

COVID-19: Vehicle Sanitation and Handover Process

In Partnership with Volkswagen Group



Return Vehicle: Vehicle Cleaning Process

Delivery Vehicle: Vehicle Cleaning Process

All operatives within this process are required to wear / use the following PPE:



Nitrile gloves



Masks



Wipes



Alcohol Gel



Disposable bags

Return Vehicle Process;

Step 1: Vehicle returned to site by Driver

Step 2: Vehicle Washed and Inspected

Step 3: Vehicle Air conditioning system cleaned and disinfected.

Step 4: Vehicle placed in storage and isolated until future booking received

This includes all demo operatives are adhering to government guidelines on social distancing.

Delivery preparation process:

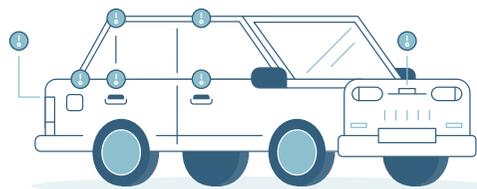
Step 1: Vehicle located and moved from storage

Step 2: Vehicle Safety checked

Step 3: Vehicle Fully-Valeted

Step 4: Vehicle contact points wiped and left overnight for delivery following day

Step 5: Driver will collect vehicle for delivery



For more information on our COVID-19: Vehicle Sanitation and Handover Process or to discuss your current demonstration further please contact the SEAT Demonstration team on 0800 294 0581 or demo@gfbcseat.co.uk.

Vehicle Delivery and Collection Process

Driver will call the customer Prior to delivery / collection to discuss arrangements.

How will the Driver advise the customer they have arrived?	They will telephone first, if no response, they will announce on arrival as per a 'normal delivery driver – Knock and step back.
How will they do the inspection for damage?	Delivery Driver will invite the customer to inspect the car and point out any damage that they want the driver to note (2M minimum apart).
	Collection Driver will walk around the car and point out any damage to the customer (2M Minimum apart).
	Both Del and Col Customer can veto the inspection. Car will be inspected on return to Alconbury and damage recorded at that point.
How will the driver hand over the vehicle?	Initial question will be "are you familiar with the vehicle"? If yes "any questions on the safe operation"? If No " Driver will offer for the customer to sit in the car (driver seat) and from 2m answer any questions or point out any key safety features.
Is the driver going to sign on behalf of the customer?	Yes
Where will the keys be left?	If Customer present keys will be wiped and placed in a mutually agreed place at the time. If customer does not come out of the property, driver will wipe and post

Customer Handover Process

All vehicle touchpoints will be sanitised prior to final customer handover. This includes all vehicle surface areas that may have come into contact with a driver, including:

- Door handles and boot handles
- Steering wheels
- Internal door handles
- Seat belts and seats
- Radio / Centre console
- Gear stick
- Glove box
- Arm Rest
- Stalks and steering rack adjustors
- Seat adjustment levers / buttons
- Rear view mirror
- Key and key fob

