

# Coronavirus Guidance

## Frequently Asked Questions and Answers

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## 1. SHARED VANS

### What is the current position on van sharing?

In line with the easing of restrictions across the UK in Summer 2021 and in conversation with our union partners, we agreed an approach to return to more normal working methods which included a return to van sharing.

### I am Clinically Extremely Vulnerable (CEV) or have another concern and do not wish to van share, do I have to?

We fully understand the concerns that some of our colleagues will have. Whilst many colleagues are keen to van share, others, for health or other reasons, may have concerns. Colleagues should speak to their manager and work through the [Persons Specifically At Risk Assessment](#) identifying the best way forward and managers will take advice from the People Case Advise Team (0345 604 2787) to gain advice where needed. Where required we will explore or continue with any temporary adjustments.

### What if my colleague is not double vaccinated or will not tell me if they are not double vaccinated? Do I still need to share a van or work closely with them in other situations?

Currently, employees do not need to share vaccination status information. If you have concerns, please speak to your manager but we expect an environment of trust between colleagues. When using shared vans please continue to follow the [Safe Working Instruction \(SWI\) / Shared Van Risk Assessment](#).

### What are the appropriate safety controls and Safe Working Instructions (SWI) required for van sharing?

Following the easing of restrictions in Summer 2021 and the joint statement with the CWU on changes to our operating procedures, these changes have been reflected in our risk assessments and associated safe working instructions.

### What would be deemed a suitable reason for someone not to van share and what evidence is required?

Colleagues should speak to their manager and work through their concerns to identify the best way forward and managers will take advice from the People Case Advise Team (0345 604 2787) to gain advice where needed. There may be circumstances where an occupational health referral or letter from a colleague's General Practitioner may support us in making the right temporary arrangements for the colleague. In most cases we would expect a conversation and agreed way forward to resolve any concerns.

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**How will vehicles be kept clean? Will employees be provided with wipes to clean touchpoints?**

We will continue to provide hand sanitiser and sanitising wipes for colleagues to clean common touch points in vehicles before and after use. Property and Facilities Solutions will continue to offer the cleaning protocols that have been in place as we have throughout the pandemic. In addition, disposable gloves continue to be available.

**How will we ensure standards are maintained in line with guidance?**

We all have a responsibility to maintain high levels of hygiene standards. Managers will work with colleagues to ensure standards are maintained including having First Class Safety conversations.

**At what point would we re-introduce controls?**

We will continue to make any decisions with the health and safety of colleagues as a priority.

Where HSE or local health boards identify clusters or variants of concern we will follow the local advice which could include; pausing van sharing, re-introducing social distancing or mandating face coverings (if not already mandated).

We will continue to support colleagues with health or other concerns encouraging them to speak with their manager who will work with the colleague and take reasonable steps to identify workable solutions to concerns.

**For how long would we make adjustments such as not sharing vans, adjustments to duties etc for those who are vulnerable, pregnant, anxious? Is there a review point in mind?**

This will be on a case-by-case basis using relevant risk assessment and case circumstances.

**Can drivers still use their private cars to reach a delivery point?**

No. The procedure for allowing private cars to be used as a temporary measure has been removed from Monday 11th October 2021. Where drivers are unable to share due to personal conditions such as anxiety or stress, managers must work through those concerns on an individual basis using the [Stress Risk Assessment](#).

## 2. SOCIAL DISTANCING

**Do we still have to socially distance?**

No. All social distancing restrictions have now been removed. We will continue to monitor the situation and where there are spikes in Coronavirus infections social distancing maybe reintroduced.

### What is the business steer on face-to-face meetings?

Following the emergence of the Omicron Covid-19 variant in the UK, current high infection rates and an increased number of temporary workers in our operation, we promote the use of Microsoft Teams for meetings as a way of working that alleviates congestion in offices.

## 3. FACE COVERINGS

### Do I have to wear a face covering?

Following the emergence of the Omicron Covid-19 variant in the UK, from 30th November 2021 it is mandatory to wear a face covering in all indoor Royal Mail Group settings (including offices, customer service points, shared vans and workplace restaurants e.g. only remove face coverings when eating/drinking). Face coverings have been mandatory across Scotland, Northern Ireland and Wales for some time.

