



Toyota Dealer Operation Restart Guidelines

Restart | Regain



01



Safety is one of Toyota's key priorities. We take the safety of our team and customers very seriously

02



The lockdown maybe over but the Covid-19 pandemic is not yet over

03



Adherence to good safety & hygiene practices is key to keeping the virus at bay

MANAGEMENT MESSAGE

Automobile industry has entered an era which will come only once every 100 years. Hence, we need to change ourselves from a **Car Manufacturing Company** into a **Mobility Company**. In this backdrop, our Global President Mr. Akio Toyoda says, **We need to lead the change, fight every day to survive and thrive in this once-in-a-century period of profound transformation.**

Today, Corona Virus Disease (COVID19) pandemic has affected the health and safety of people across the world. The entire globe is witnessing economic disruption due to this pandemic including India. It is still unclear whether we will move from 'V' to a 'U' or 'L' shape recovery.

Our immediate focus is to secure the people from health hazards and support government and relevant stakeholders to provide relief to the needy. It's our prime responsibility to ensure health and safety of employees, families and stakeholders. We need to safeguard business continuity by ensuring **Customer First** and viability of the business. In this perspective, this **Restart Guideline** is prepared for the benefit of our dealers and customers.

At this juncture, we at Toyota need to inspire confidence in our prospective and existing customers that our dealer outlets are safe for them to visit and experience our products & services. We shall make our best effort to ensure that our **Sales & After Sales** Operations are always ready to welcome them. We have laid down the guidelines in ensuring that our business operations move smoothly.

Change is inevitable. Change is always for the better. Change is the **New Normal**. We need to **Stop** jobs that do not fit our requirement, **Change** procedures where we find inefficiency & **Continue** activities with higher intensity which will help us to navigate us in these turbulent times. Let us work together as **One Team One Goal** with greater speed and agility.

Maintain Social Distancing & Stay Safe.



Naveen Soni

Sr. Vice President
Sales & Customer Service

Infection route: It became clear that the virus spreads from person to person

Overview of the infectious disease:

Novel Corona virus pneumonia (NCP) is caused by infection of 2019 novel Coronavirus (2019-nCov)



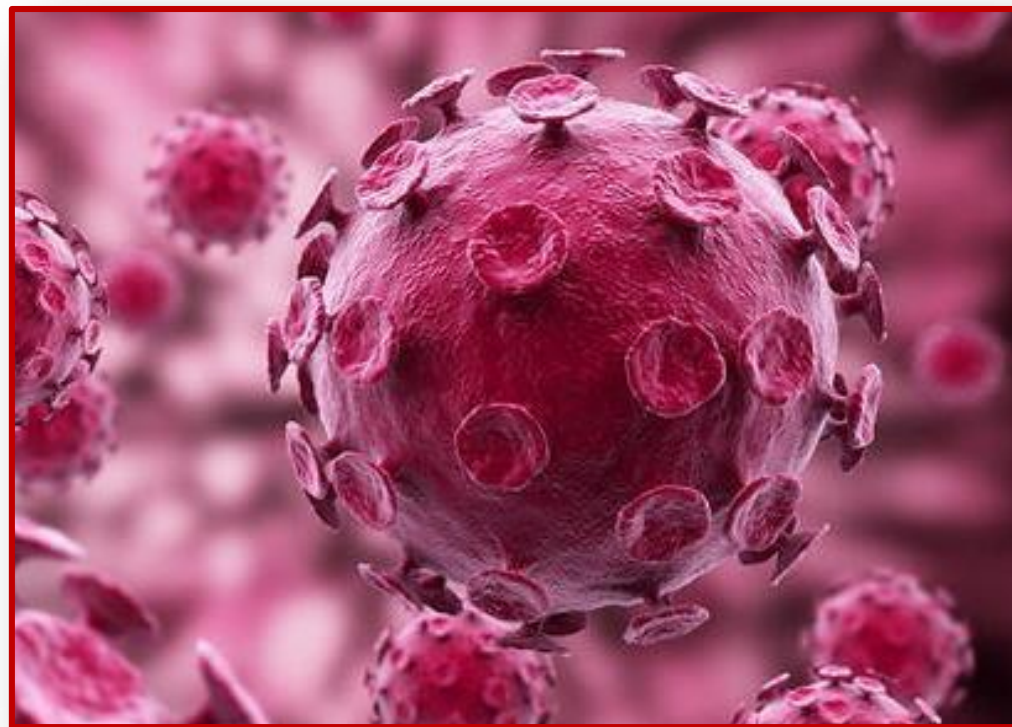
Aerial infection caused by cough and sneeze



Contact with infected patients without protection



Touching your mouth, nose, or eyes with dirty hands



Clinical symptoms:

The main symptom is fever, accompanied with mild dry cough, malaise, sinus congestion, diarrhea, etc. In some cases, patients have only a headache, respiratory difficulty and muscular pain without a fever

Who is susceptible?

