

Safety rules and guidance for aftersales

STAGE	INSTRUCTIONS
Making an appointment	<ul style="list-style-type: none"> • Via telephone, email or online booking system. • Reassure the customer that they are entitled to come to the garage (falls under the category of legal exceptions). • Ask them to bring their own pen and advise safety protocols. (Entry and exit points. Queuing system. PPE)
Organisation	<ul style="list-style-type: none"> • Ask the customer if they are showing symptoms (fever/cough) and if the answer is yes, refuse to make the appointment. • Only one employee may be present at each workstation. • Personal means of transport are preferred. Do not use public transport. Do not loan or exchange equipment. • All communal areas must be cleaned (disinfected) after use. See separate schedule. • Where possible, doors should be left open to avoid touching them unnecessarily.
Vehicle Arrival	<ul style="list-style-type: none"> • The customer leaves their vehicle in the specific designated area. • Employees must keep a distance of two metres between themselves and the customer at all times. Do not get into the vehicle with the customer. • Vehicle inspection: While carrying out an external vehicle inspection, keep at a safe distance from the customer (2 metres minimum). Do not carry out an inspection inside the vehicle.
Customer Check-in	<ul style="list-style-type: none"> • Avoid all physical contact. Sign the Job Card using two pens (one for the Service Advisor, one for the customer) and note the customer comments. • The Service Advisor must be wearing gloves. • The Job Card is passed under the screen to be signed by the customer using their own pen and passed back to the Service Advisor with the single vehicle key, under the protective screen. • The Service Advisor should sanitise the key before placing in the tray 'ready for decontamination' along with a number hanger. Note the key number on the daily sheet. • Protective gloves should be replaced every hour and at the same time hands thoroughly washed.
Vehicle Receipt	<ul style="list-style-type: none"> • The vehicle must be decontaminated by one of the valet team. Wearing nitrile gloves, protective mask, goggles and a coverall suit the valet team member must then fit all necessary vehicle protections (protective covers for the steering wheel, gear lever, hand brake and seat) and sanitise the door handles and dashboard. On completion a 'key number hanger' should be left on the dashboard and keys should be inserted in the key system.
Post Work	<ul style="list-style-type: none"> • After Technicians have worked on the vehicle they must move it to a collection bay and note the bay number on the Job Card. The Technician must remove any protective covers, placing them into a 'hazardous waste bin'. Keys should be returned to the key cabinet. The Job Card should be placed in the 'Job Completed' tray in the workshop control office. After final checks and invoicing the person raising the invoice emails the relevant Service Advisor to contact the customer. The job card file should then be placed in the completed job card rack behind reception.
Vehicle collection	<ul style="list-style-type: none"> • Avoid all physical contact. When welcoming the customer ensure they use the hand sanitiser and gloves provided. The keys should be removed from the key cabinet and sanitised. Retrieve the invoice and job card from the 'completed' rack. The customer must be passed their key, VHC copy and invoice underneath the protective screen. We then process payment (preferably by card). The #PDQ machine must be wiped with sanitiser after the transaction. • Sign the documents using two pens (one for the Service Advisor, one for the customer) • The customer is guided to the collection bay no. and opens the vehicle themselves. The customer must drive the vehicle out of the collection area. • Between customers, the reception desks and pens must be cleaned.
Generic information	<ul style="list-style-type: none"> • Standard guidelines: display information outside of the building; no physical contact; washing hands; always respect the safety distance minimum of two meters between employees and/or customers, wearing masks, goggles and gloves at reception depending on the situation and site layout; display information on washing hands in bathrooms. • Staff and customers to respect the one-way system in place and floor marking setting out distancing, measures.

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STEPS	SURFACES TO DISINFECT	FREQUENCY
Telephone	Microphone & surface	Once per day
Payments via card	PDQ Machine	After each use
Toilets	Sink, tap, floor, toilets	Twice per day
Doors	Handles/buttons	4 times per day
Working area	Tables/chairs	Once per day
Handling equipment	Steering wheel, controls, seat	After each use of the equipment
Visitor meeting rooms	Tables, chairs and equipment	After each use
Coffee Machine	Machine buttons, fridge, cupboard door	After each use of the equipment
Cloak Cupboard	Doors, handles and hooks	After each shift

The information set out within this document lists a number of recommendations. This list is not exhaustive. They do not bind York, Ward & Rowlatt and are likely to change as the situation develops.