### Where do we stand if people are not comfortable working with those who are exempt from wearing a face covering?

Colleagues should speak to their manager and work through those concerns to identify the best way forward and managers will take advice from the People Case Advise Team (0345 604 2787) to gain advice where needed. There may be circumstances where an occupational health referral or letter from a colleague's General Practitioner may support us in making the right temporary arrangements for the colleague.

### What can managers do if an employee is not wearing a face covering?

As previously communicated, face coverings are now required in all indoor Royal Mail premises except for a valid exemption reason. For any employees who are not wearing a face covering indoors, please refer to the guidance below that was agreed with CWU and Unite CMA and issued in a joint communication on January 26, 2021.

Medical/other exemptions - Royal Mail Group fully accepts some employees will be exempt from wearing a face covering and some conditions will not be visible. However, we need to ensure we are managing risk appropriately given the country faces a new virus strain and significantly higher transmission and infection rates.

To support our duty of care and help us consistently manage the mandatory wearing of face coverings, managers can request to see evidence of an exemption. However, managers are not required to verify the entire document, specifically they do not need to read the section describing personal details of what the medical (or other) reason for the exemption is.

Managers can keep a record of employees that have met exemption criteria but should not record the specific reason, even if the employee has shared it. Once confirmed, we will support those employees with genuine exemptions who will then not be routinely asked to provide written evidence.

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Managers should have conversations with their teams and work with our union colleagues to encourage appropriate wearing of face coverings indoors. If a manager requires further support on how to manage a situation, they can contact our People Case Advice Team.

#### What do we do if a customer refuses to wear a face covering in a Customer Service Point?

It is now law in England to wear face coverings again in shops and other specified public places unless you are exempt. For the purposes of this legislation our Customer Service Points (CSP) fall under this requirement Exemptions will not always be visible, so staff should continue to serve all who enter CSPs, including those not wearing face coverings. This also applies to employees who may be exempt from wearing a face covering/mask. Ensure that a poster is displayed in your CSP displaying this requirement. You may choose to politely remind customers that face coverings are mandatory in the CSP and point them to the poster, however we do not expect employees to police the wearing of face coverings if customers refuse to comply.

#### How can I order more face coverings or other preventative equipment?

Face coverings and disposable gloves can be ordered via [Dimensions online portal](#) (go to the “pool stock” screen). Non-operational managers without access to the uniform portal will need a non-ops manager account - please supply your email address and full postal address to the assets team who will set you up with an account. Support is available through Uniform Support: [uniform@royalmail.com](mailto:uniform@royalmail.com).

Hand sanitiser and wipes remain available to order via the Additional Supplies Register (ASR) app.

Update by starting a new audit and the revised stock items list will be used. ASR support is available through [ASR\\_Support@royalmail.com](mailto:ASR_Support@royalmail.com).

## 4. SELF-ISOLATION, TESTING, VULNERABLE COLLEAGUES AND ENFORCEMENT VISITS

#### I am Clinically Extremely Vulnerable (CEV) how can I protect myself when restrictions ease?

Clinically Extremely Vulnerable people are advised to follow the same guidance as everyone else. However, as someone who is at a higher risk of becoming seriously ill if you were to catch COVID-19, you should think particularly carefully about precautions you can continue to take and discuss these with your manager.

#### Do I need to self-isolate?

Self-isolation rules are slightly different across England, Scotland, Wales and Northern Ireland – a flowchart by nation is [available here](#) and [click here](#) for information on accessing a test.

Managers should continue to take a supportive approach when dealing with colleague concerns, for example clinically extremely vulnerable colleagues or those that for various reasons (including personal choice or for medical reasons) are unvaccinated. Some colleagues will share their vaccination status, others will choose not to; at present this is an individual’s choice.

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Where a colleague needs to self-isolate as an identified close contact of a confirmed case – for example, if they are not fully vaccinated or have been instructed to self-isolate by NHS Test and Trace service – the manager can request evidence from the colleague (e.g. a screen shot of a text, email, the NHS App or letter). Managers should direct any questions or concerns about this change to the People Case Advice Team (0345 604 2787 or [coronavirus.support@royalmail.com](mailto:coronavirus.support@royalmail.com)). Royal Mail will support the period of self-isolation through our normal sick pay policy; this approach remains under review.

