**Method Statement 12 – Collection and Delivery Process (handover)**

**Issue date: March 2022**

The following guidelines are for the maintenance of responsible and healthy working guidelines for self employed sub contractors working with Ecomotive Logistics. These are an update to previous guidelines issued under Covid 19 instructions.

**YOU MUST ADVISE ECOMOTIVE LOGISTICS IF YOU EXPERIENCE ANY SYMPTOM OF COVID 19 IMMEDIATELY.**

As with all other illness related lack of availability for working with Ecomotive Logistics, please contact your planner or the Out of Hours Planning team.

**Collection**

Call the customer prior to collection to advise of your time of arrival.

On handover of the keys, they should be wiped with anti-bacterial wipes at the first opportunity.

All surfaces that will be used as part of the collection and delivery of the vehicle that the Vehicle Collection and Delivery Driver would touch as part of the movement will be wiped down with a new anti-bacterial wipe.

Once you have completed your inspection appraisal, ensure that when you present your smart phone for signature that the customer is offered use of the issued stylus.

If the customer is still reluctant to sign; capture photograph of customer and vehicle (with registration plate showing) on MoDel.

**Delivery**

Call the customer prior to delivery to advise of your time of arrival.

On arrival, all interior surfaces that have been used by the Vehicle Collection and Delivery Driver will be wiped down with a new anti-bacterial wipe. Any touch screen will be cleaned with the issued microfibre cloth.

Prior to presentation of the vehicle keys to the customer, they will be wiped down with a new anti-bacterial cloth.

Once you have completed your inspection appraisal, ensure that when you present your smart phone for signature that the customer is offered use of the issued stylus.

If the customer is still reluctant to sign; capture photograph of customer and vehicle (with registration plate showing) on MoDel.