COVID-19 GUIDANCE FOR VEHICLE COLLECTION, DELIVERY, DISTRIBUTION, STORAGE AND TECHNICAL SERVICES

INTRODUCTION

The present restrictions as a result of COVID-19 have led to some uncertainty about the types of activity that remain permissible and what the requirements are. This guidance is intended to clarify the requirements that apply on vehicle and parts collections, delivery and distribution, storage and technical services.

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1. DISCLAIMER

The purpose of the document is to provide guidance and information only. Firms should implement suggestions from this guidance only after taking the appropriate professional advice in adherence with the relevant rules and regulations as applicable to their circumstances, ensuring staff, suppliers and customers are adhering to local and national restrictions by following Government guidance in England, Scotland, Wales and Northern Ireland. Firms should refer to the latest government-issued guidance here to ensure that they are receiving the most up to date information.

2. VEHICLE COLLECTIONS AND DISTRIBUTION - REQUIREMENTS

2.1. Vehicle movements and varying COVID-19 restrictions

All UK Governments have however maintained that **'travel to work' and 'travel for work purposes where this cannot be done from home'** can continue where businesses are allowed to remain open. This includes travel in relation to vehicle collection, delivery, distribution and storage so long as firms and their staff are complying with the COVID-secure guidelines as set out below.

2.2. COVID-secure guidelines

The following statutory guidance has been published by each UK devolved Government setting out guidelines to help employers, employees and the self-employed work safely during Coronavirus:

- England

- [Scotland](#)
- [Wales](#)
- [Northern Ireland](#)

The aim of this document is therefore to consolidate into one place what COVID-secure guidelines mean for vehicle collections, delivery, distribution, storage and technical services. It also suggests some additional best practice options which should assist operators in ensuring a high level of safety and compliance.

3. GUIDELINES FOR AUTOMOTIVE SUPPLY CHAIN BUSINESSES

The Government guidance repeats a number of common requirements that all businesses should undertake in order to reduce the risk of infection. Broadly these are:

- **Continuously assessing risk in consultation with workers** – businesses have a legal responsibility to protect their workers and others from risk to their health and safety. Risk assessments should be undertaken on an ongoing basis to identify the risks of COVID-19 infection to employees, contractors, customers and suppliers across the range of working environments and activities they are exposed to or undertake. The results should be used to implement sensible measures that help to mitigate the risks identified. Ongoing assessments help to ensure processes can be adapted to the changing risks. **Employees should be consulted as part of the process**, who are best placed to advise on the risks associated with the tasks they carry out. The Health and Safety Executive (HSE) provide more information about risk assessments and interactive risk assessment tools [here](#).

- **Managing risk** – UK Governments ([England](#), [Wales](#), [Scotland](#), [Northern Ireland](#)) set out a number of steps that should be taken to manage the risk of COVID-19:
    - **Sanitisation** - Increase the frequency of handwashing and surface cleaning.
    - **Work from home** – those workers that can work from home should do so.
    - **Social distancing -** maintain 2 metre social distancing. If this is not achievable implement back-to-back or side-to-side working (rather than face-to-face) and where fixed settings make use of partition screens. Incorporate one way systems at entry and exit points.
    - **Reduce the risk of transmission** - Where social distancing is not possible, and that activity must continue to ensure the business can operate, then actions should be taken to reduce the risk of transmission - further 'mitigating actions' on cleaning, use of screens and barriers and staff management are.
    - **Ceasing unsafe activities** – where continuous face-to-face contact cannot be avoided employers would need to assess if the activity can continue.

- **Communication of risks to the workforce** – The results of the risk assessment(s) and the measures being taken should be communicated to workers. Government expect businesses with more than 50 employees to publish the information on their websites. All employers are expected to display [this notice](#) across their sites and offices confirming steps have been taken to mitigate risks.

- **Protecting people at higher risk –** ensure that workers at higher risk of severe illness as a result of coronavirus do not work outside of home and are helped to work from home, or offered any available on-site role that is safer and enables them to socially distance. See Government guidance - (England, Scotland, Wales, Northern Ireland).

- **Ongoing engagement and management of working arrangements** – engaging with workers to agree new approaches to tasks, activities and transport in and out of sites. Managing working arrangements, team working and shift patterns. Reducing

- **Use of Personal Protective Equipment and face coverings –** the Government states that 'unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited'. The use of face coverings however are mandatory in certain settings, although requirements vary across the UK (England, Scotland, Wales, Northern Ireland).