Everybody can get infected. The current data says that the infection rate of children is relatively low, while those who are old, physically weak or have chronic diseases seem to easily get infected

HOW TO AVOID INFECTION OR SPREADING THE VIRUS



Wash your hands regularly with soap & water for at least 20 seconds



Avoid touching eyes, nose or mouth



Cover your nose & mouth while coughing or sneezing



Stay at home when you are sick



Avoid close contact with anyone showing respiratory symptoms

Symptoms

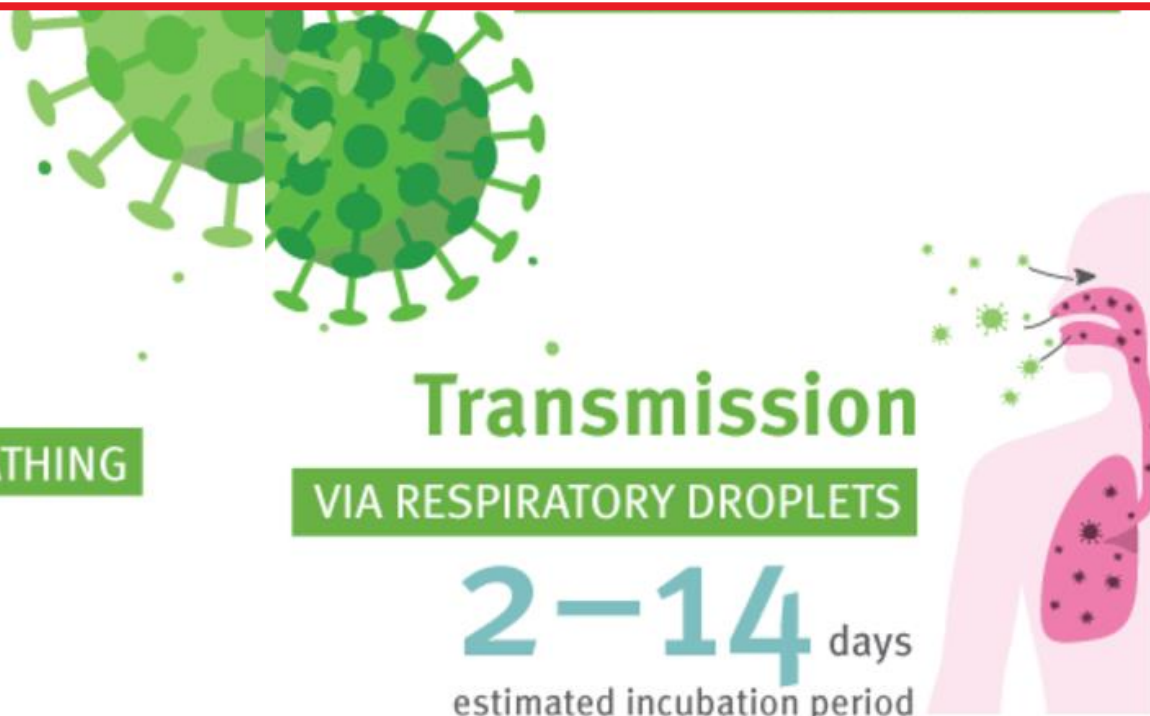
FEVER

COUGH

DIFFICULTY BREATHING

MUSCLE PAIN

TIREDNESS



Transmission

VIA RESPIRATORY DROPLETS

2-14 days
estimated incubation period



Clean & disinfect frequently touched objects with alcohol based disinfectants



Stay at home when you are sick except to get medical care. If a family member is sick, place them in a separate room



Stay calm & practice good hygiene

HOW TO WEAR AND DISPOSE A MASK

Before wearing a mask, wash your hands, and check the front and back, top and bottom of the mask



1. Spread the mask with both your hands and cover your face. Make sure that the nose wire is on top



2. Press the nose wire from the center to the left / right with your fingertips to adjust to your nose



3. Spread the mask to cover your mouth and nose completely

HOW TO TAKE OFF YOUR MASK

1. Do not touch the inner / outer side of your mask
2. Remove the mask by handling the straps

DISPOSAL OF MASK

1. Fold the mask so that the inner side comes out
2. Fold the mask twice and wrap it with tissues
3. Discard in an appropriate bin

