

A yellow graphic consisting of four parallel diagonal stripes of varying lengths, arranged from left to right. The rightmost stripe is the longest and contains a white rectangular box with the text "Unite against COVID-19".

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COVID-19

HMC Kapiti Policy and Procedure Manual

Contents:

1. Introduction
2. Operational Procedures
 - a. Service department
 - b. Parts department
 - c. Sales department
3. Meal breaks
4. Staff List
5. Cleaning Guide and Schedule
6. PPE/Sanitisation Check sheet
7. H & S Product Supplier Guide
8. PBCU Declaration
9. Supporting Documents – copies
 - a. Staff Declaration
 - b. PBCU/External Worker Declaration
 - c. Service Customer acceptance – Vehicle collection
 - d. Service Customer acceptance – Customer vehicle drop off
 - e. Service Customer acceptance – Customer vehicle drop off with loan vehicle
 - f. Sales Customer acceptance – Test drive/Appointment
10. Frequently Asked Questions

Introduction

The purpose of this document is to provide clear guidelines around the safe return to work under Alert Level 3 and beyond for the Covid-19 national response.

You will find operational procedures across all departments and although at times these refer to direct interaction with customers; our aim is to primarily encourage our customers to stay home and endeavour to do business in a contactless way. Here you will find guidance on multiple customer interaction scenarios, so we are all clear and consistent with how we safely do business and work with one another.

It is vitally important that this document is adhered to and maintain social-distancing at all times. We must remember to take appropriate hygiene measures ensuring staff, customers and any others who enter our business have the ability to wash and sanitise their hands making these items readily available and accessible to all.

At all times we must remain at least 2 metres away from customers and each other.

Management of HMC Kapiti will make our best efforts to provide the tools and resources to enable staff to work from home where possible and create a work environment where our staff can effectively sustain social distancing. Autoplay software will be used to record daily foot traffic including staff for the purpose of contact tracing.

As part of this initiative we ask all staff attending the premises for work also keep a diary of their daily movements outside of work so in the event that one of our staff is exposed to Covid-19 we can collate this information with our own contact tracing measures allowing the Ministry of Health the best chance of fast and effective contact tracing.

Service Department

Persons likely to be Involved	Aspect of business	What needs to be done (Implementation)	How do we do it (Sanitisation / Operation)	When do we do it? (Frequency)
Delivery/Pick up Staff Service Manager	Customer Vehicle Collection	<ul style="list-style-type: none"> ○ Service advisor to email customer procedure document for vehicle collection and confirm customer understanding via written response (see additional procedure document) ○ Appoint 2 staff to undertake collection of vehicle ○ Ensure 2m distance is kept from the customer 	<ul style="list-style-type: none"> ○ On acceptance by customer vehicle is collected ○ Load customer details into Autoplay ○ Sanitisation kit (see copy) to be with staff at all times. ○ Customer to leave keys outside of home in area advised by email ○ Keys to be sanitised and all vehicle surfaces including interior and exterior door handle, handbrake, gear lever, steering wheel, indicator/wiper columns and rear view mirror, seatbelt components 	<ul style="list-style-type: none"> ○ Each time a vehicle is collected

