



The BVRLA Guide to

# Operating during the Covid-19 Pandemic

British Vehicle Rental and Leasing Association



## **BVRLA Guide to Operating during the Covid-19 pandemic – September 2020**

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## Introduction

The aim of this guide is to provide support and guidance to BVRLA members on the running of their operations during the Covid-19 pandemic.

The safety of staff and customers is of the utmost importance during these unprecedented times and by using initiative and taking a best practice approach to their operations, members can manage the risks to those who are continuing to work and customers who need vehicles.

This document will be updated as new guidance emerges.

If you would have any questions about this guidance or would like to provide feedback, please contact the BVRLA at [legal@bvrla.co.uk](mailto:legal@bvrla.co.uk).

The BVRLA would like to thank members for their support in producing this guidance including the provision of images.

## Disclaimer

The purpose of the document is to provide guidance and information only. Members should implement suggestions from this guidance only after taking the appropriate professional advice and in adherence with the relevant rules and regulations as applicable to their circumstances including ensuring that staff, suppliers and customers are adhering to [social distancing for the workplace rules](#). Members should refer to the latest government-issued guidance [here](#) to ensure that they are receiving the most up to date information at all times. “

## Stay informed

[BVRLA Covid-19 Business Guidance](#)

[Government Covid-19 Advice](#)

[FCA Covid-19 Guidance for Firms](#)

[Government Coronavirus WhatsApp Information Service](#) – Add 07860 064422 in your phone contacts and message the word ‘hi’ in a WhatsApp message to get started.

The Government has launched a dedicated Covid-19 **Business Support Helpline** for businesses to speak directly to an advisor. The number to call is 0300 456 3565.

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## Government advice

### 'stay alert and safe' advice

As of the 22<sup>nd</sup> September 2020, Government guidance asks that citizens **stay alert and safe**. We can all help control the virus if we all stay alert. This means you must:

- Stay at home as much as possible
- Work from home if you can
- Limit contact with other people
- Wash your hands regularly
- Self-isolate if you or anyone in your household has symptoms.
- Keep 2 metres apart where possible. Where it is not possible to remain 2 metres apart, you must remain over 1 metre apart from others and take mitigations to reduce the risk of transmission, for example using a face covering and hand sanitiser.

[Full guidance on staying alert has been published on the Gov.UK website.](#)

### Working safely during Covid-19

The government, in consultation with industry, has produced guidance to help ensure workplaces are as safe a possible. [There are 8 guides which cover a range of different types of work](#). It is important to note that many businesses operate over more than one type of workplace and may need to use more than one of these guides to keep staff and customers safe.

There are 5 key points which the government suggest should be implemented as soon as it is practical:

#### 1. Work from home, if viable

Employers should decide, in consultation with their employees, whether it is viable for them to continue working from home. Where it is decided that workers should come into their place of work then this will need to be reflected in the business's risk assessment and actions taken to manage the risks of transmission.

#### 2. Carry out a COVID-19 risk assessment, in consultation with workers or trade unions

This guidance operates within current health and safety employment and equalities legislation and employers will need to carry out COVID-19 risk assessments in consultation with their workers or trade unions, to establish what guidelines to put in place. All businesses with over 50 employees are expected to publish the results of their risk assessment on their website.

A risk assessment of your business should address the risks of Covid-19 and should identify sensible measures to control the risks in your workplace. Where businesses have less than 5 employees, this risk assessment does not have to be documented. The Health and Safety Executive (HSE) have produced [interactive tools](#) to support businesses with conducting this risk assessment.

Further information on conducting this risk assessment can be found on the [Gov website](#).



### 3. Maintain 2 metres social distancing, wherever possible

Employers should re-design workspaces to maintain 2 metre distances between people where possible, by staggering start times, creating one way walk-throughs, opening more entrances and exits, or changing seating layouts in break rooms.

### 4. Where people cannot be 2 metres apart, keep a social distance of '1 metre plus' and take mitigations to reduce the risk of transmission

Employers should look into putting barriers in shared spaces, creating workplace shift patterns or fixed teams minimising the number of people in contact with one another, or ensuring colleagues are facing away from each other.

Taking mitigations to reduce the risk of transmission may include the use of face coverings and hand sanitiser.

