

# CAL> Standard Operating Procedure

## Service and Parts Department Sign-in Process.

This standard operating procedure describes the sign-in process for CAL employees assisting CAL customers and suppliers.

Unauthorised visitors such as couriers, customers or suppliers cannot enter CAL Isuzu buildings which includes workshops, lunchrooms facilities, toilet facilities, office etc. CAL Staff must not have direct contact but if required must use safe distancing practice at least 2metres.

| Step  | Tasks  | Owner  | Timing                                |
|---|--|--|---------------------------------------|
| <b>Service – Customer drop off procedure:</b> |  |  |                                       |
| 1   | When customer phones to book their vehicle for servicing, the manager or administrator will notify customer of new drop off procedure.   | Manager, Administrator and or leading hand to communicate to Customer. | Immediately                           |
| 2   | Customer drops truck at CAL Isuzu depo gate or cordoned off area (road cones can be utilised with a sign showing them where to sign the vehicle in and advising COVID-19 access restrictions to CAL Isuzu premises).<br><b>NOTE:</b> This is to be done outside of CAL Building. | Service Manager to communicate to Customer.                            | on customer arrival                   |
| 3   | Hand sanitisers to be available at sign in area.   | Reception / Administrator  |                                       |
| 4   | Reception / Administrator to sign in visitors on sign in iPad system.  | Reception/ Administrator   | on customer arrival                   |
| 5   | Reception / Administrator will notify team leader of visitor arrival.  | Reception / Administrator  | on customer arrival                   |
| 6   | Team Leader to communicate with customer when vehicle is dropped off maintaining no less than 2-meter distance in an “open-air” area.  | Team Leader  | On arrival                            |
| 7   | Technician attends to collect vehicle from drop off area with disposable gloves on and spray down door handles, steering wheel, gear knob and general cab interior where contact will be made with sanitiser or antibacterial spay.  | Technician   | Prior to driving the vehicle into bay |
| 8   | Upon completion, apply step 7 and park at collection point for customer pick up.   | Technician   | On completion                         |

|  |  |                       |                                  |
|--|--|-----------------------|----------------------------------|
| 9  | Team Leader to communicate with customer on completion of vehicle and pick up truck process and key location.  | Team Leader           | On completion                    |
| 10   | Administrators to ensure COVID-19 Sanitation Procedure message of completion is included in all proforma/ invoices.                                  | Service Administrator | On invoicing process             |
| <b>Parts – Collection and Delivery Procedure</b>                                 |  |                       |                                  |
| Phone orders preferred but not limited. CAL staff must practice safe distancing. |  |                       |                                  |
| 1  | Parts Consultant must notify customer of pick up and drop off procedure.<br>Designated parts area will be allocated for parts pick up and drop off's | Parts Consultants     | During customer ordering         |
| 2  | Wear gloves and utilise sanitising spray to spray down courier parcels etc. before taking it into CAL parts holding area                             | Parts Consultants     | On parts delivery and collection |
| 3  | Wipe down EFTPOS machine with every use.   | Parts Consultants     | On parts collection              |
| <b>Process Complete</b>  |  |                       |                                  |