



Covid Code of Conduct

Covid-19 crisis has brought many challenges to our business and the UK economy. As we go into lockdown two, our covid code of conduct will be followed. We must focus on keeping our staff and customers safe. We have prepared some guidelines for this second government lockdown and how we will be conducting our business to ensure the safety of everyone.

Click and Drop

- When you arrive for your click and drop appointment please stay in the car and call the office on 0121 296 3829
- Please leave all documents, V5, Service History, invoices etc & spare key on the passenger seat
- We will access the interior of your vehicle and we will operate the controls.
- Cars to be disinfected before we enter and after we leave with special attention made on high volume touch points (Handles, Steering Wheel, Gearstick, Radio, Handbrake)
- Although we will be Social distancing, the customer will stay outside at all times, and customers and car buyers will wear a face mask
- Discussion between staff and customer to take place respecting the 2m distance rule
- Sales invoice, electronic bank transfer and V5 transfer all to be sent remotely by head office to customers email account
- Transaction to be completely contactless and take place outside at all times
- If you have a persistent cough or high temperature, please do not attend your click and drop appointment

Car Collections

- Car details, appraisal, documentation check all carried out over telephone and email before a collection is confirmed
- When we arrive at customers premises we call them to notify them we are outside, and to ask them to place the documentation and 1x key on the passenger seat of the car
- All our staff to wear rubber gloves and face mask, during the whole transaction
- Vehicle to be disinfected before our staff enter and after we vacate the car
- Discussion between staff and customer to take place respecting the 2m distance rule
- Sales invoice, electronic bank transfer and V5 transfer all to be sent remotely by head office to customers email account
- Transaction to be completely contactless and take place outside at all times

Social Distanced Appointments

- If the car is with a customer we will ask you to wait in your vehicle until they are free.
- Please use the hand sanitizer provided.
- Please gather all your vehicle documents together in one bundle including V5, Service History, Invoices etc.
- During the appointment, please maintain a 2-metre distance where possible. To help with this, all appointments will take place outside the site.
- We will access your interior of your vehicle and we will operate the controls. Although we will be social distancing, please bring a face mask with you to wear during your appointment.
- If you have a persistent cough or high temperature, please do not attend your appointment

Premises

- Tape to be marked out on the floor in front of the offices indicating for every customer to wait at this point and to be invited in, ensuring numbers kept to a minimum inside the building.
- Clear signage indicating the 2m distance and measures to undertake whilst at our premises, and health and hygiene action list
- Daily clean of offices and high volume touch points
- Weekly deep cleaning of offices to include:
 - Handrails
 - Door handles
 - Light switches
 - Toilets
 - Desks
 - Phone
 - Computer/Keyboards
 - Chairs
 - Kettle
 - Microwave
 - Key Box
 - Fridge
 - Printers

Staff

- All staff to be trained on new processes and policies
- Staff to wear latex rubber gloves and masks when inspecting vehicles and meet and greet customers
- Cleaning workstations between users (minimum 3x day)
- Regular hand washing and sanitizing
- Display posters promoting hand washing minimum every hour

- Stagger desks where possible to avoid staff facing each other
- All staff to be encouraged to drink at least 2L of water a day
- If symptoms occur of Covid-19 to notify the business immediately and to self isolate immediately

Vehicles

- At no point should staff and customers be in the car at the same time, including test drives
- Cars to be disinfected before we enter and after we leave with special attention made on high volume touch points (Handles, Steering Wheel, Gearstick, Radio, Handbrake)
- When customers need to provide documentation and keys to their car, they are to place them all on the passenger seat and close the door, our staff will do the same when we complete the inspection
- No inspection of cars to be indoors, all inspections outdoors only

Extra Measures to ensure Covid Safe

- All our sites are now fully stocked with hand sanitizer and cleaning fluids for both staff and customer use.
- The team have received additional training and guidance on social distancing measures and cleanliness.
- Vigorous cleans will take place at various points throughout the day at all our sites.
- All booking slot durations have been extended to allow extra time between customer appointments.