### 5. Reinforcing cleaning processes

Workplaces should be cleaned more frequently, paying close attention to high-contact objects like door handles and keyboards. Employers should provide handwashing facilities or hand sanitisers at entry and exit points.

A downloadable notice is included in the documents, which employers should display in their workplaces to show their employees, customers and other visitors to their workplace, that they have followed this guidance.

#### Testing staff for COVID-19

Testing for COVID-19 is now available for anyone in England, Scotland, Wales or Northern Ireland who has symptoms of coronavirus, you can ask for a test through the NHS website. Testing is most effective within 3 days of symptoms developing. Further information is available on the [Government website](#).

#### NHS test and trace: workplace guidance

The NHS test and trace service:

- provides testing for anyone who has symptoms of coronavirus to find out if they have the virus
- gets in touch with anyone who has had a positive test result to help them share information about any close recent contacts they have had
- alerts those contacts, where necessary, and notifies them they need to self-isolate to help stop the spread of the virus

To facilitate the NHS test and trace service, government is asking employers to encourage workers to heed any notifications to self-isolate and provide support to these individuals when in isolation.

An app is currently being trialled on the Isle of Wight to help facilitate test and trace and will be rolled out nationally. If you develop symptoms of coronavirus, the app will:

- anonymously warn other app users who have been near you



- provide advice from the NHS on the right action to take to help stop the virus spreading further
- help you to get a swab test

Further information is available on the [NHS website](#) and once available employers may wish to consider how this is used in their workplace.

## Early outbreak management

The government [have published action cards for early outbreak management of COVID-19](#). The action cards provide instructions to anyone responsible for a business or organisation on what to do in the event of one or more confirmed cases of coronavirus (COVID-19) in a organisation.

These quick-reference guides provide key steps to help quickly identify, report and respond to any potential COVID-19 outbreak within your local community. A COVID-19 outbreak is one or more confirmed cases of COVID-19, depending on the type of organisation.

## Travelling to work

### Key points to consider:

- Staff should travel to work alone using their own transport where possible
- Parking arrangements for additional vehicles and bicycles
- Providing hand cleaning facilities at entrances and exits. This should be soap and water wherever possible or hand sanitiser if soap and water are not available
- Changing and staggering office hours to reduce congestion on public transport

## Travel to Work

Wherever possible, staff should travel to branches/offices alone using their own transport. If staff have no option but to share transport:

- Journeys should be shared with the same individuals and with the minimum number of people at any one time
- Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission
- The vehicle should be cleaned regularly using gloves and standard cleaning products, with emphasis on handles and other areas where passengers may touch surfaces
- Where a face covering

Companies should consider:

- Parking arrangements for additional vehicles and bicycles
- Other means of transport to avoid public transport e.g. cycling
- Providing hand cleaning facilities at entrances and exits. This should be soap and water wherever possible or hand sanitiser if soap and water are not available
- How someone taken ill would get home

Where public transport is the only option for staff, you should consider:

- Changing and staggering office hours to reduce congestion on public transport



- Avoid using public transport during peak times (05:45 – 7:30 and 16:00 – 17:30)
- Remind staff that face coverings have to be worn on public transport

## Working in an office (non-customer facing)

The following are key points to consider for your office environment:

### Workplace access

- Reduce the number of non-essential visitors
- Monitor congestion to enable social distancing of two metres, or one metre plus where provisions are in place to reduce the risk of transmission
- Introduce staggered start and finish times to reduce congestion and contact
- Remove or disable entry systems that require skin contact e.g. fingerprint scanners
- Promote good hygiene, encourage staff to wash or clean hands before entering or leaving premises
- Provide the necessary facilities to do this, warm water and soap or hand sanitiser
- Regularly clean common contact surfaces in reception, office, delivery areas etc.
- Delivery drivers should remain in their vehicles if the load will allow it and must wash or clean their hands before unloading goods and materials.

### Travel Arrangements

- Avoid public transport and only use if there is no choice
- Car sharing would only be recommended if people are living in the same household
- If available travel to work should be alone in your own vehicle
- Use a bicycle if this is feasible or walk if in walking distance
- Every effort should be made to provide additional parking spaces for cars and bicycles

### Enhanced cleaning in the workplace

- Enhanced and regular cleaning across all areas of the workplace using approved cleaning products and including all building touch-points
- Enhanced and regular cleaning of escalators
- Taps and washing facilities
- Toilet flush and seats
- Door handles and push plates
- Handrails on staircases and corridors
- Lift and hoist controls
- Machinery and equipment controls
- Food preparation and eating surfaces
- Telephone equipment
- Keyboards, photocopiers and other office equipment
- Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.



