

COVID-19 ALERT LEVEL 3 DEALER PROCEDURE DOCUMENT – MACAULAY MOTORS

Alert Level 3: RESTRICT, HIGH RISK THE DISEASE IS NOT CONTAINED. Any staff member that is unwell or suspects they have been in contact with anyone being tested for Covid-19 is to advise their manager immediately (whether they are working on site or working from home).

Outlined below are the procedures that will apply to our business to maintain contactless engagement with customers and eliminate cross contamination of staff.

	Service	Parts (Invercargill and Queenstown)	Grooming (Invercargill and Queenstown)	Sales/Finance (Invercargill and Queenstown)	Admin (Invercargill Only)	Marketing (Invercargill Only)
Customers and Couriers: Maintain Social Distancing	<p>INVERCARGILL</p> <ul style="list-style-type: none"> Contact register to be maintained for all customers engaging with the business (on site only) Pick up and drop off service for customers to limit customers visiting the dealership Service reception temporarily moved to the first workshop bay as the only contact point – automated service reception doors locked 2m social distance rule Swap Eftpos machines with parts (parts Eftpos has two separate machines) Customer lounge closed Establish payment method with customers at the time of booking, collect credit card details for payment before vehicle dropped off (credit card fees waived) All other entry doors to the business to be locked with signs directing people to the temporary service area <p>QUEENSTOWN</p> <ul style="list-style-type: none"> Contact register to be maintained for all customers engaging with the business (on site only) Pick up and drop off service for customers to limit customers visiting the dealership Temporary Service Reception desk to be added to maintain 2m social distancing and contactless engagement Customer lounge and community desk area closed Establish payment method with customers at the time of booking, collect credit card 	<ul style="list-style-type: none"> Couriers to complete the contact register Parts customers to be directed to the temporary service area For charge accounts, leave parts/panel outside for collection where possible For parts orders maintain 2m rule from delivery people 	<ul style="list-style-type: none"> Maintain 2m rule for pick up drop off service Complete a contact register for every pick up/drop off 	<ul style="list-style-type: none"> Contactless engagement at all times Maintain 2m rule, no handshakes or physical contact with customers No more than one person per department working Online signing process No customers in building Customer lounge and community desk area closed Use online facilities where possible All cars on display will remain locked to avoid customers getting in vehicles and potentially contaminating (notice displayed in each vehicle advising it is locked and how to contact a salesperson) No accompanied test drives 	<ul style="list-style-type: none"> Staff to work home where possible No supplier visits No customers in the building Contactless payments 	<ul style="list-style-type: none"> Staff to work home where possible No supplier visits

