

## COVID-19 (CORONAVIRUS) RISK ASSESSMENT & RETURN TO WORK ACTION PLAN

In addition to this document, all staff should please read the government guidance on working safely during the pandemic: [www.gov.uk/guidance/working-safely-during-coronavirus-covid-19](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

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### When are we re-opening?

As the provider of high-quality service, we believe that if we cannot do it properly, we won't do it all. This is why we have been working on this action plan, to ensure that in these unprecedented times, we can protect the health and safety of our customers and staff, while delivering the same level of standard expected from Alpine Valeting. We are currently planning to re-open on 15 June 2020.

### How are we communicating with customers?

We are sending communications to customers on a regular basis, to reinforce what we need them to do to help us. We expect all staff to reinforce these messages in a consistent manner when communicating with customers. This is to protect you, your family and our customers. We are asking customers to:

- only book a service with us if any persons within the household or premises where service is to take place has no symptoms and has not been advised to shield
- only book online and pay using our online facilities. **We are no longer accepting cash or cheques.**
- DO NOT enter the vehicle(s) to be serviced for at least 12-hours prior to your appointment
- notify us as soon as possible if any persons within the household or premises where service is due to take place has symptoms or has been advised to shield\*
- please provide feedback using our online facilities, rather than in person. *After your service, you will receive an email from us, which we would be grateful to receive your response to*

\* if a customer provides us with less than 48-hours' notice, the usual cancellation fee will be waived under extenuating circumstances. Proof of circumstances may be required.

We have used our online resources to automate the majority of customer contact, minimising the risk of virus transfer and helping us to maintain social distancing.

### What is the process for undertaking work?

In order to protect our staff at work, we have developed additional protocols that must be adhered to alongside the usual working practices. We have a Technician Protocol, specially for our staff; and, a Customer Protocol, which we would ask all customers to adhere to, and staff should familiarise themselves with it too, to ensure they are prepared to field any customer queries and concerns.

It is imperative that ALL appointments are booked online. Even if the customer calls to make a booking, it is the responsibility of the staff member taking that call to please enter the details into the customer relations management (CRM) module and ensure that payment has been made. **We are no longer accepting cash or cheques.** Payment for ALL bookings needs to be made **BEFORE** work commences; this is existing company policy.

As part of the government advice, we need to check that a customer is in good health and happy for works to proceed, without risk to them or our staff, before we begin a job. We are confident that stages 1-3 of the customer protocol enable this; these stages are automated via the CRM module, hence the importance of all staff ensuring that the CRM is used for all customer contact and bookings, etc.

**CUSTOMER PROTOCOL**

<p><b>A. Booking</b></p>	<p>We are actively encouraging all customers to please book online. This greatly reduces the risk posed by Covid-19, by reducing physical contact. There is a disclaimer at point of booking, for customers to confirm that <i>“no persons within the household where service is to take place has symptoms or has been advised to shield”</i>. Customers are unable to complete the booking process if they do not tick the box.</p>
<p><b>B. Confirmation</b></p>	<p>Customer receives an email to confirm their booking. As well as providing details about the date/time and service, there is now an additional request for the customer to please notify us as soon as possible if any persons within the household or premises where service is due to take place has symptoms of Covid-19 (Coronavirus) or has been advised to shield.</p>
<p><b>C. 24-hours before service</b></p>	<p>Customer receives an email to remind them of their booking date/time, as well as a reminder to please notify us if any persons within the household or premises where service is due to take place has symptoms of Covid-19 (Coronavirus) or has been advised to shield. The email also asks the customer to help us to maintain social distancing by not directly handing the key to the vehicle to our technician. Customers are advised that they may choose to leave the key in a safe location ahead of our arrival. If a customer chooses to do this, they are asked to please notify our technician of the key's location on arrival, or via SMS or email.</p>
<p><b>D. Pre-service</b></p>	<p>Our Technician may call the customer approximately 10-minutes prior to the appointment time to notify them of their arrival, enabling the customer to make arrangements to sanitise their vehicle key and have it ready for our Technician to collect.</p>
<p><b>E. Service</b></p>	<p>We are asking all staff and customers to please maintain social distancing <u>at all times</u> while we undertake works. This is keeping a minimum of 2-metres apart from all other persons.</p> <p>Our technicians are provided with personal protective equipment (PPE) and they should wear this throughout the duration of the appointment, unless they are on an authorised break (please refer to section E of the Technician Protocol).</p> <p>On arrival, our technician will knock on the door to let the customer know we have arrived. The technician will then step back at least 2m from the threshold to ask for the key to the vehicle. While remaining 2-metres apart, customers should please discuss with our technician and agree on how their vehicle key will be returned at the end of the job. We will also ask the customer to please respond to the 'Key Return' email before the technician leaves site.</p> <p><b>The customer should NOT pass the key to the vehicle directly to our technician. The customer may throw or slide the key; or, they may place the key in a safe location for the technician to retrieve.</b></p> <p>Please do not try to call our technician's mobile device while they are performing service. As per section D of the Technician's Protocol, staff are not currently allowed to answer calls while working.</p>

