



## Post-Lockdown Tips for Garages

### Prior to Reopening

- Assign a person to be responsible for your COVID-19 measures in the workplace and ensure that they are familiar with the latest government guidance for each area of the business. [Click here](#) to view the guidance for various areas
- Ensure you have completed the government 'Staying COVID-19 Secure' declaration, which can be download by [clicking here](#)
- Review your charge out rates to ensure you cover additional costs incurred due to COVID-19 precautions
- Keep employees informed of your plans
- Update your website and social media feeds to inform customers of your plans to reopen, along with amended opening hours (if relevant) and the steps you have in place to keep people safe
- Email those customers that may need service and MOT reminders to advise them you are reopening
- Have a communications plan to keep staff and customers updated
- Do the premises need specialist cleaning prior to staff and customers returning?
- Mark out 2-metre distances where staff and customers are likely to gather
- What signage do you need to have on display for customers and staff?
- Ensure you have hand sanitiser supplies for customers and staff
- Do you need to install screens to protect front of house staff?
- How will you take payments?
- Re-initiate any direct debit that you cancelled or put on hold
- Arrange a frequent cleaning plan and cleaning log for communal areas
- If you plan to collect & deliver customers cars, how will you sanitise them and maintain social distancing?
- Do a walkthrough of your processes to establish potential points of contact and what steps you may need to put in place to reduce potential transfer of the virus
- Before opening for business, consider meeting with staff individually to brief them on your plans, and discuss their responsibilities in helping reduce the spread of the virus
- Notify DVSA of any vehicle you need to take off SORN

### Once business has re-opened

- Ensure that phones are sanitised if they are used by multiple people
- Computer keyboards and mice will also need to be sanitised if these are shared/have multiple users
- Will you need to sanitise things like calculators and pens, or provide each person with their own?
- Avoid face to face meetings whenever possible by utilising technology
- Consider providing disposable cups for staff and customers rather than reusable cups

### **Staff considerations**

- Ending furlough: notify staff in writing of things like return dates, safety steps taken and changes to working practices/working hours and obtain signed agreements
- Consider furlough end dates for HMRC claim
- Notify payroll of furlough end dates
- Ensure any additional requirements for staff PPE are met
- Do you need to amend staff contracts to include changes to working practices?

### **Staff holidays**

- Have you made plans or considered scheduling for remaining staff holidays?
- Notify staff of business needs around holiday requests

### **Social distancing**

- Consider staggered start/finish times to give those working more space
- Would extending the number days you are open enable you to have fewer staff in each day?
- Consider tasks that normally need two or more staff to work very closely. How can this be avoided?
- Consider how you will ensure social distancing in shared facilities such as canteens, toilets and wash areas

### **Vehicle Collection & Delivery**

- How will you take keys from and return keys to customers?
- How will you handle payments for vehicles collected and delivered?
- How will you sanitise customers' cars on collection and once returned?

### **Vehicle drop off and pickups – timed appointments**

- Consider introducing appointment times for vehicle drop offs and collections to limit the number of customers in reception at any one time
- Will customer receipts be sent via email to limit contact with paper?
- Do you need to implement a social distancing queuing process with distance markers to help people stay 2 metres apart?

### **Receiving parts**

- Will there be a need to sanitise parts packaging upon receipt?
- How will you deal with delivery notes etc?

### **Supplier contact**

- How will parts be received while maintaining social distancing?
- How will you deal with returns?
- How will paperwork/delivery notes be dealt with?

### **MOTs**

- Does any equipment need re-calibrating prior to recommencing testing?
- Are all testers still eligible to test?
- If your testing process requires the use of an assistant, how will they socially distance?
- Consider issuing MOT testers with their own small testing tools such as tread depth gauges
- Accessing the MTS: does/can each tester have an individual means of accessing the system to finalise tests, such as a phone, tablet or individual PC? If not, each user should clean all surfaces before and after use to avoid virus transmission
- Update and re-send any MOT reminders for any of your customers whose vehicles have been given a 6-month MOT extension
- How will you socially distance customers that wish to observe their vehicle being tested?
- Advise customers that the DVSA have issued a temporary exemption, and garages are not obliged to allow customers access to MOT viewing area if this is in the MOT bay
- DVSA have provided a temporary exemption so that customers do not need to be given a paper copy of the emissions reading

### **Further resources**

- [Click here](#) to visit the IGA's COVID-19 advice hub, which includes links to the latest government advice and schemes, temporary workplace policies, legal advice notes, template letters, health & safety guidance and more.

Should you have any questions or require more detailed advice regarding any of the above points, please either call or email the IGA Member Services Team (details below), who will direct your enquiry to the most appropriate person.