

Coronavirus update - August 2020

MISC:

- Premises split into 'Front of Yard' & 'Back of Yard'
 - Marked by bollards & signs
- Customers:
 - To only have access to front, and back of yard.
 - One customer to be out of their car, in a section, at a time
 - ONLY for product demonstration, ONLY when required
- Staff:
 - One staff member to be in lunch room at a time in Fairfield, 2 at a time in Glen Iris.
 - Must sanitise hands before entering lunch room
 - Not to share workstations, including phones, vehicles, computers
 - To wear face coverings at work
 - Unless in a room by themselves/eating/drinking/smoking
 - If using provided single use masks, must change over at lunch break
 - If using a vehicle that is not normally 'theirs', they must disinfect all regular touch points before getting in, and again upon completing the return trip.

IN STORE PICK UP:

- Customers must book by phone, either in advance, or from their vehicle
- Yard/Counter to direct vehicle to appropriate location
- Counter to create paperwork over phone
- Yard/Counter to run through important information of equipment
- Yard/Counter to load equipment, with copy of customers paperwork
- Yard/Counter to get signature from customer
- Yard/Counter to disinfect pen
- Customer to leave as directed

IN STORE DROP OFF:

- Yard/Counter to direct vehicle to appropriate location
- Customer to call office to give information for hire, from their vehicle
 - Including email
- Yard/Counter to unload vehicle
- Yard/Counter to disinfect equipment returned
- Counter to email invoice to customer

ON SITE DELIVERY:

- When taking orders:
 - Counter to understand drop off location
 - Counter to understand if customer requires run through
- Driver to call customer on arrival to confirm location
- Driver to unload into specified area
- If required, driver gives customer run through of equipment, from a distance

- Driver to disinfect equipment
- Driver to get signature from customer
- Driver to disinfect pen

HIREDEPOT TO MAKE EVERY EFFORT REASONABLE TO AVOID NEEDING CUSTOMER ASSISTANCE TO UNLOAD, WHERE NESSECARY, CUSTOMER INTERATION IS TO BE AS LIMITED AS POSSIBLE.

ON SITE PICK UPS:

- Counter to understand pick up location when taking off hire
- Driver to call customer on arrival to confirm location
- Driver to pick up from specified area
- Driver to disinfect equipment
- Driver to leave customer's paperwork in pick up location

HIREDEPOT TO MAKE EVERY EFFORT REASONABLE TO AVOID NEEDING CUSTOMER ASSISTANCE TO LOAD, WHERE NESSECARY, CUSTOMER INTERATION IS TO BE AS LIMITED AS POSSIBLE.

BREAK DOWNS:

- Counter to understand location of equipment
- Mechanics to make every reasonable effort to bring items/people to reduce customer involvement
- Mechanics to make every reasonable effort to work away from customers
- Mechanics to disinfect equipment once repair is completed
- Mechanics to disinfect vehicle upon returning to yard