<p>Delivery/Pick up staff Service Manager</p>	<p>Customer Vehicle drop off</p>	<ul style="list-style-type: none"> ○ Appoint the same 2 staff for vehicle drop off ○ Ensure 2m distance kept from customer at all times ○ Sanitise vehicle once arrived at the customers home/place of work 	<ul style="list-style-type: none"> ○ Sanitise all surfaces including interior and exterior door handle, handbrake, gear lever, steering wheel, indicator/wiper columns and rearview mirror, seatbelt components and vehicle keys ○ Place keys in customer designated area 	<ul style="list-style-type: none"> ○ Each time a vehicle is delivered back to a customer
<p>Dealer Principal Service Manager Service Advisor Admin staff</p>	<p>Vehicle Dropped off for servicing by Customer</p>	<ul style="list-style-type: none"> ○ Each booking to have a procedure email sent at least 24 hours before appointment (see copy) ○ Appoint 1-2 people per service department to interact with customers, limiting the risk of transmission ○ Ensure a 2m distance is kept, this is still within talking distance ○ Install separation screens at each service desk ○ Place information notices on doors advising all foot traffic is documented and managed. ○ Job operation to be added into DMS System 'Sanitisation' ○ Autoplay app downloaded 	<ul style="list-style-type: none"> ○ Load Customer details in Autoplay ○ Restrict contact (No hand shaking) ○ Email encourages customer to leave keys outside in the dropbox and not enter the building at all ○ Maintain a 2m distance at all times ○ Hand sanitiser to be on display and available at your desk at all times ○ Sanitise customer vehicle keys, and any other areas of contact with the customer ○ Sanitising technician / groomer to clock against the 	<ul style="list-style-type: none"> ○ Each time a customer arrives at the dealership

		<ul style="list-style-type: none"> ○ PPE Equipment to be readily available 	Sanitisation, creating contact tracing	
<p>Dealer Principal</p> <p>Service Manager</p> <p>Service Advisor</p> <p>Admin staff</p>	Service Loan Vehicle issued / returned	<ul style="list-style-type: none"> ○ All vehicles remain locked when not in use, limiting customer interaction ○ Basing on Autoplay system completed, and customer advised vehicle is sanitised ○ All Staff to complete Autoplay systems to ensure customer contact tracing is strictly maintained 	<ul style="list-style-type: none"> ○ After each loan out ensure the vehicle is sanitised (see above requirements) ○ Vehicle is relocked and parked ○ Ensure Autoplay Loan form has been ended and customer has been checked out 	<ul style="list-style-type: none"> ○ When a service loan vehicle is provided to a customer
<p>Dealer Principal</p> <p>Service Manager</p> <p>Technician</p>	Vehicle worked on by repaired / maintained by service workshop	<ul style="list-style-type: none"> ○ Prior to the vehicle being worked on sanitisation is required (as per above requirements) ensuring all high touch surfaces are paid close attention to (steering wheel, handbrake etc) ○ Outwork protocols advised to customer 	<ul style="list-style-type: none"> ○ Wearing gloves, all loose rubbish is removed from the vehicle including food, soft surfaces are vacuumed (floors and seats) and all contact surfaces are sanitised with sanitiser wipes. Once complete Gloves can be removed ○ Where a vehicle is transport to another site for repairs (wheel alignment, windscreen replacement etc.) cleaning and sanitising protocols to be adopted prior to leaving and on return 	<ul style="list-style-type: none"> ○ Every time a vehicle is worked on by a technician / mechanic

<p>Dealer Principal Service Manager Service Advisor Admin staff</p>	<p>Customer arrives, discusses invoice and pays for the bill</p>	<ul style="list-style-type: none"> ○ Appoint 1-2 people per service department to interact with customers, limiting the risk of transmission ○ Ensure a 2m distance is kept, this is still within talking distance ○ Install separation screens at each sales desk ○ Place information notices on doors advising all foot traffic is documented and managed ○ Payment is either by internet banking or EFTPOS / Credit Card ○ Place information around the dealership and in the business managers office 'Cashless business' ○ Gloves to be worn when handling eftpos machines 	<ul style="list-style-type: none"> ○ Service Advisor to use best efforts to email invoice and discuss with customer over the phone rather than at the premises ○ Send bank account details to encourage direct credit payment rather than Eftpos ○ Once payment has been taken from through an EFTPOS machine the machine is required to be sanitised immediately after use ○ Sanitise areas of contact with the customer (desk etc.) ○ Gloves to be used each time a transaction occurs 	<ul style="list-style-type: none"> ○ Each time a customer pays their service bill / collects their keys
<p>Dealer Principal Service Manager Service Advisor Admin staff</p>	<p>Vehicle Collected by Customer</p>	<ul style="list-style-type: none"> ○ Prior to the vehicle being collected ensure sanitisation has been completed again by groomers and documented on the job sheet 	<ul style="list-style-type: none"> ○ Customer advised vehicle has been sanitised as per COVID-19 requirements ○ Loan vehicle to be given to the grooming department for sanitisation 	<ul style="list-style-type: none"> ○ Each time a vehicle is been collected