## **Canteens, cafes and eating areas**

- Dedicated eating areas should be identified
- Break times should be staggered to reduce congestion, using the two metre/one metre plus rule
- Create space and manage seating so that people are two metres apart
- Hand cleaning facilities or hand sanitiser should be available at the entrance of any room where people eat and should be used by staff when entering and leaving
- Keep equipment (e.g. kettles, microwaves, etc) clean between use
- Ask workforce to bring pre-prepared meals and refillable drinking bottles from home
- Where catering is provided, it should be pre-prepared and wrapped food only
- Shared crockery, eating utensils, cups (unless from dispenser) etc. should not be used
- Payments should be taken by contactless card wherever possible
- Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced
- Tables should be cleaned between each use
- All rubbish should be put straight in the bin and not left for someone else to clear up
- All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices

## **Toilet Facilities**

- Restrict the number of people using toilet facilities at any one time
- Promote washing hands before and after using the facilities
- Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

## **Hand washing facilities**

- Ensure soap and fresh water is readily available
- Provide hand sanitiser where hand washing facilities are unavailable
- Regularly clean the hand washing facilities and check soap and sanitiser levels
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal
- Organisations will need extra supplies of soap, hand sanitiser and paper towels and these should be securely stored.

## **Changing facilities, showers and drying rooms**

- Use staggered start and finish times to reduce congestion, following the two metre/one metre plus rule
- Enhanced cleaning of all facilities throughout the day and at the end of each day
- Based on the size of each facility, determine how many people can use it at any one time to maintain a distance of two metres or one metre plus, where mitigations are taken to reduce the risk of transmission
- Provide suitable and sufficient rubbish bins in these areas with regular removal and disposal.





## Other measures

- Ensure ventilation is fit for purpose in the workplace and allow adequate ventilation
- Regularly clean the inside of vehicle cabs and between uses by different operators
- Visitors to sites should be curtailed unless essential and business critical such as delivery drivers, outside maintenance or repairs
- Meetings performed via video link/ skype/ conference call where possible
- All non - essential staff to work remotely where possible
- All inductions if needed undertaken with social distancing close contact protocols rigorously observed
- Observe social distancing and close contact between work colleagues
- Workplaces that are operational need to have daily communication lines.
- Encourage 'side-to-side' or 'back-to-back' workspaces rather than 'face-to-face'.

## PPE Procedures

There are 2 grades of personal protective equipment, FFP grade 2 is used by NHS staff and is not appropriate for use by staff in the rental and leasing industry. FFP grade 1 or unclassified personal protective equipment are paper or reusable cotton masks and are readily available. If reusable cotton masks are used you will need to consider advising staff:

- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
- when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- change your face covering if it becomes damp or if you've touched it
- continue to wash your hands regularly
- change and wash your face covering daily
- if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste
- practise social distancing wherever possible

## Facilities for isolating in the workplace

- Procedures need to be in place if a worker or visitor has been identified as possibly infected
- An isolation room needs to be made available where possible
- Front line staff need to be identified, trained and issued with the correct PPE to deal with any identified possible cases.

## RIDDOR advice updated to include Covid-19

RIDDOR, (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), has been updated to include new advice of the reporting of COVID-19. This follows a joint statement from the HSE, CBI and TUC saying that businesses staying open during the coronavirus must guarantee safe working conditions including social distancing.

You must only make a report under RIDDOR when:



- an unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a **dangerous occurrence**.
- a worker has been diagnosed as having COVID 19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a **case of disease**.
- a worker dies as a result of occupational exposure to coronavirus.

Read more on RIDDOR reporting of Covid-19 on the [Health & Safety Executive website](#).