USE OF HOME-MADE MASK IS PERMITTED

HOW TO WASH YOUR HANDS

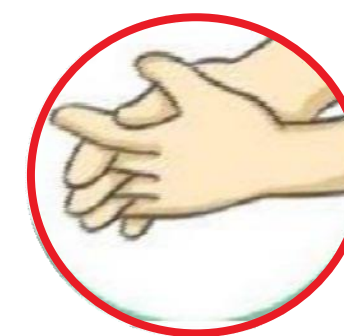
Wash your hands with (liquid) soap for 20 seconds following the seven steps below, so that you can remove bacteria and virus from your hands.



1. Rub your palms together



2. Rub the back of your hand using the other hand



3. Fold your hands, & clean in between your fingers



4. Rub the back of your fingers against your palm (both hands)



5. Rub your thumb covering with the other hand (both hands)



6. Rub the tips of your fingers on the palm of the other hand (both hands)



7. Wash your wrists (both hands)

HOW TO PROTECT YOURSELF DURING COMMUTE



PUBLIC BUS

Avoid travelling in a public bus

If needed, be sure to:

Keep your mask on

Keep a safe distance from other people

Refrain from conversation

Obediently follow the instruction on body temperature check by bus authorities



TWO / FOUR WHEELER

Check your body temperature and disinfect your hands before driving

Keep your mask on

Do not ride with other people, in two wheeler

Be sure to wear a mask, if with another person

Keep an eye on your passenger health condition (if travelling in a four wheeler)



ON WAY TO WORKPLACE

Refrain from conversation

Avoid walking in groups

Watch your step on stairs & do not touch the railings for support

Temporarily avoid touching / holding handrails as a preventive measure



GOING HOME

Thoroughly implement measures to prevent from taking the virus home

Keys, Phones: Clean them with wipes or sprays using disinfectant

Jacket, Scarf: Hang them at a well-ventilated place

Others: Clean the surface of bags and delivery boxes with disinfecting wipes or sprays



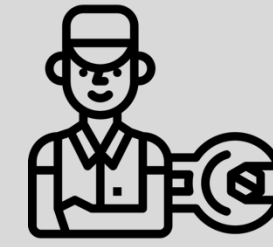
FACILITY & STAFF

- ☐ FACILITY SAFETY PROTOCOL
- ☐ SAFETY RESOURCE LIST
 - ☐ Inventory
 - ☐ Signage
- ☐ EMPLOYEE SAFETY PROTOCOL
 - ☐ Covid Task Force
 - ☐ Health Guidelines



SALES

- ☐ Customer Communication
- ☐ Customer Touchpoint



AFTER SALES

- ☐ MRS
- ☐ Servicing Reception
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance



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01 DAILY SANITIZATION

- ☐ Sanitization of inside and outside of dealer premises & facilities (Refer Slide 11)
- ☐ Maintain a record along with time of cleaning
- ☐ Do periodic check towards sanitization condition

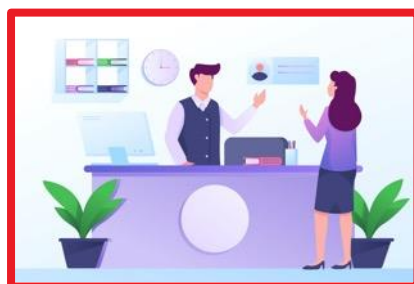
02 GOOD VENTILATION

- ☐ Maintain good ventilation by opening windows & doors
- ☐ Minimize the usage of Air Conditioners
- ☐ Sanitize elevator services to prevent epidemics

03 HYGIENE

- ☐ Ensure hand sanitizer, water, hand soap are available at all entrances and washrooms
- ☐ Items that often come into contact with customers and staff such as reception desk, cash counter, must be cleaned & sanitized regularly
- ☐ Discarded masks and gloves should be equipped with special device for collection and disposal

REGULAR DISINFECTION OF FOLLOWING AREAS:



