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 16\textsuperscript{th} 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 |

**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.