## Rental branch operational advice

### Key points to consider:

- Where possible, keep at least 2m away from other people
- Where keeping a 2m distance is not possible, ensure mitigations are in place to reduce the risk of transmission while keeping a 1m plus distance
- Demarcate customer queue locations with hazard warning tape at 2m/1m intervals
- How parking spaces are used to encourage social distancing
- Clear signage at point of entry detailing new operating rules & procedures
- Additional cleaning
- Staff should wear face coverings in branches

### Working in a rental branch (customer facing)

The following advice should be issued to all staff in branch:

- Where possible, keep at least 2m away from other people. Where the working conditions do not allow for this, staff should keep at least 1m away from others and use mitigations to reduce the risk of transmission. Where a 2m distancing rule is not viable, staff should be provided with face coverings and hand sanitizer. If necessary, use flexible working hours and split shift teams to minimise the risk of people gathering. This may also mean repositioning desks and / or where staff sit during breaks
- Operate a "one phone / terminal / card machine" to a person policy
- Wipe down desks, counters, telephones, desk stationery, e-signature pads, tablets and credit card readers regularly with disinfectant wipes. Bin the wipes in branch waste refuse sack before tying it shut
- Wash your hands with soap & warm water for 20 seconds as regularly as possible
- Avoid touching your eyes, nose or mouth if your hands are not clean
- Vending machines switched off or sanitised after use
- Toilet and bathroom facilities are cleaned and sanitised each day.

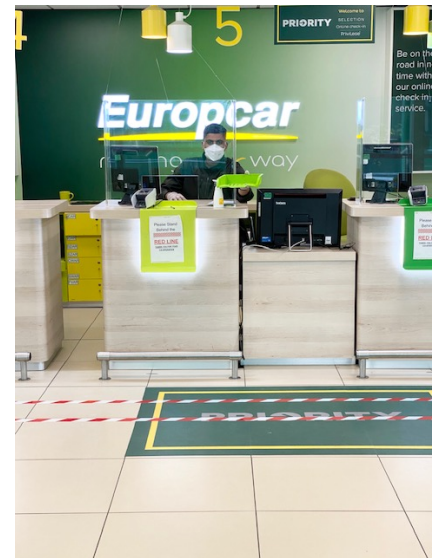
For your branch operations the following should be considered:

- You should calculate the maximum number of customers that can reasonably follow social distancing guidelines within the branch. This should take into account total floorspace as well as any pinch point areas.
- 2m social distancing guidelines should be followed where possible, however smaller branch locations may implement a 1m plus social distancing policy where 2m is not viable and should then supply risk mitigation provisions to reduce the risk of transmission of the virus, for example disposable face coverings and hand sanitiser stations for customers and staff.

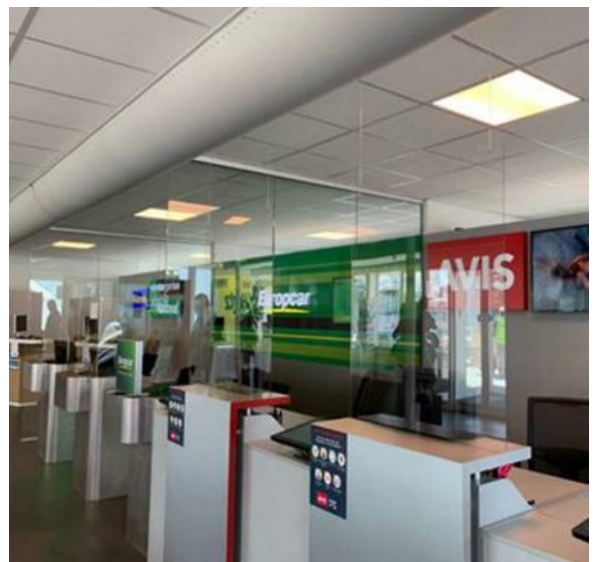
# Regulation & Compliance



- Use flexible working hours and split shift teams to minimise the risk of people gathering
- Ask customers to remove face coverings temporarily at a 2m distance in order that their ID can be verified.
- Use either every other counter terminal or just one – whichever option allows 2m/1m-plus spacing.
- Limit the number of customers allowed in branch based on the size of branch and allowing for customers and staff to be 2m/1m apart where possible
- Demarcate customer queue locations with hazard warning tape at 2m/1m intervals where possible
- Consider how parking spaces are used so customers are 2m/1m apart where possible
- Implement a one-way system that will prevent people passing each other
- Staff should wear face coverings
- Clear signage at point of entry detailing new operating rules & procedures including:
  - Where possible, keep 2m/1m apart
  - Directional signage to sanitiser
  - Face coverings
  - Where to stand whilst waiting to collect vehicles



