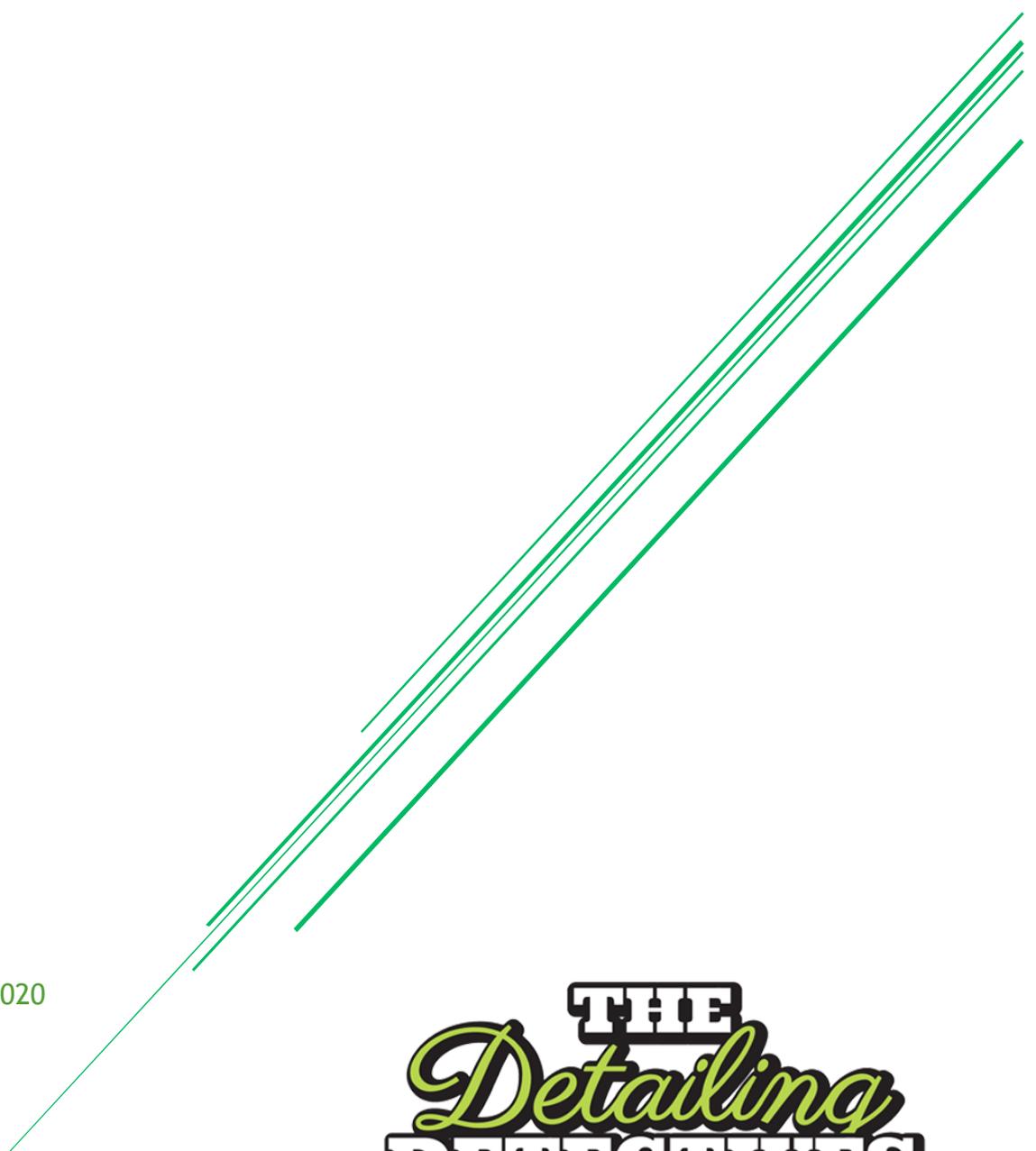


# COVID-19 Protecting Ourselves & You...



Date: 03/05/2020



## Table of Contents

<b>What Is This Document for?</b> .....	<b>2</b>
<b>Sources of Information:</b> .....	<b>2</b>
<b>Document Control</b> .....	<b>3</b>
<b>COVID-19?</b> .....	<b>4</b>
How long does the Virus Last on Surfaces? .....	4
<b>Steps We Are Taking...</b> .....	<b>5</b>
No Cross Contamination Between Customers/Individual Vehicles .....	5
Hand Sanitiser .....	5
Cleaning of Key Vehicle Areas.....	5
Daily Washing of Cloths & Employee Clothes.....	5
Daily Cleaning of Van’s Equipment & Cab .....	6
No Accepting of Refreshments .....	6
Employee Health .....	6
Changes to Processes.....	6
Team Travelling .....	6
<b>Our Requirements From You Our Client.</b> .....	<b>7</b>
Electronic Payments Only** .....	7
If You Have Had or Show Symptoms of COVID-19 .....	7
Social Distancing Must Be Adhered to At All Times .....	7
Should You Wish For Us To Use Your Power.....	8
Requirements for Deep Interior Cleaning.....	8
Handling of Keys.....	8
Removal of Personal Possessions & Rubbish.....	8
<b>FAQ’s</b> .....	<b>9</b>
I’m on a Maintenance Plan, will I have to pay more as it’s been longer than normal. .....	9
Other Valeters/Detailers in the area are claiming they can kill the Virus? .....	9
Steam Cleaning.....	9
I want to pay cash for my service - Can I? .....	9
I know you like us to check the vehicle after you’ve provided our treatment. Can I still do this? .....	10

