



COVID -19 Collection and Delivery Policy

Any drivers over the age of 65 have already been sent home and will remain there for their own safety.

Any drivers under the age of 65 with any of the underlying health conditions listed below have been strongly recommended to the same.

Asthma, chronic obstructive pulmonary disease or bronchitis.

Chronic heart condition

Chronic liver disease

Problems with spleen or a weakened immune system.

All drivers have been made aware of their social responsibility at this difficult time. They are acutely aware of the need to safe guard not just themselves, but all members of society, our customers staff and end users.

Drivers have been sent a copy of government guidelines on social distancing. We will be looking to implement the following steps that are to be updated with advice from our customers and in accordance with situations as they progress.

Collection

When collecting vehicles drivers will try and maintain a 2 metre distance from people where possible.

Drivers will try to ascertain if vehicles have been cleaned/wiped down, including the keys prior to acceptance. If not the drivers will make every effort to do so, where the equipment is available. The company appreciates, that antibacterial wipes are not always available, but will reimburse drivers upon receipt.

Any issues or concerns will be relayed to customers for advice.

In Progress

Any driver feeling unwell at any time, prior to collection or whilst in possession of the vehicle will notify the office immediately. Arrangements will be made to collect the car from the driver and return him/her home safely. The vehicle will be re-assigned to another driver after consultation with the customer on how they wish to proceed.

End users will be contacted by the office prior to delivery, to explain the procedures being taken and ascertain any requirements your customer has. Any feedback will be communicated both verbally and electronically to the drivers. Every effort will be made to ensure that end users feel secure, safe and in control during the delivery process.

Delivery

At this time we will have ascertained how the end user would like us to proceed with the help and advice of our customers. In the event that an end user is not prepared to accept delivery of a vehicle or unwilling to sign a tablet or paperwork, we will contact our customer immediately. We will endeavour to do our best to proceed as advised.

Working with our colleagues in the industry drivers will have the facility to interact, through the PlaterPal system. This is designed to assist drivers to link up together in order to limit the need for the use of public transport. Government guidelines recommend the use of public transport, be kept to a minimum. Drivers will be encouraged to avoid train, tubes and buses when possible. Any information you require on this system, please feel free to contact us.

Drivers have been advised to wipe down all control panels, steering wheels, on board touch screens, gear levers, indicator stems and door handles where possible.

Drivers are instructed as always, not to ask end users for lifts. They have been strongly advised not to accept any lifts offered by customers. As eluded to above, the industry is looking to mitigate any impact this could have on service levels.