- Perspex screens at counters, see examples below:



# Regulation & Compliance



## Suggested precautions and signage examples

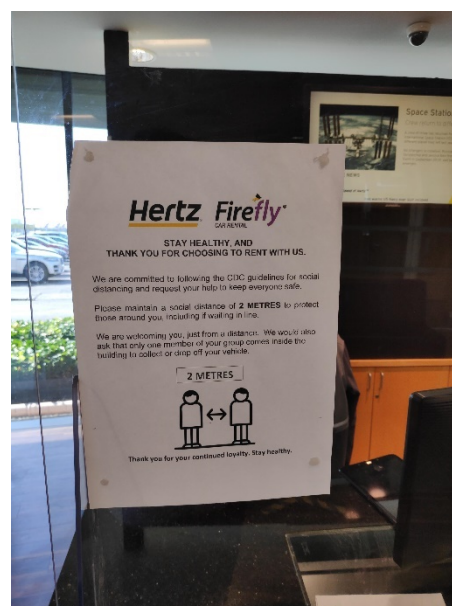
Signs and floor markers should be used to encourage good social distancing compliance. Examples could include the following:



Perspex screens fitted to the front of rental desks protect customers and staff members from the spread of germs

Floor markings encourage customers and staff to remain 2m apart at all times, especially while queuing at the rental desk

Factsheets and guidance placed around the branch will remind customers and staff of good practices to follow to prevent the spread of infection.



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You must only make a report under RIDDOR when:

- an unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a **dangerous occurrence**.
- a worker has been diagnosed as having COVID 19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a **case of disease**.
- a worker dies as a result of occupational exposure to coronavirus.

Read more on RIDDOR reporting of Covid-19 on the [Health & Safety Executive website](#).

## Providing staff with protective equipment

There are 2 grades of personal protective equipment, FFP grade 2 is used by NHS staff and is not appropriate for use by staff in the rental and leasing industry. FFP grade 1 or unclassified personal protective equipment are paper or reusable cotton masks and are readily available. If reusable cotton masks are used you will need to consider advising staff:

- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
- when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- change your face covering if it becomes damp or if you've touched it
- continue to wash your hands regularly
- change and wash your face covering daily
- if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste
- practise social distancing wherever possible

## Non-compliance

COVID-secure guidelines will become a legal obligation for rental branches, with those who do not comply running the risk of fines of £10,000 or closure.

In addition, fines of £200 can be issued if people are not wearing a face covering.



## Renting to customers

You should ask customers about any symptoms of COVID-19 they or the people they live may have – do this prior to renting and at the return of the vehicle. If the customer has symptoms, they are putting your staff at risk and you may decide not to rent a vehicle to them.

From 14 September you must not meet with people from other households socially in groups of more than 6. This includes travel in vehicles, whilst rental companies are not expected to enforce this law it would be prudent for members to take this law into account when renting vehicles.

Customers will need to wear face coverings in your branches and you may wish to consider providing them at the entrance. You should not allow customers into your branch without a face covering.

[The Foreign & Commonwealth Office \(FCO\) has updated its global advisory](#) against ‘all but essential’ travel, exempting destinations that no longer pose an unacceptably high risk for British travellers.

Further advice from the FCA states that no travel is risk-free, and disruption is still possible. If you plan to travel:

- read the [coronavirus travel guidance](#) to make sure you are prepared for your travel
- read the [Travel Advice](#) for your destination, for information on local coronavirus measures that you will need to follow
- sign up for email alerts for Travel Advice to ensure you are informed of any changes while you are travelling

If a vehicle is being taken abroad a [vehicle on hire certificate \(VE103b\)](#) should be issued in place of providing the vehicle registration document

In addition, if a customer returns a vehicle and advises that they or someone they live with has displayed symptoms of COVID-19, you will need to ensure your staff are protected and that additional cleaning measures are undertaken, as outlined below.