### Can you still be asked to self-isolate even though you are double vaccinated?

Some colleagues will be asked to self-isolate by NHS test and trace even if they have been double vaccinated. Examples of this are:

1. Returning from travel abroad from some countries
2. They have a strain linked to variant of concern e.g. the Omicron variant.
3. Due to colleague's health status
4. There may be other situations which still require self-isolation even after you have been double jabbed.

### Do we have workplace testing?

Testing is available for people without coronavirus symptoms. Tests can be accessed in several ways:

All employees are encouraged to participate in Lateral Flow Device Testing. Tests are available twice weekly, those opting to take part will be provided with the test kits at their workplace for their convenience and support, enabling them to test in the privacy and comfort of their own homes.

Alternatively, kits can be obtained through an online home ordering and delivery service, by

'Pharmacy-Collect', collection from test centre sites, by community testing offered by all local authorities and through testing on-site at schools and colleges.

[Click here](#) for more information or visit the GOV.UK website.

### If we have Clinically Extremely Vulnerable (CEV) employees should we consider temporary alternative arrangements?

There may be situations where we need to agree or continue temporary alternative arrangements. Colleagues should speak to their manager and work through those concerns to identify the best way forward. Managers will take advice from the People Case Advice Team (0345 604 2787) to gain advice where needed. There may be circumstances where an occupational health referral or letter from a colleague's General Practitioner (GP) may support us in making the right temporary arrangements for the colleague.

### What is the advice for colleagues who are pregnant?

All pregnant women should have a workplace risk assessment in place which is regularly reviewed to assess and manage any risks. More information is available [here](#).

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If you are 28 weeks pregnant and beyond, or if you are pregnant and have an underlying health condition that puts you at a greater risk of severe illness from COVID-19 at any gestation, you should take a more precautionary approach. This is because although you are at no more risk of contracting the virus than any other non-pregnant person who is in similar health, you have an increased risk of becoming severely ill and of pre-term birth if you contract COVID-19.

You should continue to adhere to active control measures in place both in the workplace and in public. Any adjustments identified through risk assessment should be made as required, and on a case-by-case basis. Further advice is available via the government website [here](#).

Please always speak to your manager with any concerns.

**If an employee has worked less than 12 months in the business, does the joint statement around supporting people apply to them getting paid if they are self-isolating or are not able to attend work due to feeling unwell?**

With effect from 3 May 2021 where an absence was/is related to coronavirus, our normal approach to sick pay has applied to all RM Group Ltd employees; employees with less than a year's service receives statutory sick pay.

**For employees who have completed 12 months service will they receive full pay if they are self-isolating or are not able to attend work due to feeling unwell?**

With effect from 3 May 2021 where an absence was/is related to coronavirus, our normal approach to sick pay has applied to all RM Group Ltd employees.

**Will CEV members have any absence discounted in line with our agreement and LTB of 2 July 2021?**

Yes, we will continue to support all colleagues, including CEV colleagues in relation to any Covid-19 related absence. We continue to expect most coronavirus related absences to be discounted from the normal attendance procedure. However, where coronavirus absences are for an excessive duration or repeat in nature, this may need to be reviewed.

**What do we do if we are visited by an Enforcement Officer? (e.g. Health and Safety Executive (HSE), Officers, EHO (Environmental Health Officers), Police, Fire Authority, Trading Standards Officers)**

As a reminder, here are the key actions in the event of a scheduled or unscheduled visit.

1. Ask the officer to provide their warrant/ ID pass to confirm their position.
2. Invite them to enter the premises and undertake the normal site induction and messaging.
3. Explain the existing coronavirus controls measures which are in place.
4. Escort the officer around the premises and answer their specific questions.
5. Make available requested documents (e.g. risk assessments) relevant to the inspection / investigation when asked.
6. Inform your SHEBP immediately of the visit, the Site Safety Representative, and Area CWU/CMA Unite Representative of any visit or approach without delay – they are able to



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support as required (and the Site Safety Representative may wish to accompany you throughout any visit).

## 5. CLEANING, FACILITIES & CSP CASH HANDLING

**What is the PFS cleaning schedule and are we still operating deep cleans for where we have had confirmed cases?**

Yes, we continue with the existing protocols.

