information.

- 1) Name of person banned.
- 2) Driver's license number.
- 3) Name of Company where person is working.
- 4) Length of time for which person is banned.
- 5) Reason person is banned.

### **UNION PACIFIC RAILROAD AUTOMOTIVE GROUP BANNING GUIDELINES**

- **FAILURE TO FOLLOW E-RAIL SAFE PROCEDURE**
  - 1<sup>st</sup> OFFENSE – LETTER OF REPRIMAND
  - 2<sup>nd</sup> OFFENSE – 5 DAY SUSPENSION
  - 3<sup>rd</sup> OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY
  
- **FAILURE TO USE PROPER TRUCK PARKING**
  - 1<sup>st</sup> OFFENSE – LETTER OF REPRIMAND
  - 2<sup>nd</sup> OFFENSE - 5 DAY SUSPENSION
  - 3<sup>rd</sup> OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY
  
- **FAILURE TO FOLLOW TRAFFIC FLOW**
  - 1<sup>st</sup> OFFENSE – LETTER OF REPRIMAND
  - 2<sup>nd</sup> OFFENSE - 5 DAY SUSPENSION
  - 3<sup>rd</sup> OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY
  
- **USE OF PROFANITY**
  - 1<sup>st</sup> OFFENSE – LETTER OF REPRIMAND
  - 2<sup>nd</sup> OFFENSE - 5 DAY SUSPENSION
  - 3<sup>rd</sup> OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY
  
- **CELLULAR PHONE USE WHILE DRIVING, OR WHILE WALKING ON UP PROPERTY**

1st OFFENSE – LETTER OF REPRIMAND  
2nd OFFENSE - 5 DAY SUSPENSION  
3rd OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY

- DRIVING IN RESTRICTED AREAS
  - 1st OFFENSE – LETTER OF REPRIMAND
  - 2nd OFFENSE - 5 DAY SUSPENSION
  - 3rd OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY
- FAILURE TO OBEY STOP SIGNS
  - 1st OFFENSE – LETTER OF REPRIMAND
  - 2nd OFFENSE - 5 DAY SUSPENSION
  - 3rd OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY
- EXCESSIVE DISPLAY OF SPEED
  - 1st OFFENSE – LETTER OF REPRIMAND
  - 2nd OFFENSE - 5 DAY SUSPENSION
  - 3rd OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY
- NOT COOPERATING WITH SECURITY/MANAGEMENT
  - 1st OFFENSE – LETTER OF REPRIMAND
  - 2nd OFFENSE - 5 DAY SUSPENSION
  - 3rd OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY
- SHUTTLE DRIVERS IN CUSTOMER VEHICLE
  - 1st OFFENSE – LETTER OF REPRIMAND
  - 2nd OFFENSE - 5 DAY SUSPENSION
  - 3rd OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY
- THREATS OR PHYSICAL CONTACT / WORKPLACE VIOLENCE
  - 1st OFFENSE - PERMANENTLY BANNED FROM ALL UP PROPERTY
- ATTEMPTS TO CONCEAL DAMAGE TO CUSTOMER’S VEHICLE
  - 1st OFFENSE - PERMANENTLY BANNED FROM ALL UP PROPERTY
- RECKLESS DRIVING, SPEED EXCEEDING 25MPH
  - 1<sup>ST</sup> OFFENSE - PERMANENTLY BANNED FROM ALL UP PROPERTY
- FAILURE TO COMPLY WITH UNION PACIFIC SMOKING POLICY
  - 1st OFFENSE – LETTER OF REPRIMAND
  - 2nd OFFENSE - 5 DAY SUSPENSION
  - 3rd OFFENSE – PERMANENTLY BANNED FROM ALL UP PROPERTY
- UNAUTHORIZED USE OF CUSTOMER VEHICLE / REMOVING FROM BAY FOR SHUTTLE USE

1<sup>st</sup> OFFENSE - PERMANENTLY BANNED FROM ALL UP PROPERTY

- OTHER OFFENSES AS SPECIFIED BY THE RAILROAD