Parts Department

Persons likely to be Involved	Aspect of business	What needs to be done (Implementation)	How do we do it (Sanitisation / Operation)	When do we do it? (Frequency)
Dealer Principal Parts Manager Parts Advisor Admin staff	Inbound parts enquiry (Walk-in)	<ul style="list-style-type: none"> ○ Appoint 1-2 people per parts department to interact with customers, limiting the risk of transmission ○ Ensure a 2m distance is kept, this is still within talking distance ○ Install separation screens at each desk where possible ○ Place information notices on doors advising all foot traffic is documented and managed ○ Autoplay app downloaded 	<ul style="list-style-type: none"> ○ Load Customer details in Autoplay ○ Maintain a 2m distance at all times ○ Hand sanitiser to be on display and available at your desk at all times ○ Any spare parts given for comparison are not to be handled without appropriate sanitisation (sanitiser wipes used) 	<ul style="list-style-type: none"> ○ Each time a customer arrives at the dealership
Dealer Principal Parts Manager Parts Advisor Admin staff	Inbound goods (Courier deliveries, bulk parts orders)	<ul style="list-style-type: none"> ○ Ensure a separately marked rubbish bin is aside and clearly marked for all inbound goods rubbish. Gloves to be worn ○ A dedicated area is aside for all incoming goods 	<ul style="list-style-type: none"> ○ All inbound goods to be opened wearing PPE and disposed of in a separate rubbish bin. This bin is required to be emptied daily ○ Dedicated inwards goods area to be cleaned and sanitised daily 	<ul style="list-style-type: none"> ○ Each time any inbound good arrives

<p>Parts Manager Parts Advisor Admin staff</p>	<p>Payment of goods (collection)</p>	<ul style="list-style-type: none"> ○ Payment is either by internet banking or EFTPOS / Credit Card ○ Place information around the dealership and in the business managers office 'Cashless business' 	<ul style="list-style-type: none"> ○ Once a payment has been taken from through an EFTPOS machine the machine is required to be sanitised immediately 	<ul style="list-style-type: none"> ○ Each time a person has finished making payment
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Sales Department

Persons likely to be Involved	Aspect of business	What needs to be done (Implementation)	How do we do it (Sanitisation / Operation)	When do we do it? (Frequency)
Dealer Principal Sales Manager Sales Consultant Admin staff	Inbound Customer enquiry (Walk-in)	<ul style="list-style-type: none"> ○ Local advertising Campaign of 'by appointment only' Sales enquiries so we only have one customer in the sales department at any one time ○ At time of appointment setting engage in providing as much information via phone and email as possible including video/facetime of the vehicle to reduce face to face interaction time ○ Instruct customers to the best of your ability to remain at home unless test driving (over phone negotiation) ○ Ensure a 2m distance is kept, this is still within talking distance ○ Install separation screens at each sales desk where possible ○ Place information notices on doors advising all foot traffic is documented and managed ○ Latest Autoplay app downloaded 	<ul style="list-style-type: none"> ○ Load Customer details in Autoplay ○ Restrict contact (no hand shaking) ○ Ask customer to sanitise their hands-on building entry ○ Maintain a 2m distance at all times ○ Hand sanitiser to be on display and available at your desk at all times 	<ul style="list-style-type: none"> ○ Each time a customer arrives at the dealership