The key symptoms of COVID-19 are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal



## Vehicle Cleaning

### Key points to consider:

- Disposable cleaning equipment and personal protective equipment
- Where possible, keep staff two metres apart
- Handwashing between each vehicle cleaning
- Use a different processes where a vehicle is returned and the customer advises they or someone they live with has COV-19 symptoms

### Areas to give special attention to:

- Handles (internal & external)
- Steering wheel (the whole of the wheel should be cleaned including those out-of-sight areas where fingers tend to grip)
- Full length of the indicator & windscreen wiper stalks
- Gear stick
- Seat belts, seat belt adjusters & buckles
- Seat adjusters - height/backwards/forwards
- Rear view mirror
- Dashboard & infotainment controls
- Glove box
- Keys including the handle, metal and the ignition itself
- Start button (if applicable)
- Heating/cooling controls
- Air vent grips

### Vehicles being returned/prepared

All vehicles should be subject to additional cleaning once returned from any customer and before being hired to another. Where possible staff should be provided with disposable gloves for cleaning and after the cleaning has taken place hands should be washed with soap and water for at least 20 seconds. If hand washing facilities are not available an alcohol-based sanitiser (with at least 60% alcohol) could be used on the hands. If other forms of protective clothing (such as face coverings or aprons) are used these should be removed after each vehicle has been cleaned and disposed of. At a minimum the cleaning should include:

- Using a disposable cloth or paper roll to clean all hard surfaces, first clean hard surfaces with warm soapy water or a general purpose disinfectant cleaner, then disinfect these surfaces. Pay attention





to frequently touched areas and surfaces, such as steering wheels, handbrake, gearstick and door handles.

- If the vehicle is not being rented again you could consider seat covers, steering wheel covers etc to protect the surfaces which have been cleaned
- Where a cabin air filter is used for cleaning air inside the vehicle consider changing this filter more frequently

## **Vehicles returned where the customer, family member or someone who has been in the vehicle have displayed symptoms of COVID-19**

If a customer advises they or someone they live with has COVID-19 or the symptoms of COVID-19, members should isolate the vehicle (where possible) for 72 hours as the risk of contamination is believed to reduce significantly over time. After this period has passed the following advice may be helpful as to what would constitute a deep clean and what protective equipment should be worn:

- Disposable gloves should be worn (where available) and after the cleaning has taken place hands should be washed with soap and water for at least 20 seconds. If hand washing facilities are not available an alcohol-based sanitiser (with at least 60% alcohol) could be used on the hands. If other forms of protective clothing (such as disposable face coverings or aprons) are used, these should be double-bagged along with the disposable gloves, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished. If storage for at least 72 hours is not possible, arrange for collection as a Category B infectious waste either by your local waste collection authority if they currently collect your waste or otherwise by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.
- Using a disposable cloth or paper roll, to clean all hard surfaces, first clean hard surfaces with warm soapy water or a general-purpose cleaner, then disinfect these surfaces. Pay attention to frequently touched areas and surfaces, such as steering wheels, handbrake, gearstick and door handles. The disinfectant should be:
  - a combined detergent and disinfectant solution at a dilution of 1,000 parts per million of available chlorine
  - or**
  - a household detergent followed by disinfectant at a dilution of 1,000 parts per million of available chlorine. Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants
- Avoid creating splashes and spray when cleaning.





## Delivery and Collection of Vehicles

### Key points to consider:

- Where possible, keep at least two metres away from other people
- Regularly risk assess your process for changes/improvements
- Wash your hands with soap & warm water for 20 seconds before and after each delivery/collection or use hand sanitiser if handwashing is not available.
- Provide staff with paperwork which evidences why they are doing what they are doing.
- If travelling with customers/employees in vehicles, face coverings should be worn

While the collection and distribution of vehicles remains permitted, this must be carried out in compliance with current Coronavirus / COVID-19 precautions. Travel for work purposes is permitted, but only where work cannot be carried out from home. Other than the businesses it has specified, the Government has not required any other businesses to close – indeed it has stated *it is important for business to carry on*.

In its [social distancing guidance](#), the government says that employers and employees should discuss their working arrangements. It recognises that certain jobs require people to travel to, from and for their work – which clearly applies to the collection and distribution of vehicles. The government says that, if you cannot work from home, you can still travel for work purposes, provided you are not showing coronavirus symptoms and neither you nor any of your household are self-isolating. This is consistent with advice from the Chief Medical Officer.

It is recommended that regular reviews of government advice are undertaken and that a risk assessment is conducted on a weekly basis to see whether any process or procedures can be strengthened or relaxed.

