

# Coronavirus (COVID-19) preventative steps taken

## Office & Reception

- We have displayed new signage for the benefit of our staff and customers which explains the steps we have taken to ensure we are COVID-19 Secure.
- We have made changes to our waiting area and reception to ensure social distancing measures are in place.
- We have made additional antibacterial hand sanitisers throughout the building – all staff have their own sanitisers and are instructed to use these regularly.

## Workshop & Workforce interaction

- We have implemented new rules for the workforce, including:
  - o Changing latex gloves between different vehicles
  - o Established new practices for cleaning and sanitation
  - o Established new practices for social distancing

## Customer Interaction & Vehicles

- We are encouraging our customers to pay for our services via either debit or credit card however where cash is the only option, to mitigate any contamination, we will use disposable latex gloves whilst handling all cash.
- We have implemented new procedures around the collection and delivery of customer vehicles, including:
  - o Sanitising door handles, steering wheels, gear selectors, hand break levers and any other controls, including seatbelt buckles, seat adjuster levers and switches.
  - o Turning off ventilation systems, so as to minimise any airborne transmission within the vehicle.
  - o Using sanitising wipes when handing keys to and from customers.

## PPE, Sanitiser, Gloves and other protections

- We have implemented extended protection to employees with respect to masks and other essential PPE.
- We have extended the use and frequency of latex gloves.
- We have increased the availability of hand sanitiser throughout the building and on personal.

## Cleaning

- We have increased our cleaning measures to include daily cleaning and sanitisation of hard surfaces such as handles, taps and catches more frequently.
- We have increased our deep cleaning schedules to be more frequent.