<p>Dealer Principal Sales Manager Sales Consultant Admin staff</p>	<p>Test Drive</p>	<ul style="list-style-type: none"> ○ All vehicles remain locked when not in use, limiting customer interaction ○ Autoplay system completed, and customer advised vehicle is sanitised 	<ul style="list-style-type: none"> ○ Vehicle is sanitised and parked in designated area for customer to access with minimal interaction ○ After test drive has been completed the vehicle is sanitised (see above requirements) ○ Vehicle is relocked and parked ○ Ensure Autoplay test drive is ended and customer has been checked out 	<ul style="list-style-type: none"> ○ Before and after each test drive has been carried out
<p>Dealer Principal Sales Manager Sales Consultant</p>	<p>Vehicle Appraisal</p>	<ul style="list-style-type: none"> ○ Before a vehicle is appraised the vehicle is required to be sanitised ○ Vehicle details recorded in Autoplay 	<ul style="list-style-type: none"> ○ Autoplay vehicle sanitisation has been updated accordingly 	<ul style="list-style-type: none"> ○ Every appraisal
<p>Dealer Principal Sales Manager Sales Consultant Business Manager</p>	<p>Finance Contract / Deposit taken</p>	<ul style="list-style-type: none"> ○ Complete finance contract application by phone where possible ○ Install separation screens at business managers desk 	<ul style="list-style-type: none"> ○ Once a deposit has been taken from through an EFTPOS machine the machine is required to be sanitised immediately 	<ul style="list-style-type: none"> ○ Each time a person has finished paying a deposit or enquiring about finance

		<ul style="list-style-type: none"> ○ Remove chairs from business managers office, to limit interaction ○ Operate one person per time in the business managers office ○ Place information around the dealership and in the business managers office 'cashless business' 	<ul style="list-style-type: none"> ○ Update autoplay of customer check in/check out 	
<p>Dealer Principal Sales Manager Sales Consultant</p>	<p>Delivery</p>	<ul style="list-style-type: none"> ○ Ensure a 2m distance is kept, this is still within talking distance ○ Install separation screens at each sales desk ○ Email vehicle invoice ○ Email video of vehicle demonstration/handover day before collection 	<ul style="list-style-type: none"> ○ Drop vehicle to customer home where possible ○ Restrict contact (no hand shaking) ○ Maintain a 2m distance at all times ○ Hand sanitiser to be on display and available at your desk at all times ○ Ensure Autoplay is updated showing customer has checked in/out 	<ul style="list-style-type: none"> ○ Each time a customer arrives at the dealership
<p>Dealer Principal Sales Manager Sales Consultant Admin staff</p>	<p>General Stock Management</p>	<ul style="list-style-type: none"> ○ All stock / display vehicles are locked in the showroom and outside yard ○ All listings will display when vehicles were last sanitised 	<ul style="list-style-type: none"> ○ Autoplay systems are updated showing vehicles are sanitised ○ All vehicles remain locked and keys are stored with General Manager/DP 	<ul style="list-style-type: none"> ○ AD-HOC

<p>Dealer Principal Sales Manager Service Manager Technicians Groomer/Delivery staff</p>	<p>Vehicle Stock Delivery</p>	<ul style="list-style-type: none"> ○ Record stock arrival in Autoplay ○ Groom/sanitise vehicle prior to pre delivery check ○ Record on job sheet 	<ul style="list-style-type: none"> ○ Check in vehicle via Autoplay and include Truck Driver details ○ Keep 2m distance from driver at all times ○ Driver to park vehicles in designated area ○ Grooming department to undertake sanitisation ○ Record on job sheet and add sanitised window card to vehicle 	<ul style="list-style-type: none"> ○ AD-HOC
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New Vehicle Delivery Process

Sales Consultant accompanied by a member of sales team / administration team arrive at pre arranged delivery location. Customers new vehicle is sanitised as per MOH guidelines



Sales Consultant contacts customer by phone to advise vehicle is now sanitised and ready for them to take delivery, key is sanitised and left inside customers new vehicle. Finally door handles are sanitised, Sales Consultant waits with other member of dealership staff until customer is sightd.