**Is it safe to use shared water fountains and water dispensers at this time?**

The guidance remains unchanged - all drinking fountain facilities must remain decommissioned and out of use.

Water dispensers may be used however, they must have clear guidance displayed and sanitising wipes available at point of use.

It is important that we encourage employees to stay hydrated while at work. Employees may, if they so wish to, bring in their own water for consumption at work. However, for those employees that need to fill their empty water bottles at work please ensure they know how to refill safely.

If you do refill a bottle at work, the neck of the bottle must not touch the dispenser or tap. Sanitising wipes must be used to wipe the bottle and dispenser or tap if that happens. Please see the [link](#) for a poster on refilling bottles.

Water dispensers that have either been decommissioned or have not been used, must be re-commissioned to ensure legionella control, water quality and cleanliness of the asset. Sites should contact the National Service Centre on 0333 005 0312 and request that the water dispenser is re-commissioned as it has previously been taken out of service.

**Are we able to accept cash at our Customer Service Points (CSPs) and is it still mandatory to wear a face covering?**

We should continue to encourage contactless payment as much as possible. Hand sanitiser and optional use of gloves remain available when handling coins or bank notes.

It is no longer mandatory for customers and visitors to wear a face covering when entering a Customer Service Point in England. We are however requesting that customers and visitors continue to do so. An updated poster to display is available on the [SHE Coronavirus Document Library – Posters](#). Please replace any existing posters with this updated version.

## 6. OPERATIONS

### What training and induction do we need to give to any casuals or new entrants?

Casual and agency employees and new entrants must be given a site induction on their first shift including local site information and working practices relating to Coronavirus. They should also be included with all future briefings to keep them informed of any changes to working practices.

### Can we continue with driving training and driver coaching through Pertemps and Advanced Driver Coaches?

All the details on our revised driver training requirements are available by clicking on the [link](#).

### Can we use volunteers from other units to cover Covid-19 absence?

In units where there is a low number of cases proportional to the number of employees on site and there is no additional local council/health board local outbreak measures in place then volunteers can be brought into units. Volunteers should be shown the coronavirus signage and where hand sanitiser and other protective items can be obtained. Following any positive case offices receive enhanced cleaning and our units are COVID secure.

Local conversations should take place between unit managers and the SHE BP to discuss any local issues when transferring employees if managers are unsure.

In some cases, the unit may be given clear advice on employee movements by the HSE or council and we would expect units to abide by any requests from the authorities.

### Are we changing the Ready For Delivery (RFD) Scanning in Deliveries?

When scanning the RFD scan on our Tracked products, this sends a message the customer letting them know the item is in the Delivery office and will be expected to be delivered on that day. Unfortunately, due to the current limitations and absence levels in our operation, some parcels receiving the RFD scan are not being delivered on the day they are scanned.

In order to make sure our customers receive the correct messages the following changes should be made to the usual indoor scanning process for Delivery Offices:

- Only RFD scan Tracked parcels that you can commit to deliver today
- Ensure any Tracked items that you have scanned but are unable to take out receive a Delivery not Attempted scan

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Royal Mail is changing Operational Delivery processes for the delivery of any parcels which cannot be posted through a letter box or that requires a signature, what do I need to do differently?

*For non-signature parcels that aren't letter boxable (1C/2C, RM24/48, T24/48 including Capture Photo on Delivery, International import)*

1. Scan the parcel as delivered but do not press submit (for Capture Photo on Delivery items, follow instructions on the PDA)
2. Leave the parcel on the doorstep, knock on the door and step back 2 metres.
3. When the customer comes to the door tell them they have a parcel there.
4. Witness the customer taking the parcel inside.
5. If the customer takes the parcel inside the Delivery Officer should press submit.
6. If the Customer refuses to take the parcel inside, then the Delivery Officer should retrieve the parcel, update the PDA status to "Undelivered - No Answer" and leave a "Something For You" card so that the parcel can be collected at a later point. Do not show the parcel as "Refused".