### General Instructions

- Where possible, keep at least two metres away from other people – on site, in branch and on a customer's premises
- Where practical, there should be no passengers in the vehicle. However, if more than one person is in the same vehicle, the largest vehicle available should be used and the driver and passengers should sit as far away as possible from each other i.e. one passenger in the front and the other in the back, on opposite sides of the vehicle. Having the windows open will also allow air to circulate throughout the vehicle. Face coverings should be worn
- Wipe down the steering wheel, gear stick, crane controller, access handles and any hand-held devices etc. (if available) with anti-bacterial wipes after each delivery/collection
- Bin the wipes either in a site bin or put in a normal refuse sack (not to be stored in the cab) and place in branch waste bin having tied it shut
- Wash your hands with soap & warm water for 20 seconds before and after each delivery/collection or use hand sanitiser if handwashing is not available
- Do not touch your eyes, nose or mouth if your hands are not clean



- If available, the driver should wear single use gloves which are changed after each delivery/collection and disposed of safely, face coverings should also be considered if available
- Contact customers prior to delivery/collection of the vehicle to provide guidance on how a contactless effort will take place.

## Delivery and collection process

Ensure that there has been clear communication with the customer prior to the vehicle being collected or delivered. This should include advising how the driver will conduct themselves in a way that presents no risk and understanding whether the customer or anyone living with the customer has self-isolated because they have coronavirus symptoms. Examples of good practice in this area includes:

- The driver calling the customer rather than approaching the door
- The customer and driver must stay two metres apart where possible and where not possible should remain 1 metre apart and use risk mitigation provisions such as face coverings and hand sanitiser. If any discussions regarding damage take place this should also be done following social distancing guidelines and areas of small damage must be looked at by one party at a time
- The customer and the delivery agent should hand wash/sanitise
- The collection agent will expect the customer to place the keys and all paperwork in the vehicle (preferably in an envelope) only when they have arrived to make the pick-up . For vehicles being delivered, the delivery agent will leave the keys and all paperwork (preferably in an envelope) in the vehicle with the door open in the presence of the customer
- The keys should be wiped with hand sanitiser/wipes before being picked up by either party
- If the customer is required to sign a hand-held device, collection/delivery report or rental agreement then pens and devices should be sanitised prior to being placed for the customer. The driver should then move two metres away, where possible, to give the customer a chance to sign. The device or pen should be sanitised after signature as well.

### Use of electronic signatures

- It is now well understood that an electronic signature is binding on both parties and has the same standing as a ink and paper signature. [The Law Commission confirms that electronic signatures can be used to execute documents.](#)
- [There is Government guidance available](#) to support the use of electronic signatures as well.

The BVRLA and FLA have produced [best practice guidance](#) for delivery and collection of leased vehicles and the broad principals of it can be adapted for rental as well.



## Additional modifications to vehicles

Some members may decide to operate vehicles which are only used for delivery and collection movements and if this is the case members may also wish to consider plexi-glass screens between the front and back of the vehicle or between the driver and passenger.

There are two regulations you need to consider on this which are regards the transparency of the glass and the performance of the glass in an accident. The below two links are the relevant type approval regulations:

[UN Regulation No. 43 - Rev.4 - Safety glazing](#) (ensure you look at regulation 43)

[UN Regulation No. 46 – Indirect Vision](#)

The modification will need to be approved by DVSA which you may struggle to do due to the availability of examiners. A workshop may well be able to assist further with any modifications you are considering.





## Daily Covid-19 Checklist

This daily checklist can be used by managers with staff in any work environment.

