

Safe Operating Procedures (Covid19)

V1 – 25/05/20

This guidance has been signed by our colleagues to ensure our working environment is as safe as possible for both them and you, our customers. We would be grateful if you could also help us by adhering to the customer procedures bolded below.

1. If you as a colleague are showing any symptoms linked to COVID19 you are requested to report to the manager and self isolate within the government guidelines.
2. A minimum 2 metre distance between colleagues at all times
3. Colleagues are provided with masks should they choose to wear them.
4. Gloves are to be worn and changed between each job. Gloves are provided for this. There is also hand sanitiser as well as antibacterial handwash available throughout the premises.
5. Where possible, aim to wipe over all major touchpoints with antibacterial wipes pre and post work completion. Antibacterial wipes are provided for this.
6. Seat covers and steering wheel covers are provided and must be used on every vehicle in our possession.
7. Each colleague is to use their own tools where possible, to avoid cross contamination. If you need to share tools, please ensure they are wiped down pre and post use. Wipes are provided for this.
8. Only 1 colleague to use the kitchen area at any one time to avoid over crowding.
9. ***Where possible, check in and hand over of all vehicles is to be completed outside, with a 2m distance between the customer and colleague.***

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- 10. Provide a clean, pre wiped pen to customers for signing of documents. Antibacterial wipes are provided for this. Should the customer wish to wear gloves these can be provided.***
- 11. Ensure that the card payment machine is wiped down with antibacterial wipes between each contact. Antibacterial wipes are provided for this. Should the customer wish to wear gloves these can be provided.***
- 12. There is a Perspex screen surrounding our reception area, for our safety and yours.***
- 13. Hand sanitiser is available at reception and we would encourage you to use this.***
- 14. If you see somebody inside reception, please wait until they leave to ensure we can keep you all at a safe distance.***
- 15. Temporarily we are unable to accommodate waiting inside our premises or offer any rest room facilities.***

These procedures will be reviewed as new information is provided by the government.

We thank you for your patient and understanding during these difficult times.