RECEPTION DESK



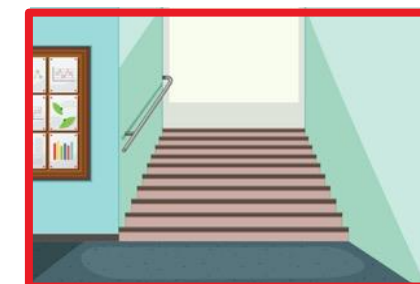
CUSTOMER REST AREA



REST ROOM



CASH COUNTER



HANDRAILS & STAIR CASE



WORKSHOP BAYS



FACILITY HYGIENE

FACILITY SAFETY PROTOCOL

SAFETY RESOURCE LIST

Inventory

Signage

EMPLOYEE SAFETY PROTOCOL

Covid Task Force

Health Guidelines

Ministry of Health & Family Welfare
Government of IndiaCOVID-19: GUIDELINES ON DISINFECTION OF
COMMON PUBLIC PLACES INCLUDING OFFICESDISPLAY GUIDELINES AT RECEPTION,
LOBBY, SECURITY & SALES AREA

COVID-19: Guidelines on disinfection of common public places including offices

Scope: This document aims to provide interim guidance about the environmental cleaning /decontamination of common public places including offices in areas reporting COVID-19.

Coronavirus Disease 2019 (COVID -19) is an acute respiratory disease caused by a novel Coronavirus (SARS-CoV-2), transmitted in most instances through respiratory droplets, direct contact with cases and also through contaminated surfaces/objects. Though the virus survives on environmental surfaces for varied period of time, it gets easily inactivated by chemical disinfectants.

In view of the above, the following guidelines are to be followed, especially in areas reporting COVID-19. For ease of implementation the guideline divided these areas into (i) indoor areas, (ii) outdoor areas and (iii) public toilets.

1. Indoor areas including office spaces

Office spaces, including conference rooms should be cleaned every evening after office hours or early in the morning before the rooms are occupied. If contact surface is visibly dirty, it should be cleaned with soap and water prior to disinfection. Prior to cleaning, the worker should wear disposable rubber boots, gloves (heavy duty), and a triple layer mask.

- Start cleaning from cleaner areas and proceed towards dirtier areas.
- All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeteria should be mopped with a disinfectant with 1% sodium hypochlorite or phenolic disinfectants. The guidelines for preparing fresh 1% sodium hypochlorite solution is at Annexure I
- High contact surfaces such as elevator buttons, handrails / handles and call buttons, escalator handrails, public counters, intercom systems, equipment like telephone, printers/scanners, and other office machines should be cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite. Frequently touched areas like table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines etc. should specially be cleaned.
- For metallic surfaces like door handles, security locks, keys etc. 70% alcohol can be used to wipe down surfaces where the use of bleach is not suitable.
- Hand sanitizing stations should be installed in office premises (especially at the entry) and near high contact surfaces.
- In a meeting/conference/office room, if someone is coughing, without following respiratory etiquettes or mask, the areas around his/her seat should be vacated and cleaned with 1% sodium hypochlorite.
- Carefully clean the equipment used in cleaning at the end of the cleaning process.
- Remove PPE, discard in a disposable PPE in yellow disposable bag and wash hands with soap and water.

In addition, all employees should consider cleaning the work area in front of them with a disinfecting wipe prior to use and sit one seat further away from others, if possible

COMMON DISINFECTANTS



HYDROGEN PEROXIDE



ETHYL ETHER



CHLORINE BASED WIPES



ISOPROPYL ALCOHOL

Use with discretion. Please consult local health department



FACILITY HYGIENE

FACILITY SAFETY PROTOCOL

SAFETY RESOURCE LIST

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EMPLOYEE SAFETY PROTOCOL

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No.	Area / Location / Item	Dealership Boundary	Security Guard Cabin	Internal Roads & Pavements	Reception & AWAC Bay	Front Office	Payment Counter	Customer Lounge	Customer Washroom	Back Office	Meeting Rooms	Wash Room	Workshop	Parts Centre	Support Room	Canteen & Pantry	Locker Room	Training Rooms	Parking Bays	Scrap Storage
1	Walls	⊙	⊙		⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
2	Floor	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
3	Doors & Door Handle	⊙	⊙			⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙		⊙
4	Handrails & Staircase	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙		⊙
5	Windows & Counters	⊙	⊙			⊙	⊙			⊙			⊙	⊙	⊙	⊙	⊙	⊙		⊙
6	Table & Chairs		⊙			⊙	⊙	⊙		⊙	⊙		⊙	⊙	⊙	⊙	⊙	⊙		
7	Cabins, Cupboards, Storage Racks & Stands		⊙		⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙		⊙
8	Projectors										⊙							⊙		
9	White Boards		⊙		⊙					⊙	⊙		⊙	⊙	⊙			⊙	⊙	⊙
10	KPI Display Boards & Check Sheet									⊙	⊙		⊙	⊙	⊙			⊙		⊙
11	Digital or Wall Display, Dangler, Table Top & SOP Display	⊙	⊙	⊙	⊙	⊙		⊙		⊙	⊙		⊙	⊙	⊙			⊙		⊙
12	Customer Explanation Materials			⊙	⊙	⊙	⊙	⊙										⊙		
13	Employee Training Material & Ready Reference Material				⊙	⊙				⊙			⊙	⊙	⊙			⊙		
14	Computers (Desktop, Laptop & Tablets)		⊙		⊙	⊙	⊙			⊙	⊙		⊙	⊙	⊙			⊙		
15	Vending Machine & Water Dispenser					⊙		⊙					⊙			⊙				
16	Printers, Scanners & Photocopy Machine					⊙	⊙			⊙				⊙				⊙		
17	Urinal & Basin								⊙			⊙								
18	Stationery Materials (Pen, Paper, Markers, Etc.)		⊙		⊙	⊙	⊙			⊙	⊙		⊙	⊙	⊙			⊙	⊙	⊙