	<p>Please DO NOT offer refreshments, etc. to our technicians. While this gesture is appreciated, we are asking all staff to politely decline such offers. All staff are asked to please provide and carry their own refreshments in their service vehicles.</p> <p>We are asking all staff to NOT enter the customer's home unless there are extenuating circumstances and the customer is happy for them to do so. If our technician does have to enter your home, please maintain social distancing <u>at all times</u>.</p>
<b>F. Post-service</b>	<ol style="list-style-type: none"><li>1. Once our technician has completed the job to the required specification, they will knock on the customer's front door to advise them that work is complete</li><li>2. The technician will step back at least 2m from the threshold to maintain social distancing</li><li>3. The key to the customer's vehicle will be sanitised and placed in a plastic pouch, which will be posted through the customer's letterbox, or left in the location previously agreed with the customer, as per item C5 in the Technician Protocol. <b>Our technician will NOT pass the key to the customer's vehicle directly back to them.</b></li><li>4. Our technician will remind the customer to please respond to the 'Key Return' email before we leave the site. If the customer has not received the email, please advise our Technician immediately</li></ol>

**TECHNICIAN PROTOCOL**

<p><b>A. Booking</b></p>	<p>Please encourage all customers to book online. Where this is not possible (in exceptional circumstances), please enter the booking details into the CRM module and ensure that payment has been made. Payment for ALL bookings needs to be made <b><u>BEFORE</u></b> work commences.</p>
<p><b>B. Pre-service</b></p>	<p>Provided the customer has not notified us that any persons within the household, or premises where service is due to take place, has symptoms of Covid-19 (Coronavirus) or has been advised to shield, you should arrive to the appointment, as scheduled.</p> <p><b>Please ensure you have all the necessary personal protective equipment (PPE) in your service vehicle BEFORE you go to the job. Please contact your Line manager immediately if you do not.</b></p> <p>Alpine Valeting is providing its staff with the following items of PPE, free of charge. We expect all technicians to wear each PPE item for every job, changing them as necessary; and, to <b>apply new PPE for each appointment:</b></p> <ul style="list-style-type: none"> <li>• medical grade latex gloves (we advise technicians to ‘double-bag’ to reduce risk of infection through small tears and pinholes)</li> <li>• medical grade disposable face mask</li> <li>• 3M 7202 face mask</li> </ul> <p>You may wish to call the customer approximately 10-minutes prior to the appointment time to notify them of your arrival, so they can make arrangements to sanitise their vehicle key and have it ready for you to collect.</p>
<p><b>C. Social distancing</b></p>	<p>When you are at the job, please maintain social distancing <u>at all times</u>; this is keeping a minimum of 2-metres apart from all other persons.</p> <ol style="list-style-type: none"> <li>1. Apply PPE</li> <li>2. Knock on the door to let the customer know you have arrived</li> <li>3. Step back at least 2m from the customer’s doorstep</li> <li>4. Ask the customer to provide you the key to the vehicle, while remaining 2-metres apart</li> <li>5. Agree with the customer how the vehicle key will be returned to them at the end of the job and ask them to please respond to the ‘Key Return’ email they will receive shortly</li> </ol> <p><b>The customer should NOT pass the key to the vehicle directly to you. The customer may throw or slide the key to you; or, they may have already placed the key in a safe location for you to retrieve.</b></p>
<p><b>D. Service</b></p>	<p>Once you have the key to the vehicle, please remind the customer of the need to maintain social distancing and advise them of the process for returning the key to them (see section F below).</p> <ol style="list-style-type: none"> <li>1. Ensure your PPE is correctly in place</li> <li>2. Utilising the necessary equipment and supplies from your service vehicle, undertake the work to the required specification (please refer to the Alpine Valeting Operations Manual for guidance)</li> </ol>

