



DRIVERS

Best and safe working practices when recovering members of the public and their vehicles.

- Standardised questions for staff/drivers to ask.
- Keep the Club / Motoring organisation aware of your intentions at all times.
- All passengers must sanitise hands.
- Sanitise all touch points to the disabled vehicle.
- Sanitise the keys and hand over on a tray or bucket, NOT hand to hand.
- Keep a safe distance at all times (2m).
- Sanitise the recovery vehicle after every job.
- Drivers to change their clothing as soon as possible after shift.
- Avoid using on-road services unless essential.

- Specialist Jobs, multiple staffing;
- Don't share tooling and equipment.
- Keep a safe 2m distance from your colleagues.

Leave the passengers in the disabled vehicle?

- This practice is not illegal, best practice guide says, this is for a disabled person, we have to consider this to be the case, as this is an ‘Infectious Disease’ and has no defined status within our Best Practice Guide. Be careful as this could cause more problems than it solves!
- Operator to follow IVR COVID-19 Rescue Protocol (Document No POL010).

OFFICE BASED STAFF

Office Critical Workers / Control / Accounts / Parking

- Where possible, work from home!
- Critical workers only – to be in the designated offices.
- Operate a ‘**CLEAR DESK**’ policy, thus keeping potential transition to a minimum and for ease of sanitising.
- Avoid direct contact through office equipment and stationary.
- ALL other staff are to be banned from entering.
- Adjust desk spaces for 2m distance.
- Sanitise surfaces including door handles etc every hour.
- **Do not** share computer keyboards, telephones, headsets etc unless they are thoroughly sanitised after shift changes.
- Staff social facilities to be placed out of bounds including kitchen areas
- Keep fresh air circulating by opening windows.
- Keep a safe distance during staff handover processes.
- Smokers, if they must – keep as safe 2m distance from each other and dispose of responsibly.

YARD

Yard – Storage Collections / Deliveries / Goods-in

- Yard areas to be kept locked and out of bounds to unauthorised staff or visitors.
- Sanitise regularly the gate entry touch points.
- Sanitise all touch points to the disabled vehicle.
- Sanitise the keys and hand over on a tray or bucket, NOT hand to hand.
- Regularly sanitise all yard equipment, such as fork truck, lifts, dolly's, skates etc.
- If possible, limit the use of the fork truck to one person only.
- Sanitise all goods delivered.
- Keep all drivers out of any Staff / Tea rooms