## What Is This Document for?

This document has been created for the employees, clients and general public who deal with The Detailing Detectives Ltd. It's been put together to ensure that we can work as safely as possible whilst still providing our services. This Document highlights requirements both from employees of The Detailing Detectives Ltd & clients who require our services.

Information within this document has been put together from a number of sources which can be found below. The Detailing Detectives team have been working hard behind the scenes, researching, attending webinars, conference calls & much more to make sure we are prepared as much as possible.

The Information in this document is accurate to the date listed on the document. Information within this document will be updated regularly when updates are provided by the relevant sources.

The Detailing Detectives Ltd hold the right to refuse to provide a service should the client not fulfil the guidance required provided within this document.

The Detailing Detectives Ltd cannot 100% guarantee the removal of traces of the virus from your vehicle after cleaning. Currently the options to do this are/can be harmful to both humans and the vehicle surfaces and components over time.

All our efforts listed below are to reduce the spread, contamination of equipment and maintaining the health of our staff and most importantly you and your families.

## Sources of Information:

World Health Organisation: <https://www.who.int/>

Public Health England: <https://www.gov.uk/government/organisations/public-health-england>

The International Detailing Association: [https://the-ida.com/page/COVID-19\\_Resources](https://the-ida.com/page/COVID-19_Resources)

## Document Control

Version No	Edits Made	By Whom	Date
Draft	Document Creation	Craig Brigham - CD	01/05/2020
V1	Document Approved By Board of Directors (Remotely)	Sam Clarke Craig Brigham - CD Adam Brigham	03/05/2020

## COVID-19?

Source: (WHO)

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow). At this time, there are no specific vaccines or treatments for COVID-19.

However, there are many ongoing clinical trials evaluating potential treatments. WHO will continue to provide updated information as soon as clinical findings become available.

### How long does the Virus Last on Surfaces?

Source: (WHO)

The most important thing to know about coronavirus on surfaces is that they can easily be cleaned with common household disinfectants that will kill the virus. Studies have shown that the COVID-19 virus can survive for up to 72 hours on plastic and stainless steel, less than 4 hours on copper and less than 24 hours on cardboard.

## Steps We Are Taking...

Below are the steps we here at The Detailing Detectives Ltd, are undertaking to ensure that we provide our services in the safest way possible. Some of the steps below we already have been doing for many years.

### No Cross Contamination Between Customers/Individual Vehicles

It's important that we don't cross contaminate. All Drying Towels & Cloths will be only be used on a single vehicle & with a single product. Following this they will be placed into to the Washbag for Daily Washing. This is something we already do & have been practising for some time.

### PPE

We have heavily invested in PPE after through researching to ensure we have the correct PPE to keep us safe. We always wear gloves as part of our services and now for any interior work we will be wearing Masks, Eye Protection & Gloves.

- Face Masks (FFP3-N95 Specification)
- Eye wear
- Gloves

### Hand Sanitiser

All Vehicles are provided with Hand Sanitiser for staff use only. As a minimum staff will use this:

- Before applying PPE & After Removing PPE.
- Before & After Each Client Visit.

### Cleaning of Key Vehicle Areas

On all Valets/Details that include an interior clean of any description will have key areas of the vehicle wiped down with an effective Interior Cleaner designed to help against viruses and bacteria.

### Daily Washing of Cloths & Employee Clothes

All cloths, drying towels, Wash mitts & employee clothing will be washed at the end of each working day. This is standard practice already within our business.

Where an employee has been working on a deep interior clean the employee will return, cleanse and sanitise the van and equipment. As well as getting changed & showered before returning to attend to other vehicles.

## Daily Cleaning of Van's Equipment & Cab

At the end of each day the staff member will clean the cab of the van used and wipe all surfaces with our Interior Cleaner.

All equipment will be cleaned as frequently as required during the working day & at the end of every working day.

## No Accepting of Refreshments

To avoid as much contact as possible we will not be accepting any refreshments from clients. This includes all types of refreshments.

We fully appreciate you like to look after us whilst working and we are always grateful but for the near future this will need to be adhered to.