Time of day	Action required
<b>On arrival</b>	<ul style="list-style-type: none"> <li>Any staff, customers or suppliers entering your premises should be presented with the ability to wash or sanitise their hands immediately. For staff, this should take place before going to their desk, station or other work area.</li> </ul>
<b>Before start of shift</b>	<ul style="list-style-type: none"> <li>Staff should be reminded of the government social distancing guidelines. They should remain two metres apart where possible, or 1-metre plus apart where risk mitigation is provided.</li> <li>Staff should be reminded that regular hand washing should take place throughout the entire day.</li> <li>Any items being left in fridges or other communal areas should be washed, for example plastic lunch boxes.</li> <li>Managers should monitor for Covid-19 symptoms in staff.</li> <li>Any Covid-19 related absences should be reported to the HR department or relevant line manager.</li> <li>If any staff members have been absent from work and return to work, conduct a back to work interview (implementing social distancing rules) and ensure that the government self-isolation procedures have been adhered to and that symptoms are fully recovered from.</li> <li>Do all staff have face coverings?</li> </ul>
<b>Throughout the day</b>	<ul style="list-style-type: none"> <li>All work surfaces and frequently used items (such as telephones, computer keyboards, pens and vehicle keys) should be kept clean and wiped throughout the working day.</li> <li>High traffic areas (such a staff kitchens, kettles, coffee &amp; tea machines and toilets) should be regularly cleaned.</li> <li>Managers should ensure that social distancing restrictions are kept to by all members of staff and should ask that staff use hand sanitiser on a regular basis.</li> </ul>
<b>End of the working day</b>	<ul style="list-style-type: none"> <li>All regular touch points within branches (door handles, telephones, keyboards, vehicle key boxes, desks, card machines and workstations) should be sanitised.</li> <li>Desks and workstations should be left clear of all personal items. Personal items to be left at the branch should be stored away.</li> <li>Kitchen areas should be left clear of all items other than milk.</li> <li>Any cutlery or crockery used during the day should be left to soak or washed in a dishwasher if possible.</li> </ul>
<b>At the end of each staff members shift</b>	<ul style="list-style-type: none"> <li>Staff should be reminded that any queries, concerns or suggestions for improvements are welcomed.</li> <li>Staff should be reminded to continue to follow social distancing rules upon leaving the premises.</li> </ul>



## Employee Charter

Members may wish to consider having their staff sign up to an employee charter to help get buy in to the new processes and procedures that will be needed in the office environment due to Covid-19, the below is a template which can be used for this purpose.

I commit to undertake the following while on XXXX premises:

Time of day	Action required
<b>On arrival</b>	<ul style="list-style-type: none"> <li>I will, using the facilities available, wash or sanitise my hands immediately upon entering the premises and in any case before going to my desk/work station.</li> </ul>
<b>Before start of shift</b>	<ul style="list-style-type: none"> <li>I will wash my hands at regular intervals throughout the workday.</li> <li>I will wash any items left in communal areas such as fridges and cupboards.</li> <li>I will report to my line manager should I be suffering any symptoms related to Covid-19.</li> <li>I will report any Covid-19 related or other absences to my line manager.</li> <li>Should I experience Covid-19 related symptoms, I will only return to work following the Government recommended isolation period and once any and all symptoms have cleared.</li> </ul>
<b>Throughout the day</b>	<ul style="list-style-type: none"> <li>I will ensure all work surfaces and frequently used items (such as telephones, computer keyboards, pens and vehicle keys) are kept clean and wiped throughout the day.</li> <li>I will remain at a 2-metre distance wherever possible from other individuals, following the Government Social Distancing guidelines.</li> <li>Where it is not possible to remain at a 2-metre distance, I will remain at a 1-metre plus distance from other individuals and will use risk mitigation to prevent the spread of the virus.</li> </ul>
<b>End of the working day</b>	<ul style="list-style-type: none"> <li>I will clean and sanitise my workstation and any items that I have used throughout the day.</li> <li>I will store away all personal items that I intend to leave on the premises.</li> <li>I will clear all communal areas of any items that I have used.</li> <li>I will leave any cutlery and/or crockery used to soak in the relevant sink area or dishwasher.</li> </ul>
<b>At the end of each staff members shift</b>	<ul style="list-style-type: none"> <li>I will flag any queries, concerns or suggestions for improvement to my line manager.</li> <li>I will continue to follow social distancing rules once I have left the premises.</li> </ul>



## Useful Links

[Guidance on advice to provide to staff](#) including: how to help prevent spread of COVID-19; what to do if someone suspected or confirmed to have COVID-19 has been in a workplace setting; advice to give to individuals who have travelled to specific areas; and advice for the certification of absence from work resulting from COVID19.

ACAS has published [information for employees and employers](#), including information on simple steps to help protect the health and safety of staff, sick pay and absence from work.

Advice from the [Health and Safety Executive](#) on keeping workers safe during the pandemic.

[The SMMT](#) – The SMMT have produced guidance for car showrooms and aftermarket operations.