

# COVID-19 CORONAVIRUS



## Practical steps for your independent garage

### Front of House

- Put signs up explaining to your customers the precautions you are taking to minimise the risk to them and your staff
- Disinfect/sanitise all door handles, handrails, keyboards and keypads frequently
- If available, use sanitising wipes when handling keys, to and from customers
- Sanitise toilet flush handles, toilet door catches and sink taps
- Provide antibacterial handwashes in all toilets
- Remove any reusable cups for your customer waiting area and replace with disposable ones
- Replace open waste bins with ones that have lids or flaps
- Disinfect/sanitise all hard surfaces regularly, including payment keypads
- If handling cash consider wearing latex or nitrile gloves

### Vehicles

- If your technicians regularly wear latex/nitrile gloves make sure they change them between different vehicles
- Establish the practice of disinfecting/sanitising door handles, steering wheels, gear selectors, hand brake levers and any other control they are likely to touch, including seatbelt buckles, seat adjuster levers and switches
- Do this again before the vehicle is handed back to the customer and inform the customer this is what you have done to give them peace of mind
- Have boxes of tissues available in the reception area for customers to use
- Turn off vehicle ventilation systems before turning on the vehicle ignition, so as to minimise anything being airborne within a vehicle, again advise the customer this is what you have done and why.

### Workshop

- Put signs up explaining to your staff the precautions you are taking to minimise the risk to them and your customers
- Disinfect/sanitise all door handles, handrails, keyboards and keypads frequently
- If available use sanitising wipes when handling keys, to and from customers
- If your technicians regularly wear latex/nitrile gloves make sure they change them between different vehicles
- Establish the practice of disinfecting/sanitising door handles, steering wheels, gear selectors, hand brake levers and any other control they are likely to touch, including seatbelt buckles, seat adjuster levers and switches
- Do this again before the vehicle is handed back to the customer and inform the customer this is what you have done to give them peace of mind
- Sanitise toilet flush handles, toilet door catches and sink taps
- Provide antibacterial handwashes in all toilets
- Remove any reusable cups for your breakout areas and replace with disposable ones
- Replace open waste bins with ones that have lids or flaps
- Disinfect/sanitise all hard surfaces regularly, including shared tools, diagnostic equipment etc.

### General

- Follow Public Health England's advice as and when it is updated. You can subscribe to email updates at [gov.uk](https://www.gov.uk)
- Where practical keep to social distancing suggestions
- Avoid shaking hands
- Think about any heater or cooling fans that may help circulate the virus. Can you turn these off?
- If you have water coolers or drinks machines, disinfect or sanitise the buttons and other surfaces frequently
- Don't forget to maintain good hygiene for things like kettle handles, teaspoons, microwave controls, etc.

*It is important to note that the situation is very fluid and government guidance is changing daily. We can therefore only provide a general guide that should be used with care. Furthermore, as we are not medical professionals. We cannot provide any medical advice on the virus, its treatment or transmission. This guidance is current for 17th March 2020.*