Sales Consultant and other representative arrive back to the dealership, vehicle used for returning, if a demonstrator is sanitised. Sales Consultant and other rep wash hands immediately on return.



As soon as is possible, sales consultant contacts customer to carry out remote delivery process. Sales Consultant reinforces the importance of refering to vehicle owner's manual. Any documentation, requiring to be returned is to be placed into return courier bag / return envelope.



Complete standard follow up procedures.

Test Drive Procedure

Sales Consultant accompanied by a member of sales team / administration team arrive at pre arranged delivery location. Demonstrator vehicle is sanitised as per MOH guidelines.



Sales Consultant contacts customer by phone to advise vehicle is now sanitised and ready for test drive, key is sanitised and left inside vehicle. Finally door handles are sanitised, Sales Consultant waits with other member of dealership staff until customer has returned from test drive.



Sales Consultant and other representative arrive back to the dealership, vehicle used for returning, if a demonstrator is sanitised.
Sales Consultant and other rep wash hands immediately on return.



As soon as is possible, sales consultant contacts customer to carry out test drive follow up.

Meal Breaks

Activity	What do we need to do (Implementation / Sanitisation)	When do we do it? (Frequency)
Morning Tea	<ul style="list-style-type: none"> ○ Hand sanitisation before morning tea ○ 2m distance to be kept/two people in meal room maximum at any one time - must be you and your work bubble buddy only ○ Any cups/plates (unless disposable) should be thoroughly washed in detergent by the user - only your own cutlery ○ Hands sanitisation after Morning Tea – use designated sanitisation area outside of tearoom ○ Wipe down all surfaces (table, chair and fridge door handles with sanitisation) 	<ul style="list-style-type: none"> ○ As and when required/all breaks
Lunch	<ul style="list-style-type: none"> ○ Hand sanitisation before lunch ○ 2m distance to be kept/two people in meal room maximum at any one time - must be you and your work bubble buddy only ○ Any cups/plates (unless disposable) should be thoroughly washed in detergent by the user - only your own cutlery ○ Wipe down all surfaces (table, chair and fridge door handles with sanitisation) ○ Hand sanitisation after Lunch – use designated sanitisation area outside of tearoom 	<ul style="list-style-type: none"> ○ As and when required/all breaks
Afternoon Tea	<ul style="list-style-type: none"> ○ Hand sanitisation before afternoon tea 	<ul style="list-style-type: none"> ○ As and when required/all breaks

- 2m Distance to be kept two people in meal room maximum at any one time - must be you and your work bubble buddy only
- Any cups / plates (unless disposable) should be thoroughly washed in detergent by the user - only your own cutlery
- Wipe down all surfaces (table, chair and fridge door handles with sanitisation)
- Hands sanitisation after Afternoon tea – use designated sanitisation area outside of tearoom

Staff List

Employee	Department	Role	Customer contact Type	Autoplay User
Daniel Gordon	All	Dealer Principal	All	No
Kelly Gordon	All	Operations	All	Yes
Gemma Pettit	All	Administration	All	Yes
Tristin Deihl	Service	Service Manager	Service	Yes
Nicole Birks	Service	Service Advisor	Service	Yes
Aaron Rowden	Service	Foreman	Nil	No
Scott Petrie	Service	Technician	Nil	No
Patrick Walburn	Service	Technician	Nil	No
Kirk Lynch	Service	Technician	Nil	No
Dylan Walker	Parts	Parts Supervisor	Parts customer/trade	Yes
Kyle James	Sales	Consultant	Sales	Yes
Dave Graham	Sales	Consultant	Sales	Yes
Wehi Walker	Sales	Consultant	Sales	Yes
Kerry Gordon	Grooming	Grooming/Delivery	Pick up/drop off	Yes
Grant Philp	Grooming	Grooming/Delivery	Pick up/drop off	No