*For signature parcels, including letter formats (Signed For, T24/48 with signature, International with signature)*

1. Scan the parcel as delivered and press continue but do not enter the customer's name yet.
2. Leave the parcel on the doorstep, knock on the door and step back 2metres
3. When the customer comes to the door tell them they have a parcel there and inform them that we will not be collecting the usual signature, but we will require the customer's name and must witness the customer taking the parcel in.
4. Input the customer's name as normal and press proceed. When the signature box appears, input "XP1" but do not press done until the customer picks up the parcel.
5. If the customer takes the parcel inside the Delivery Officer should press done.
6. If the Customer refuses to take the parcel inside, then the Delivery Officer should retrieve the parcel, update the PDA status to "Not Delivered - No Answer" and leave a "Something For You" card so that the parcel can be collected at a later point. Do not show the parcel as "Refused".

*For Special Delivery Guaranteed parcels, including letter formats:*

1. Scan the parcel as delivered and press continue but do not enter the customer's name yet.
2. Leave the parcel on the doorstep, knock on the door and step back 2metres
3. When the customer comes to the door tell them they have a parcel there and inform them that we will not be collecting the usual signature, but we will require the customer's name and must witness the customer taking the parcel in.
4. Input the customer's name as normal and press proceed. When the signature box appears, input "XP1" but do not press done until the customer picks up the parcel.
5. If the customer takes the parcel inside the Delivery Officer should press done.
6. If the Customer refuses to take the parcel inside, then the Delivery Officer should retrieve the parcel, update the PDA status to "Not Delivered - No Answer" and leave a "Something For You" card so that the parcel can be collected at a later point. Do not show the parcel as "Refused"

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### What is the advice on delivery and collection to care homes Wales Scotland and Northern Ireland?

Where the current practice is to deliver to each door in a care home, the DOM should contact those care homes to agree to leave the mail at a central point. If the care home does not agree, then deliveries should be made in the normal way.

### What is the advice on Delivery to and Collection from Care Homes in England?

New government regulations come into effect in England only on 11th November 2021 relating to care homes registered with the Care Quality Commission. All delivery and collections staff need to be informed of the forthcoming regulations, so they understand the impact. Our approach will be to avoid going inside the care home and make the delivery/collection outside at the front door instead. Key actions are required by all Delivery Managers. Please see the [managers guidance](#) and the [staff brief](#).

### A Post Office where P739 items are left for collection is closed, what do we do with P739 items?

Where a Post Office is closed, use the parent delivery office "When You Were Out" cards until the Post Office re-opens. Items should be returned to the main office Customer Service Point for collection

### If when I got to a collection point such as a Post Offices/Businesses and it is closed upon arrival (many with notices up stating due to Coronavirus), how do I report this on my collection scanner?

Use Code 20 – Emergency for all cases where the premises are advising they are closed due to Coronavirus – for other collections use normal business as usual codes.

### Vehicle Cleaning

Where a confirmed case of Coronavirus has been identified, Regional Public health bodies will provide advice on that affected employees case and the need for cleaning of specific areas within their workplace including equipment and any vehicle use.

- RM Fleet central booking helpline should be advised as soon as a positive test case has been confirmed by the operational site, of the vehicle that requires cleaning. The booking can be contacted - RM Fleet on 0345 2660005 (select option 3)
- The vehicle must remain quarantined until the specialist clean has been undertaken.
- RM Fleet will arrange a clean / sanitisation of the vehicle by an approved sub-contractor at the RM location.
- An RM fleet approved sub-contractor will confirm a booking date for the vehicle to be sanitised.
- The sanitisation process has been approved by RM Safety.

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- Additionally, all general debris & rubbish (coffee cups, something for you cards, sandwich bags) will be removed from the vehicle and doubled bagged, the bags will be left at the RM site for disposal via normal procedures.
- Other items such as clothing or RM equipment will be single bagged at left at the RM
- location for inspection after 72-hour quarantine.
- Line managers should make a note in the vehicle logbook of the date the vehicle was sanitised.

Where vehicle cleaning is identified (this will not be undertaken unless against a Positive Coronavirus diagnosis (following testing) has been completed), RM Fleet will arrange for the vehicle(s) in which the affected colleagues who have driven the vehicle to be cleaned.

The vehicle must be left in quarantine until the specialist clean has been undertaken.

- Note 1:** No vacuuming or brushing of surfaces will be undertaken so as not to cause any virus particles to become air borne.
- Note 2:** Removal of debris in the vehicle is part of the standard daily check.
- Note 3:** the process is to sanitise and kill any virus in the vehicle, it is not a valet process