

Guidance for handover of new and used vehicles - deliveries

This document provides high level non-exhaustive general guidance as to the minimum standards to be applied for home delivery. It covers key areas and is not intended to be relied upon as specific business, legal or health and safety advice.

If the customer or any member of the household is self-isolating or is suspected to have had COVID 19 symptoms in the 14 days prior to the delivery the handover must be rearranged.

If there is no part exchange and a second employee collects the delivering employee from the place of delivery then applicable social distancing rules must be complied with:

- The largest vehicle available must be used
- The passenger/s must sit as far away as possible (rear opposite side) from the driver
- Both passenger /s and driver must wear gloves and a mask

CHECKS BEFORE DELIVERY

The employee reminds the customer of arrangements and social distancing protocols by email or telephone the day before delivery

- ✓ Confirmation of remaining administrative procedures to be completed
 - Presence and availability of the customer at the scheduled time
 - Remind of safety measures and that the employee will wear gloves / mask and vehicle protection
 - Reminder that any part exchange must be empty of personal belongings and have received no physical contact for at least 3 hours prior to handover
- ✓ Only one employee per vehicle delivered
- ✓ The vehicle to be delivered must have protective covers applied
- ✓ The employee checks that they have any required travel certificate

DELIVERY

- ✓ The employee will wear gloves and mask at all times
- ✓ Customer identification is validated (2 metre barrier), paperless transaction and delivery without customer leaving home preferred where possible, if not, a plastic document wallet is to be used with customer to keep the pen
- ✓ Protective equipment is removed and the steering wheel and control panel are disinfected in front of the customer
- ✓ A basic explanation of the vehicle functions will be given whilst maintaining distancing guidelines
- ✓ The employee will propose an additional controls briefing outside the COVID19 period
- ✓ Customer is informed to wait for 3 hours before entering the vehicle

PART EXCHANGE

- ✓ In arranging the handover timings you must ensure the part-exchange vehicle will have received no physical contact for 3 hours prior to the handover
- ✓ The employee will carry out an external check of the vehicle
- ✓ The steering wheel and control panel are to be disinfected by the employee wearing mask and gloves
- ✓ The part exchange will be driven to York, Ward & Rowlatt whilst the employee still wears a protective mask and gloves

END OF DELIVERY

- ✓ At the end of the delivery the employee washes their hands thoroughly and applies sanitising gel