Cleaning Guide

Workstation – immediate work area (All staff responsible for their own work area)

- At the start of each workday wipe down all surfaces including:
 - Desk
 - Keyboard and mouse
 - Phone
 - Draws
 - Printer
 - PPE/Sanitisation equipment topped up

All other Areas (Cleaner)

- Cleaner must wear PPE (Gloves) and dispose of this and all cleaning equipment (cloths etc) in the designated bin
- Toilets
 - Toilets and basins to be cleaned and sanitised at the beginning of each workday -Inclusive of all surfaces
 - Toilet
 - Basin
 - Exterior of rubbish bin and replace liner
 - Floors
 - Toilet roll holder
 - Paper dispenser
 - Door handles
 - Light switches

- Sanitise/wipe down all common area surfaces including tearoom
- Ensure customer lounge has not been used and is clearly marked Closed
- Exterior and interior door handles
 - Spray with sanitiser
- Key box on outside of building
 - Spray with sanitiser
- Wipe all exterior door handles of display vehicles

Daily Cleaning Record

As per Covid-19 Cleaning
Schedule

Area:	Date			Date			Date:			Date		
	Complete (Tick)	Time	Sign	Complete (Tick)	Time	Sign	Complete (Tick)	Time	Sign	Complete (Tick)	Time	Sign
Display Vehicles												
Door Handles												
Common area Surfaces												
Toilets												
Workstations/PPE equipment complete/topped up												

Checklist

Sanitisation Kit/PPE – Vehicle Pick up and Drop off

- Hand Sanitiser
- Gloves
- Faceshield
- Sanitiser Wipes
- Sanitiser Aerosol Spray
- Rubbish bag for disposal

Sanitisation/PPE Kit – Work Station

- Hand Sanitiser
- Gloves
- faceshield
- Sanitiser wipes
- Sanitiser Aerosol Spray
- Designated rubbish bag/bin for disposal

Health and Safety product suppliers

Supplier	Location	Number	Email Contact
Action Safety	46 Te Roto Drive, Paraparaumu	04 298 2229	info@actionsafety.co.nz
Electronic Imaging Limited		021 946 912	steve@eil.net.nz
Initial Hygiene		0800 11 11 88	
Office Product Depot Wellington	83 Kenepuru Drive, Porirua	04 890 3920	sales@wellingtonopd.co.nz

Products to Order

Supplier	Product Name
Action Safety	Nitrile Super Strength Black Disposable Gloves
Action Safety	Antibacterial Disposable Wipes
Action Safety	Heavy Duty Multipurpose Wipes
Electronic Imaging	EIL Face Shields
Initial Hygiene	Hand Soap refills
Office Product Depot	Tork Xpress Hand Towels
Office Product Depot	Disinfectant Surface Cleaner
Office Product Depot	Disposable Face Masks
Office Product Depot	Hand Sanitizer Gel

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HMC Kapiti -Staff Declaration

I _____ employee of HMC Kapiti Limited declare that I have read and understood the companies Covid-19 Policy and Procedure manual and will adhere to the guidelines set out in this document.

I _____ declare that I have been provided with the appropriate Personal Protective Equipment and sanitisation products and have been trained on how to use these correctly on _____ of _____ 20 _____ .