	<p>details for payment before vehicle dropped off (credit card fees waived)</p> <ul style="list-style-type: none">• All other entry doors to the business to be locked with signs directing people to the temporary service area					
Staff: Maintain Social Distancing	<ul style="list-style-type: none">• All staff to sign in and sign out of building – one entry point in service• Any vulnerable staff to remain home• Maintain 1m rule• Split morning tea and lunch shifts• One staff member at a time at coffee machine/sink area• Lunchroom: one staff member per table• Avoid using another staff member’s PC/keyboard	<ul style="list-style-type: none">• All staff to sign in and sign out of building – one entry point in service• Any vulnerable staff to remain home• Maintain 1m rule• Avoid using another staff member’s PC/keyboard• Maintain 1m rule when supporting service in looking up parts on PC’s• One staff member at a time at coffee machine/sink area	<ul style="list-style-type: none">• All staff to sign in and sign out of building – one entry point in service• Any vulnerable staff to remain home• Staff to work at home where possible• Maintain 1m rule• One staff member at a time at coffee machine/sink area	<ul style="list-style-type: none">• All staff to sign in and sign out of building – one entry point in service• Any vulnerable staff to remain home• Staff to work at home where possible• Maintain 1m rule• One staff member at a time at coffee machine/sink area	<ul style="list-style-type: none">• All staff to sign in and sign out of building – one entry point in service• Any vulnerable staff to remain home• Staff to work at home where possible• Maintain 1m rule• Photocopier and snack box to be moved to alternative places to eliminate extra staff in the office area• One staff member at a time at coffee machine/sink area• Limit number of people in office, no loitering	<ul style="list-style-type: none">• All staff to sign in and sign out of building – one entry point in service• Any vulnerable staff to remain home• Staff to work at home where possible• Maintain 1m rule• One staff member at a time at coffee machine/sink area
PPE Websites with helpful info on Facemask use: https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-face-mask-and-hygiene-advice	<ul style="list-style-type: none">• All staff supplied with gloves• Use gloves when handling keys and moving vehicles• Moving vehicles to be kept to a minimum (see section on sanitation)	<ul style="list-style-type: none">• All staff supplied with gloves• Use gloves when handling courier packages or unpacking parts orders	<ul style="list-style-type: none">• All staff supplied with gloves• Use gloves when handling keys and moving vehicles• Moving vehicles to be kept to a minimum (see section on sanitation)	<ul style="list-style-type: none">• All staff supplied with gloves• Use gloves when handling keys and moving vehicles• Moving vehicles to be kept to a minimum (see section on sanitation)	<ul style="list-style-type: none">• All staff supplied with gloves	<ul style="list-style-type: none">• All staff supplied with gloves
Sanitation Websites with helpful info on hand washing: https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-face-mask-and-hygiene-advice	<ul style="list-style-type: none">• All staff to follow good hygiene practises and wash hands regularly• Sanitiser available in every department• Sanitiser at the temporary service area• Disposable gloves available for customers and staff when using Eftpos machines – use contactless payment where possible• Eftpos machine regularly sanitised• Disposable cups, plates and cutlery to be used in the lunchroom. No ceramic plates or cups to be used (other than personal cups that aren’t used by anyone else). <p>PICKUP AND DELIVERY SERVICE:</p>	<ul style="list-style-type: none">• All staff to follow good hygiene practises and wash hands regularly• Sanitiser available in every department• Sanitiser at the temporary service area• Disposable gloves available for customers and staff when using Eftpos machines – use contactless payment where possible• Any staff using a company vehicle for urgent work outside the office (e.g. pick up/delivery) is to follow the Vehicle Disinfection Process.• Any parts drop off is to be strictly contactless• Disposable cups, plates and cutlery to be used in the lunchroom. No ceramic plates	<ul style="list-style-type: none">• All staff to follow good hygiene practises and wash hands regularly• Sanitiser available in every department• One groomer is assigned to the building to regularly sanitise external and internal door handles, reception areas, Eftpos machines, restock disposal items for lunchroom, restock sanitiser where necessary, bathroom light switches, fridge doors, coffee machines and any other touch points by staff/customers along with safe disposal of rubbish and PPE gear (see checklist) <p>SUPPORTING SERVICE DEPT PICKUP AND DELIVERY SERVICE:</p>	<ul style="list-style-type: none">• All staff to follow good hygiene practises and wash hands regularly• Sanitiser available• Any trade in’s appraised and vehicles demonstrated to be fully sanitised prior to inspection and again afterwards. (Use the separate Vehicle Disinfection Process document).• Disposable cups, plates and cutlery to be used in the lunchroom. No ceramic plates or cups to be used (other than personal cups that aren’t used by anyone else). <p>SUPPORTING SERVICE DEPT PICKUP AND DELIVERY SERVICE:</p> <ul style="list-style-type: none">• Vehicles and keys to be sanitised immediately on pick	<ul style="list-style-type: none">• All staff to follow good hygiene practises and wash hands regularly• Sanitiser available• Any staff using a company vehicle for urgent work outside the office (e.g. mail) is to follow the Vehicle Disinfection Process.• Disposable cups, plates and cutlery to be used in the lunchroom. No ceramic plates or cups to be used (other than personal cups that aren’t used by anyone else).	<ul style="list-style-type: none">• All staff to follow good hygiene practises and wash hands regularly• Sanitiser available• Disposable cups, plates and cutlery to be used in the lunchroom. No ceramic plates or cups to be used (other than personal cups that aren’t used by anyone else).

	<ul style="list-style-type: none">• Vehicles and keys to be sanitised immediately on pick up and prior to drop off (in conjunction with separate Vehicle Disinfection Process document)• Document confirming the customers vehicle has been sanitised to be left in the vehicle on drop off	or cups to be used (other than personal cups that aren't used by anyone else).	<ul style="list-style-type: none">• Vehicles and keys to be sanitised immediately on pick up and prior to drop off (in conjunction with separate Vehicle Disinfection Process document)• Document confirming the customers vehicle has been sanitised to be left in the vehicle on drop off• Disposable cups, plates and cutlery to be used in the lunchroom. No ceramic plates or cups to be used (other than personal cups that aren't used by anyone else).	up and prior to drop off (in conjunction with separate Vehicle Disinfection Process document) <ul style="list-style-type: none">• Document confirming the customers vehicle has been sanitised to be left in the vehicle on drop off		
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