

**PROTOCOLS
TO ENSURE SAFE CONDITIONS
FOR REPAIR
&
MAINTENANCE SERVICES OF MOTOR
VEHICLES**

conceptualised by



May 2020

THE SAFE SERVICE

Garage and mechanical services will resume on the 16th of May 2020. A protocol as listed hereunder is established to ensure safety of the customers and their employees.

Proposed:

Operating Hours	9 am to 5 pm
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PART 1: OPERATIONAL PROTOCOLS

1. Work Rotation

Garage to ensure a schedule of work rotation of their mechanics.

2. Equipment for safe conduct of activities

Each employee should be equipped with face masks, gloves and glasses (if applicable) to be replaced regularly during the day.

3. Social distancing measures

Each individual should respect the social distancing of 1 meter while they are executing their task at the garage. Also, while welcoming clients, car keys should be delivered for sanitization before going for repair/maintenance.

4. Information session

Staff to brief each client about the special disposals put in place and how their vehicle will be delivered complying to the Covid-19 regulations.

5. Sanitization of frequently used areas

To disinfect all zones with which the customer has contracted (reception area, lounge, etc). If the company has the resources to prevent getting exposed to non-protected vehicles, it may consider washing the car before each intervention, especially the contact zones that are not protected with the disposable covers.

6. Mode of payment

Cashless payments shall be prioritized to avoid any contamination (via Credit/Debit card, Juice, My.T Money, Internet Banking). Herewith, all documentation shall be designed electronically and submitted to the client via email.

PART 2: CUSTOMERS

1. Capacity into premises

The number of customers who can enter the dealership shall be limited to capacity of workforce.

2. Social distancing

To encourage social distancing by positioning marking of 1 meter on floors for customers to queue up.