## Employee Health

Whilst every member of the team always tries to remain healthy, from time to time illnesses do occur. As always should any of the team have any symptoms of an illness especially COVID-19, Services will be suspended for that Team member.

## Changes to Processes

We have a set way of working and processes in place that all members of the team follow, to make us more efficient.

The team will now complete all elements of the exterior before the interior if that is required. This could lead to an increase in the time it takes to valet your vehicle.

## Team Travelling

Where possible we are refraining from using more than one staff member to provide services, again this may increase the time usually taken to perform a service.

If more than one staff member is required to perform a particular service on a vehicle then staff members will travel in multiple vehicles.

## Our Requirements From You Our Client.

As well as a number of things we as a company are doing we also require some changes from you our client. Some of these listed below will be discussed upon booking your service.

### Electronic Payments Only\*\*

Moving forward our preferred method of payment will be by electronic methods. Whether this be by Invoice, Bank Transfer or Card Payment. **All Payments** must be made before the staff member leaves your property. If you normally pay by invoice then the terms already agreed still stand.

If you choose to pay by card the card machine will be placed in a designated location and then we will step back to ensure social distancing is observed.

Card Machines will be wiped down after it is handled by staff or clients. We recommend washing your hands after using the machine to be doubly sure for your own safety.

**\*\*Cash** will only be accepted as a last resort and should be avoided to reduce contact.

### If You Have Had or Show Symptoms of COVID-19

If any member of your household shows any symptoms or has been diagnosed with COVID-19 then we will need to re-arrange your valet on your vehicle after the minimum 14-day isolation period.

We also must state that before any interior work is completed upon any vehicle that you or close members of your family have had contact with, that the vehicle is left without human contact for a minimum of 72 hours.

No Cancellation charges will be required should you fall ill with COVID-19 Symptoms.

### Social Distancing Must Be Adhered to At All Times

To ensure the safety of ourselves and you our client, social distancing must always be adhered to. Please ensure you follow the guidance below when we attend to your vehicle.

- Ensure your vehicle is on private land and not on a public highway
- Remain Two Metres or more away from staff members at all times.

## Should You Wish For Us To Use Your Power.

A few clients prefer us to use their electricity supply rather than our generator. If possible, a working extension cord should be plugged in and left outside for our use.

We will discuss this upon booking.

## Requirements for Deep Interior Cleaning

All Deep Interior cleans can only be carried out on a vehicle if they have been sat for a minimum of 72 hours without human contact.

## Handling of Keys

We will not handle any vehicle keys throughout this period. The vehicle must be unlocked when we arrive on-site or at a required interval. Please ensure that you only unlock the vehicle when we arrive on-site and do not leave your vehicle unlocked when unattended.

We will invite you to lock your vehicle before we leave or when deemed appropriate.

## Removal of Personal Possessions & Rubbish.

We always request the vehicle is emptied of all personal possessions and any rubbish. However due to the situation this is now **Mandatory**. This avoids unnecessary contact from us on items within your vehicle. Any Items left in your vehicle will not be moved by our team members. This could lead to elements of your vehicle not being cleaned fully.

## FAQ's

Below are a few frequently asked questions, we have been asked by our clients. These will be updated regularly.

**I'm on a Maintenance Plan, will I have to pay more as it's been longer than normal.**

No for the first appointment at least no prices will change and will be based as scheduled before. However, moving forward from your first appointment back if you change the frequency of your Valet then that will alter the price.

**Other Valeters/Detailers in the area are claiming they can kill the Virus?**

Upon the research we have completed as well as guidance from the International Detailing Association & Professional Valeters & Detailers Association, there is no current practical, safe way of killing the virus 100%.

Whilst we can take steps to remove & reduce we cannot confirm it has been removed 100%. Proving it has been removed is extremely difficult.

As we have always been a professional business we will never make bold claims or try and take advantage of a situation. We base our services on proven results and professionalism.

We are continually researching and networking with fellow professionals all over the world.

**Steam Cleaning**

We have seen some businesses offering Steam Cleaning. This will only work if the steam is on a particular spot for more than 30 seconds, in some circumstances this can take up to and over 3 minutes, per individual area. Using steam in this way could potentially damage interior components and as you can imagine would be very time consuming.

**Ozone Machines**

Again we have seen some businesses offer this within our local area. Again, this is not a 100% proven remedy to remove the virus. Ozone machines have to be used with extreme care as they can cause serious damage to human health if not used correctly.

**I want to pay cash for my service - Can I?**

The Short answer is yes, however our preference would be for you to use an electronic method of payment to reduce the risks of virus transition. This could become the normal routine with many other businesses as we move forward.

I know you like us to check the vehicle after you've provided our treatment.  
Can I still do this?

Yes as always, we will invite you to check the vehicle over at the end of the service to ensure you are satisfied with the results. All we say is that social distancing is observed.