	<ol style="list-style-type: none"> <li>3. Stay alert and avoid cross-contamination between the cab and the rear of the service vehicle. Please minimise the number of times you enter the cab to the service vehicle while in the field and wash your hands or use sanitiser each time you do go between the cab and the rear of the vehicle</li> <li>4. Please DO NOT use the mobile device while undertaking a service. All mobile devices should be left in the cab of the service vehicle while work is being done; nothing is so urgent that it warrants risking your life and those of our customers</li> <li>5. Please DO NOT accept offers of refreshments, etc. from the customer. While this gesture is appreciated, we are asking all staff to politely decline such offers. All staff are asked to please provide and carry their own refreshments in their service vehicles.</li> </ol> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><b><u>STAY SAFE AT WORK</u></b></p> <ul style="list-style-type: none"> <li>• Do not touch your face while you are wearing PPE gloves and undertaking work</li> <li>• Do not remove your PPE, especially your face mask, while at work</li> <li>• If you feel that at any time your PPE has been compromised, please dispose of it in the receptacle provided in the Alpine Valeting service vehicle, and reapply a new set of PPE</li> <li>• Please dispose of the PPE after each and every job in the self-contained bin in the back of the service vehicle</li> <li>• Do not answer the telephone while working</li> <li>• Do not open the cab to the vehicle during a job</li> <li>• Only re-enter the cab to the service vehicle once you have disposed of the used PPE equipment and decontamination is complete</li> </ul> </div> <p><b>If at any time you do not feel safe, feel that your PPE has been compromised or in anyway feel uncomfortable in undertaking or continuing with the work, please contact your Line Manager immediately for advice. If you feel that you are in immediate danger, please leave the site and complete an incident report form.</b></p>
<p><b>E. Taking a break</b></p>	<p>Depending on the level (and thus duration) of service booked by the customer, you may need to take a comfort break. Please DO NOT enter the customer’s home unless there are extenuating circumstances and they are happy for you to do so. If you have to enter the customer’s home, please maintain social distancing <u>at all times</u>.</p> <p>You should take refreshments inside the cab of the service vehicle, or at another suitable location that enables social distancing to be maintained. Please be sure to remove and dispose of PPE, wash and sanitise your hands <u>before</u> you take refreshments. Fresh PPE should be applied following each and every break taken.</p>

<p><b>F. Post-service</b></p>	<ol style="list-style-type: none"> <li>1. Once you are satisfied that the job is complete to the required specification, please sanitise and stow away all equipment and resources</li> <li>2. Spray the customer’s vehicle key with sanitiser, place it in one of the pouches provided; and set it aside in a safe and secure location</li> <li>3. Once the work area is tidy with all equipment returned to the rear of the service van, remove your PPE equipment and dispose of it in the receptacle provided</li> <li>4. Close up the rear of the service vehicle and sanitise your hands by washing them for at least 20-seconds, or use anti-bacterial gel or spray</li> <li>5. Post the customer’s vehicle key through the customer’s letterbox (or leave in the location previously agreed with the customer, as per item C5)</li> <li>6. If you see the customer again before leaving the job, maintain social distancing and remind them to please respond to the ‘Key Return’ email they should have received. If they have not received the email, please contact your Line Manager immediately</li> </ol> <p>Once all PPE from the job is safely disposed and the customer’s vehicle key has been returned, you may enter the cab of the service vehicle to attend your next appointment or return to the office.</p> <p>If you are going on to another appointment, please return to section A of this protocol and follow it through again. If you are returning to the office, please refer to section G.</p>
<p><b>G. Return to base</b></p>	<p>Once you have successfully completed all appointments for the day, you will need to return to the office to dispose of the contaminated PPE and/or other resources, and re-stock in readiness for the next working day.</p> <ol style="list-style-type: none"> <li>1. Apply a pair of gloves and remove all soiled micro-fibre cloths and the PPE disposal bin from the rear of the vehicle</li> <li>2. Tie up the bin liner and dispose of it in the waste bin, along with the gloves you are wearing</li> <li>3. Used micro-fibre cloths should be securely bagged and not touched for 72-hours. Please leave bagged cloths in the designated area outside the office</li> <li>4. Immediately wash your hands for at least 20-seconds</li> <li>5. Undress and leave all workwear (including shoes) in the decontamination unit <b>DO NOT ENTER THE OFFICE OR YOUR OWN HOME WHILE WEARING YOUR WORKWEAR OR USED PPE</b></li> <li>6. Re-stock the service vehicle with any resources, including PPE, that you require for the next working day</li> <li>7. Use the anti-bacterial spray and sanitisers provided to clean the service vehicle cab</li> <li>8. Wash your hands for at least 20-seconds</li> <li>9. When you get home, maintain social distancing from your family. As difficult as this may be, please <b>DO NOT</b> touch your loved ones and shower/bathe immediately before you do</li> </ol> <p><i>The majority of our technicians work alone; so, we are confident that we are in a strong position to help maintain social distancing. Technicians are</i></p>

	<p><i>encouraged to maintain good ventilation in their service vehicle, e.g. keep the windows open and if you do travel with a passenger, ensure they face away from you to reduce the risk of virus transmission. All our service vehicles are regularly cleaned, with an emphasis on handles and other areas where passengers may touch surfaces.</i></p>
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