



VALETING & DETAILING

COVID-19

Protecting Ourselves & You

Date: 02/01/2021

## **Section 1 – What Is This Document for?**

This document has been created for the employees, clients and general public who deal with RPM Valeting & Detailing. It has been put together to ensure that we can work as safely as possible whilst still providing our services. This Document highlights requirements both from employees of RPM Valeting & Detailing and clients who require our services.

Information within this document has been put together from several sources which can be found below. RPM Valeting & Detailing has been working hard behind the scenes, researching, attending webinars, conference calls & much more to make sure we are prepared as much as possible.

The information in this document is accurate to the date listed on the document. Information within this document will be updated regularly when updates are provided by the relevant sources.

RPM Valeting & Detailing hold the right to refuse to provide a service should the client not fulfil the guidance required provided within this document.

RPM Valeting & Detailing cannot 100% guarantee the removal of traces of the virus from your vehicle after cleaning. Currently the options to do this are/can be harmful to both humans and the vehicle surfaces and components over time.

All our efforts listed below are to reduce the spread, contamination of equipment and maintaining the health of our staff and most importantly you and your families.

### *Sources of Information:*

World Health Organisation: <https://www.who.int/>

Public Health England: <https://www.gov.uk/government/organisations/public-health-england>

The International Detailing Association: [https://the-ida.com/page/COVID\\_19\\_Resources](https://the-ida.com/page/COVID_19_Resources)

## Section 2 – Document Control

Version No	Edits Made	By Whom	Date
V1	Document Creation	Ryan David – Proprietor	02/01/2021

### **Section 3 – COVID-19?**

*Source: (WHO)*

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it is important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

*How long does the Virus Last on Surfaces?*

*Source: (WHO)*

The most important thing to know about coronavirus on surfaces is that they can easily be cleaned with common household disinfectants that will kill the virus. Studies have shown that the COVID-19 virus can survive for up to 72 hours on plastic and stainless steel, less than 4 hours on copper and less than 24 hours on cardboard.

## **Section 4 – Steps We Are Taking...**

Below are the steps we here at RPM Valeting & Detailing, are undertaking to ensure that we provide our services in the safest way possible. Some of the steps below we already have been doing for some time.

### *No Cross Contamination Between Customers/Individual Vehicles*

It is important that we do not cross contaminate. All Drying Towels & Cloths will be only be used on a single vehicle & with a single product. Following this they will be placed into to the Washbag for Daily Washing. This is something we already do and have been practising for some time.

### *PPE*

We have invested in PPE to ensure we have the correct PPE to keep us safe. We always wear gloves as part of our services and now for any interior work we will be wearing masks and gloves.

### *Hand Sanitiser*

Our vehicle is provided with Hand Sanitiser for our use only. As a minimum we will use this:

- Before applying PPE & After Removing PPE.
- Before & After Each Client Visit.

### *Cleaning of Key Vehicle Areas*

On all Valets/Details that include an interior clean of any description will have key areas of the vehicle wiped down with an effective Interior Cleaner designed to help against viruses and bacteria.

### *Daily Washing of Cloths*

All cloths, drying towels and wash mitts will be washed at the end of each working day. This is standard practice already within our business.

### *Daily Sanitisation of Van's Equipment & Cab*

At the end of each day, we will sanitise the cab of the van and with an appropriate sanitising spray.

All equipment will be cleaned as frequently as required during the working day and at the end of every working day.

### *No Accepting of Refreshments*

To avoid as much contact as possible we will not be accepting any refreshments from clients. This includes all types of refreshments.

We fully appreciate you like to look after us whilst working and we are always grateful but for the near future this will need to be adhered to.

### *Employee Health*

Whilst we always try to remain healthy, from time-to-time illnesses do occur. As always should we have any symptoms of an illness especially COVID-19, Services will be suspended.

## **Section 6 – Our Requirements From You Our Client.**

As well as several things we as a company are doing, we also require some changes from you, our client. Some of these listed below will be discussed upon booking your service.

### *Electronic Payments Only\*\**

Moving forward our preferred method of payment will be by electronic methods. Whether this be by Invoice, Bank Transfer or Card Payment. All Payments must be made before we leave your property. If you normally pay by invoice then the terms already agreed still stand.

If you choose to pay by card, the card machine will be placed in a designated location and then we will step back to ensure social distancing is observed.

Card Machines will be wiped down after it is handled by us or clients. We recommend washing your hands after using the machine to be doubly sure for your own safety.

\*\*Cash will only be accepted as a last resort and should be avoided to reduce contact.

### *If You Have Had or Show Symptoms of COVID-19*

If any member of your household shows any symptoms or has been diagnosed with COVID-19 then we will need to re-arrange your valet on your vehicle after the minimum 10-day isolation period.

We also must state that before any interior work is completed upon any vehicle that you or close members of your family have had contact with, that the vehicle is left without human contact for a minimum of 72 hours.

No Cancellation charges will be required should you fall ill with COVID-19 Symptoms.

### *Social Distancing Must Be Adhered to At All Times*

To ensure the safety of ourselves and you our client, social distancing must always be adhered to. Please ensure you follow the guidance below when we attend to your vehicle.

- Ensure your vehicle is on private land and not on a public highway
- Remain Two Metres or more away from us at all times.

### *Using Your Power*

If possible, a working extension cord should be plugged in and left outside for our use. Should this not be possible we will discuss the best and safest possible option upon booking.

### *Requirements for Deep Interior Cleaning*

All Deep Interior cleans can only be carried out on a vehicle if they have been sat for a minimum of 72 hours without human contact.

### *Handling of Keys*

Vehicle keys will be disinfected/sanitised prior to any required use and the same prior to returning to the client.

### *Removal of Personal Possessions & Rubbish.*

We always request the vehicle is emptied of all personal possessions and any rubbish. However due to the situation this is now Mandatory. This avoids unnecessary contact from us on items within your vehicle. Any Items left in your vehicle will not be moved by us. This could lead to elements of your vehicle not being cleaned fully.



## Section 7 – FAQ's

*Other Valeters/Detailers in the area are claiming they can kill the Virus?*

Upon the research we have completed as well as guidance from the International Detailing Association, there is no current practical, safe way of killing the virus 100%.

Whilst we can take steps to remove and reduce we cannot confirm it has been removed 100%. Proving it has been removed is extremely difficult.

As we have always been a professional business, we will never make bold claims or try and take advantage of a situation. We base our services on proven results and professionalism.

We are continually researching and networking with fellow professionals all over the world.

*Steam Cleaning*

We have seen some businesses offering Steam Cleaning. This will only work if the steam is on a particular spot for more than 30 seconds, in some circumstances this can take up to and over 3 minutes, per individual area. Using steam in this way could potentially damage interior components and as you can imagine would be very time consuming.

*Ozone Machines*

Again, we have seen some businesses offer this within our local area. Again, this is not a 100% proven remedy to remove the virus. Ozone machines must be used with extreme care as they can cause serious damage to human health if not used correctly.

*I want to pay cash for my service – Can I?*

The Short answer is yes, however our preference would be for you to use an electronic method of payment to reduce the risks of virus transition. This could become the normal routine with many other businesses as we move forward.

*You like us to check the vehicle after we have completed the work. Can I still do this?*

Yes, as always, we will invite you to check the vehicle over at the end of the service to ensure you are satisfied with the results. All we say is that social distancing is observed.