



Post Covid Code of Conduct

Covid-19 crisis has brought many challenges to our business and the UK economy. As we start to re-open our business and navigate the new “normal” we must focus on keeping our staff and customers safe. We have prepared some guidelines for our reopen strategy and how we will be conducting our business to ensure the safety of everyone. This will help raise awareness on how we should conduct ourselves during the recovery period across the business establishing an environment where everyone feels comfortable.

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

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