

## COVID-19 - Keeping our staff and customers safe

### What our customers can expect

- Work to the 2 metre distancing guidelines where possible.
- Staff not to enter customers' homes or accept drinks.
- Customers asked at source if they have been in contact with Covid or are showing symptoms, if so we will rebook the work for 14 days' time.
- Payment for work taken at the time of booking however where this has not been the case customer given a pair of disposable gloves to use whilst entering payment details on the hand held terminal following 2 metre distancing.
- Pre and post inspections of vehicles carried out with the customer observing distancing guidelines.
- Customers will not be asked to sign in the relevant boxes on the tablets at any time.
- Customers will be contacted by the Technician on arrival by phone and they will be asked to open the vehicle.
- Keys to be left at a point advised by the Technician to the customer once the vehicle opened.
- All customer vehicle hotspots/touchpoints both external and internal are wiped down prior to and after work using a sanitiser or wipes that protect against viruses and bacteria.
- Nitrile gloves used and disposed of after every job. These items are placed in a bin then bagged and tied prior to disposal at the branch.
- Normal PPE will be worn at all times.
- Limit face to face contact.
- Shaking of hands will not take place.

### What our technicians will do

- Issued with Hand Sanitiser to frequently wash their hands.
- Work to 2 meter distancing where possible.
- Keys to be left at a point advised by the Technician to the customer once the vehicle opened.
- Face Coverings are optional however they are provided by the company if required.
- Always limit face to face contact with customers and colleagues.
- Sanitise the hotspots/touchpoints externally and internally of their own vehicle at the start of the day.
- Provide their own food and drinks.
- Will not accept drinks etc from customers.
- Two men teams where applicable sharing a van are classed as "Fixed Teams" following government guidelines".
- Shaking of hands will not take place.

### For appointments at our centres

- Staff to frequently wash their hands and dry with paper tissue only.
- All work is by appointment only.
- Waiting rooms are currently closed and customers are not allowed to wait for their vehicle..
- All sites have sanitiser units at entrances and exits.
- Customers to call on arrival and a member of staff will greet them outside the building maintaining the 2 meter distancing where possible.
- Payments will not be taken at the branches to avoid touch and pin.
- All customer vehicle hotspots/touchpoints both external and internal are wiped down prior to and after work using a sanitiser or wipes that protect against viruses and bacteria.
- Nitrile gloves used and disposed of after every job. These items are placed in a bin then bagged and tied prior to disposal at the branch.
- Face Coverings are optional however they are provided by the company if required.
- Shaking of hands will not take place.
- Keys to be left at a point advised by the Technician to the customer once the vehicle opened.
- All work stations, surfaces, hotspots are regularly cleaned using a sanitiser or wipes that protect against viruses and bacteria.

**Thank you for helping us to maintain the safety and well being of you and our staff**