



PORSCHE

## Porsche COVID-19 Safety Charter

**The health and safety of our customers and staff is always our number one priority.**

To minimise the risk of infection, we are following all of the relevant guidelines for social distancing and reviewing daily.

**To minimise the risk to our customers and staff, we are running with a reduced workforce and kindly ask for your understanding in following the current social distancing rules that are in place.**

### PERSONAL PROTECTION



Our staff are supplied with disposable gloves, seat, steering wheel and gear stick covers to help minimise contact with your vehicle.



Hand sanitising liquids and wipes are available for staff and customer use.



Please bring your own pen with you for signing any documentation.



To minimise contact with your vehicle, we are not providing service washes or valeting.



If you are not feeling well, we would ask that you re-schedule your appointment.

### VEHICLE DROP OFF / CONTACTLESS SERVICE AND REPAIR



By prior appointment, your vehicle will be booked in with an allocated time.



It is important that you maintain your timeslot.



Please park in the designated area.

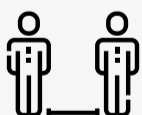


At the point of handing over your vehicle, please drop your key in to the zip-bag or tray provided.



Once work on your vehicle is completed, we will contact you in readiness for collection. This will be at a pre-appointed time; it is important that you maintain your timeslot.

### AFTERSALES FACILITIES



Where appropriate, we will display two-metre safe distance markings.



Our washroom facilities are equipped with bacterial hand soap.



All work surfaces are cleaned regularly throughout the day.



The communal coffee areas are currently not available.

### AT POINT OF COLLECTION



All payment transactions will be electronic - no cash payments allowed.



Your key will be in a zip-bag or tray.



The protective covers will have been removed as the last staff member exits your vehicle to ensure sanitisation has been maintained.