- **Policies and protocols** – following the initial engagement process with workers, developing clear policies and protocols that staff are briefed on and that are clearly communicated and accessible. Areas to cover include:
  - Protecting vulnerable staff
  - Responding to staff that are displaying COVID-19 symptoms and consider the use of Government testing services.
  - Staff and vehicle movements on and off-site
  - Staff welfare - training and health monitoring particularly where staff are returning to work.

3.1. The importance of collaboration across the supply chain

Businesses are encouraged to be transparent about their policies and processes with suppliers and vendors they work with across the supply chain. This helps to manage expectations on capacity, output and permitted vehicle and people movements. Where requirements are not clear this can lead to bottlenecks in the supply chain, creating business disruption, poor customer outcomes and potentially increased risks relating to COVID-19.

3.2. Sectoral guidance

Under the Annexes below we set out a number of considerations across sectors of the supply chain covering vehicle collection, delivery and distribution, storage and technical services. Guidance has been produced by automotive trade bodies covering auctions, automotive retail, aftermarket, rental and leasing operations and manufacturing.

COLLECTION	
Communication	• Staff briefed on policies and risk assessment. • All agents to understand requirements for vehicle movements and social distancing at locations the collected vehicle is being delivered to. • Guidance for agents provided on accessing toilets, accommodation, refuelling and breakdown services in a way that reduces risk of infection. • Customer/agent briefed on contactless collections process prior to visit and issued with this information in writing. • Customer asked if they or anyone they have lived with has COVID-19 symptoms or if they are self-isolating. • Use of staying secure notice to be presented in recovery vehicle windscreens to remind staff of their obligations. • Signage and posters in place at sites to remind customers/visitors of social distancing and hygiene measures. • Inventory owner to provide all necessary customer details to agent to inform level of risk.
Social distancing	• Undertake a risk-based approach to collections. • Check to ensure that social distancing policies are in place for any third party with whom staff are required to interact. • Consensual customer collections, vehicle pound collections and abandoned vehicle collections are likely to hold low risk of infection to agents. • Non-consensual collections should be risk assessed on a case by case basis - location and setting of customer address/premise assessed to ensure social distancing can be maintained (refer to site protocols) • Where practical, only one agent to drive a vehicle for completion of collection. Where a passenger is necessary more than a 2m distance within the vehicle should be maintained. • A distance of 2m from customer to be maintained throughout. (For transporter collections, 2m distance maintained in loading areas).
Sanitisation and hygiene	• Agents to be provided with anti-bacterial spray, wipes and hand gel as required to complete duties. • Disinfect field vehicle steering wheels, gear stick, controls, door handles, and smart phones after each collection. • Use disposable gloves to avoid having to use cleaning products on any new collected vehicle. Where the vehicle is used agree any use of cleaning products with inventory owner. • Disinfect keys. • Hands should be washed regularly (ideally every 20 minutes) with soap and water for 20 seconds after any contact with objects outside of the vehicle. If soap and water is unavailable hand gel should be used. • Encourage the avoidance of face touching. • Vehicles being driven should be well ventilated.
Contactless processes	• Customer to be called on arrival. • Where customer consent to collection is required this is to be obtained via electronic means, body camera or telephone. If a handheld signing device is used then ensure 2m distance is maintained throughout the signing process and the device is disinfected after each use. • Vehicle keys and documentation to be requested from customer in an envelope and either left in the vehicle or placed on a door-step, ensuring 2m distance from the customer and other members of the public is maintained. • Where mass collections are in operation, follow site protocols on contactless process

Other considerations	- Security of vehicle – ensure that where keys are left in the vehicle that this is undertaken whilst agent is present. - Identification of agent – ensure there is a process for the customer to identify the agent to give them the reassurance to provide consent for the vehicle to be released. For example, displayed in the windscreen of the collection vehicle. - Insurance – make sure policies provide appropriate cover to protect staff and adequately insure the vehicle. See ABI guidance here.

