



The Wheel Specialist

Always taking your safety seriously - The Wheel Specialist Customer Policy on dealing with coronavirus.

A) INTRODUCTION

The Wheel Specialist is committed to ensuring the health and safety of all our employees and customers. To this end, this policy sets out steps that the Company is taking in order to tackle the coronavirus outbreak, alongside expectations that are placed upon customers.

B) INFECTION CONTROL MEASURES

We strongly encourage all customers to follow these guidelines from the World Health Organisation on infection control, both whilst at work, and in their daily lives. This includes:

- frequently cleaning their hands by using alcohol-based hand rub or soap and water
- when coughing and sneezing, covering mouth and nose with flexed elbow or tissue, throwing this tissue away immediately and washing their hands
- Avoiding close contact with anyone who has fever and cough.

When a customer visits The Wheel Specialist

- We will ask you to keep a distance of a minimum of 2 metres away.
- We will ensure that all staff are frequently cleaning their hands by using alcohol-based hand rub or soap and water.
- We will ensure that all staff when coughing and sneezing, are covering mouth and nose with flexed elbow or tissue, throwing this tissue away immediately and washing their hands.
- When having to move your vehicle a seat cover, floor mat and fresh gloves are used each time.
- Any areas or equipment that require customer use e.g. card payment machines are cleaned between uses.

C) IF YOU DEVELOP SYMPTOMS

If you begin to display symptoms of the virus, you must follow government guidance to find out what to do next. You should not visit The Wheel Specialist.

D) PERIODS OF SELF-ISOLATION

The Government is currently advising people to self-isolate in certain situations, which means staying at home and not having contact with other people. In the event that this applies to you, you must not attend The Wheel Specialist during the isolation period.