

WE VALUE OUR CUSTOMERS AND THEIR HEALTH.

That is why we are taking extra precautions to ensure the safety of our customers while remaining open for business during this time.

Dear Valued Customer,

Although we might not greet you with a handshake, our smiles are still as welcoming as ever.

- 1. All staff have been trained in current safety and hygiene practices which include the following:**
 - a. Continuous wiping and cleaning of metal surfaces including handrails, door handles, counters, etc. that any customer or staff comes into contact with.
 - b. Spraying and wiping down car doors, steering wheels, gear levers and any other surface of a vehicle that a customer or staff comes into contact with.
 - c. Encouraging and using hand sanitiser regularly when dealing with staff or customers (this includes ensuring that ample hand sanitiser is readily available throughout dealerships and workshops).
- 2. We have also implemented the following staff protocols for general illness or Covid-19 Symptoms**
 - a. If you are unwell with a cold, general virus or any other illness, stay at home until recovered and follow doctor's advice
 - b. If you are displaying Covid-19 Symptoms, inform your manager immediately, follow the WHO guidelines for notification, testing and isolation.
- 3. We are offering a door to door service for test drives, finance applications and where possible, vehicle services.**
 - a. Providing appropriate safety measures are in place, if you are healthy and not at risk from Covid-19, you may request that we bring a vehicle to you to test drive and in extreme circumstances, with prior arrangement with the Service Manager, collect and return your vehicle for servicing. All finance applications can be completed online with phone support from our Business Managers in branch.
 - b. We will take all necessary precautions to ensure documents are clean and that your vehicle has been appropriately sanitised.
- 4. Currently all our dealerships are open for business and we have staff on hand to assist with any query you have or booking you need to make. Please also remember that our website is constantly monitored so you are welcome to complete online enquiries and the appropriate person will respond as soon as possible.**

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