Signed: _____

Date: _____

COVID-19 EXTERNAL WORKER (PBCU) ON SITE PROTOCOL DECLARATION

Company Name	
Address	
Individual Name	
Reasons For attending site	
Date / Time (Arrival)	
Date / Time (Departure)	

- I have read and understood HMC Kapiti's Covid-19 Policies and Procedures Manual
- I understand who I check in and check out of the premises with
- I am certified with MBIE to undertake safe work at Level 3,2 and 1
- I have provided a copy of my certification to HMC Kapiti Management along with a copy of my own Covid-19 minimisation procedures
- I have my own PPE that will enable to carry out my work safely at HMC Kapiti Work premises
- I understand that I must maintain at least a 2m distance from all staff and customers at all times – no acceptations
- I understand that my information will be recorded, including my name, business name, address, phone, reason for interaction, the date and time for tracing purposes and this information will be given to the Ministry of Health if requested/required



By signing below, you acknowledge and declare that you have read and understood the above listed statements

Individual:	Signature:	Date:
HMC Kapiti Staff:	Signature:	Date:

Copy- Service Customer Vehicle collection confirmation Email

Dear

Thank you for booking your vehicle in with HMC Kapiti on **Date**

We appreciate your ongoing support.

While we are in Alert Level 3 it is paramount that we do our bit to minimise the spread of Covid-19 and with your help we can continue with our business and servicing our customer's needs.

By agreeing to the collection of your vehicle from your home instead of you dropping it off you are already doing your bit to help – Thank you.

In order for this to be effective we need your help to work within some guidelines for vehicle pick up and drop off.

Below is an outline of what you can expect:

- 5-15 minutes prior to collection you will receive a phone call notifying you that we are on our way to collect your car
- Please advise the Service Advisor a location outside where you can leave your keys
- Our staff will arrive in HMC Kapiti labelled shirts so you can either stand at distance (minimum of 2m) or see through a window that they are collecting your vehicle
- When they collect your keys, they will sanitise these along with all “high touch” surfaces of your vehicle before leaving your property
- Once work is completed on your vehicle you will receive a call from our Service Advisor to discuss the invoice, payment options and any issues they may have arisen during the work being completed



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- The Service Advisor will advise you of what time to expect your vehicles return
- On arrival, our staff will sanitise all 'high touch' surfaces of your vehicle, lock it, sanitise your keys and place them in the same area as they were collected

To confirm your understanding of our safe handover processes and your acceptance to maintain a minimum of 2m distance from our staff please reply by typing "I agree to HMC Kapiti's Collection process".

It is only on acceptance of the above that we can collect your vehicle.

Thank you very much for your cooperation

#Stayhomesavelives

Warm regards

HMC Kapiti Service Team

Copy – Customer Vehicle Drop off

Dear

Thank you for booking your vehicle in with HMC Kapiti on **Date**

We appreciate your ongoing support.

While we are in Alert Level 3 it is paramount that we do our bit to minimise the spread of Covid-19 and with your help we can continue with our business and servicing our customer's needs.

Below are guidelines we require you to follow when dropping your vehicle to HMC Kapiti:

- Call the service team advising them you are on your way
- When you arrive please leave your keys in the drop box on the outside of the building – East Side by service entrance door
- A small wave through the window to acknowledge key drop off to the service advisor
- Head on home
- Your vehicle's 'high touch' surfaces will be sanitised prior to work being carried out
- The Service Advisor will call you to confirm invoice and payment options and discuss any issues that may have arisen during the work completed
- You will be advised a time the vehicle will be re-sanitised ready for collection

Note: You may enter the premises if it is essential to do so however we encourage you to communicate with staff as much as possible via phone or email. On entering our building please sanitise your hands (will be provided) and maintain a minimum distance of 2m from our staff.

Please do not enter if you are feeling unwell.



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To confirm your understanding of our safe handover processes and your acceptance to maintain a minimum of 2m distance from our staff please reply by typing "I agree to HMC Kapiti's vehicle drop off process".

It is only on acceptance of the above that we can accept your vehicle.

Thank you very much for your cooperation

#Stayhomesavelives

Warm regards

HMC Kapiti Service Team

Copy – Customer Vehicle Drop off + Loan car

Dear

Thank you for booking your vehicle in with HMC Kapiti on **Date**

We appreciate your ongoing support.

While we are in Alert Level 3 it is paramount that we do our bit to minimise the spread of Covid-19 and with your help we can continue with our business and servicing our customer's needs.