DELIVERY	
Communication	• Staff to be briefed on policies and risk assessment. • All drivers/agents to understand the required protocols for vehicle movements and social distancing both on-site and where the vehicle(s) or part(s) is/are being delivered to. • Guidance for drivers to be provided on accessing toilets, accommodation, refuelling and breakdown services in a way that reduces risk of infection. • Customer/third party briefed on contactless delivery process prior to visit. • Use of staying secure notice to be presented in delivery vehicle windscreens to remind staff of their obligations. • Signage and posters in place to remind customers/visitors of social distancing and hygiene measures.
Social distancing	• Undertake a risk-based approach to deliveries • Location and setting of customer location/premises assessed to ensure social distancing can be achieved. (refer to site protocols). • A distance of 2m from customer to be maintained throughout the delivery process. • Where practical, only one agent to drive a vehicle for completion of delivery. Where a passenger is necessary more than a 2m distance within the vehicle should be maintained. Check to ensure that social distancing policies are in place for any third party with whom staff are required to interact. • A distance of 2m from customer to be maintained throughout. (For transporter deliveries, 2m distance maintained in unloading areas)
Sanitisation and hygiene	• Drivers provided with anti-bacterial spray, wipes and hand gel. • Sanitisation of field vehicle steering wheels, gear stick, controls, crane controller, access handles, door handles, smart phones and any handheld devices after each delivery. • Sanitisation of keys. • Hands washed with soap and water regularly (ideally every 20 minutes) for 20 seconds after any contact with objects outside of the vehicle. If unavailable hand gel should be used. • Avoidance of face touching. • Vehicles being driven to be well ventilated.
Contactless processes	• Customer consent of delivery to be recorded by electronic means, body camera or telephone to ensure social distancing. • A policy setting out a contactless approach to deal with any identified vehicle damage should be documented and understood by delivery agents. • Where handheld devices are being used that require the customer to sign electronically these should be provided whilst maintaining a safe 2m distance from the customer. • Vehicle keys and documentation to be left in an envelope in the vehicle. The driver should be present to observe the customer handling the keys. • Where mass deliveries are in operation, follow site protocols on contactless process.
Other considerations	• Delivery address to be verified – ensure that the vehicle is delivered to the verified customer address / premises. If the address has been changed this could be an indicator of fraudulent activity. • Demonstration of vehicle controls should be undertaken remotely as well as being available in a documented format. Examples of remote demos include providing the customer with a pre-recorded video, setting up a live online demo or providing guidance over the phone. This process is important to ensure the customer can use the vehicle safely and that the controls are in good working order. • Insurance – make sure policies provide appropriate cover to protect staff from risks and adequately insure the vehicle. See ABI guidance here.

DISTRIBUTION, STORAGE AND TECHNICAL SERVICES	
Communication	• Staff to be briefed on policies and risk assessment. • Staff to understand site social distancing protocols requirements for vehicle movements and compound storage both on-site and where the vehicle or part is being distributed to. • Guidance for staff to be provided on accessing and using toilets (both on and off-site), accommodation, refuelling and breakdown services in a way that reduces risk of infection. • Signage and posters in place to remind customers/visitors of social distancing and hygiene measures. • Third parties briefed on site access, social distancing and sanitation measures prior to arrival. (Refer to Site Protocols) • Use of staying secure notice to be presented in delivery vehicle windscreens.
Social distancing	• Provide guidance to staff and third parties entering distribution centres. • Introduce one-way systems for incoming and outgoing traffic to and from compounds. • Workplace distancing for staff – ensuring that staff maintain 2m distance from each other at all times. Where this is not possible consider managing teams to reduce the risk of infection. • Use websites (intranet) to manage shift rotas and work schedules to prevent the need for face to face management. • Ensure staff work in the same teams to minimise the risk of transmission. • Schedule collection and delivery activity to reduce overlap of people at compounds. This might include offering click and collect services. • Consider geographical location of sites and whether vehicles can be collected and delivered at the nearest site to reduce travel requirements for staff.
Sanitisation and hygiene	• Easy access to liquid soap and water for on-site staff and third parties entering sites. • Anti-bacterial spray, clothes, wipes and hand gel to be provided to delivery drivers. • Hands washed with soap and water for 20 seconds after contact with each vehicle. If unavailable hand gel should be used. • Sanitisation of delivery vehicle steering wheels, gear stick, controls, crane controller, access handles, door handles, smart phones and any handheld devices after each delivery. • Avoidance of face touching. • Vehicles being driven should be well ventilated
Contactless processes	• Vehicle entry and exit to sites should require no contact with security staff where possible, making use of electronic pre-bookings to enable recognition of vehicles by staff at gatehouses. • Sign in and sign out processes should be undertaken in a way that maintains social distancing. • Signing for consignments of parts/vehicles should be undertaken electronically. Where a device is used to sign this should be handed over in a way that ensures social distancing measures are maintained.
Other considerations	• Vehicle security – consider security measures at centres, particularly where contactless processes are in place. Ensure there is a process for verifying pick-ups and deliveries. • Insurance – make sure policies provide appropriate cover to protect staff from risks and adequately insure vehicles. See ABI guidance here.