Below are guidelines we require you to follow on the day you drop your vehicle to HMC Kapiti and pick up a loan vehicle:

- Call the service team advising them you are on your way
- When you arrive please leave your keys in the drop box on the outside of the building – East Side by service entrance door
- A small wave through the window to acknowledge key drop off to the Service Advisor
- Collect loan vehicle (you should have received an email the day prior to your booking outlining loan vehicle terms and conditions and which vehicle you have been allocated)
- Your vehicle's 'high touch' surfaces will be sanitised prior to work being carried out
- The Service Advisor will call you to confirm invoice and payment options and discuss any issues that may have arisen during the work completed
- You will be advised a time your vehicle will be re-sanitised and ready for collection
- Drop back loan vehicle – leave keys in the vehicle
- Pick up your vehicle



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Note: You may enter the premises if it is essential to do so however we encourage you to communicate with staff as much as possible via phone or email. On entering our building please sanitise your hands (will be provided) and maintain a minimum distance of 2m from our staff.

Please do not enter if you are feeling unwell.

To confirm your understanding of our safe handover processes and your acceptance to maintain a minimum of 2m distance from our staff please reply by typing "I agree to HMC Kapiti's vehicle drop off process".

It is only on acceptance of the above that we can accept your vehicle.

Thank you very much for your cooperation

#Stayhomesavelives

Warm regards

HMC Kapiti Service Team

Copy – Customer Test Drive Email

Dear

Thank you for booking a test drive of **vehicle** with HMC Kapiti on **Date** at **time** at **location** with **salesman**

We appreciate your support and opportunity to do business.

While we are in Alert Level 3 it is paramount that we do our bit to minimise the spread of Covid-19 and with your help we can continue with our business and meeting our customer's needs.

Below are guidelines of what will happen on the day:

- Your Sales Consultant will call you advising you they are on their way
- Once at the location the Sales Consultant will contact you by phone to advise vehicle is now sanitised and ready for test drive, key is sanitised and will be left inside vehicle
- The door handles and all high touch surfaces of the vehicle will be sanitised by the Sales Consultant just prior to your test drive
- The Sales Consultant will wait with other member of dealership staff until you have returned from test drive
- On your return leave the keys in the ignition
- The Sales Consultant will then sanitise the vehicle as outlined above prior to leaving
- On return to the dealership your sales consultant will contact you by phone to discuss the outcome of your test drive

Note: Please remain a minimum distance from staff of 2m at all times.

Please also cancel the appointment if you are feeling unwell.

To confirm your understanding of our safe handover processes and your acceptance to maintain a minimum of 2m distance from our staff please reply by typing "I agree to HMC Kapiti's vehicle test drive procedure".



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against
COVID-19

It is only on acceptance of the above that we can proceed with your test drive appointment.

Please click below to view a demonstration video of your chosen vehicle:

www.demonstrationvideo.nz

If you have any questions in the meantime, please do not hesitate to contact us.

Thank you very much for your cooperation and we hope you enjoy the ride.

#Stayhomesavelives

Warm regards

HMC Kapiti Sales Team

Frequently Asked Questions:

- How do I use Autoplay?
 - See Autoplay How to Guide

- What is a Bubble Buddy?
 - This is one staff member who you work nearest in the workplace or have the most frequent interaction with. You must stick together for your meal breaks if using the tearoom

- How do I get more PPE/Sanitation equipment?
 - Order via the Service Advisor when you are getting low

- What do I do if I see one of my colleagues not following protocol?
 - Gently remind them that we all need to work together towards stopping the spread of Covid-19 and it only takes one person to not follow protocol to cause catastrophic consequences
 - If they do it again advise management immediately

- What do I do if I feel unwell?
 - Do not come to work, call/email management advising of when you started feeling unwell, symptoms and who your close work contacts are, seek medical advice