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	AREA	ACTIVITIES
01	RECEPTION & DELIVERY	<input type="checkbox"/> Driver Seat, Steering Wheel, Dashboard, Wiper & Lights Knobs [before Walk Around] <input type="checkbox"/> Courtesy Items [Seat Cover, Steering Wheel Cover & Gear Knob Cover] <input type="checkbox"/> Key & Remote <input type="checkbox"/> Customer Documents & Reference Materials used in Customer Explanation
02	PICK UP - DROP OFF VEHICLE & TEST DRIVE VEHICLE	<input type="checkbox"/> Exterior & Interior Touch Points <input type="checkbox"/> Key or Remote [Takeover / Handover] <input type="checkbox"/> Documents [Takeover / Handover]
03	FRONT OFFICE	<input type="checkbox"/> Tablet, Explanation Kit, Medtronic Equipment, Tyre Depth Gauge
04	BACK OFFICE	<input type="checkbox"/> Display & Progress Control Board [JPCB, SMB, BP, SPM & IMS]
05	PRODUCTION	<input type="checkbox"/> Lifts, Trolleys, Tools & Equipment & Measuring Aids <input type="checkbox"/> Common Tools & Equipment, Trolleys, Engine Stand & Work Benches <input type="checkbox"/> Car Door Handles [Before & After Production]
06	WASHING & VEHICLE DETAILING BAYS	<input type="checkbox"/> Vacuum Cleaner, Tools & Equipment <input type="checkbox"/> Brushes, Water Spray Guns, Consumable Materials Bottles, Wiping Cloth <input type="checkbox"/> Bactaklenz Machine & Consumables
07	PARKING BAYS	<input type="checkbox"/> Customer, Test Drive, General, Body Paint & Total Loss Vehicle
08	PARTS CENTRE	<input type="checkbox"/> SOPH Tool & Every Part before issuing [Only Non-electrical parts]
09	OTHERS	<input type="checkbox"/> Diesel Generator, ETP & STP Units



FACILITY HYGIENE

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ENTRANCE



VEHICLE STORAGE



TRAINING ROOM



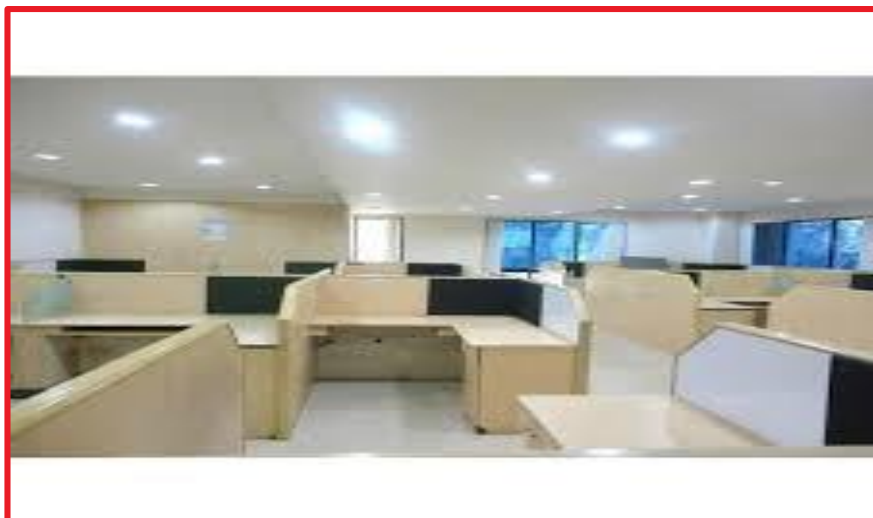
MEETING ROOM



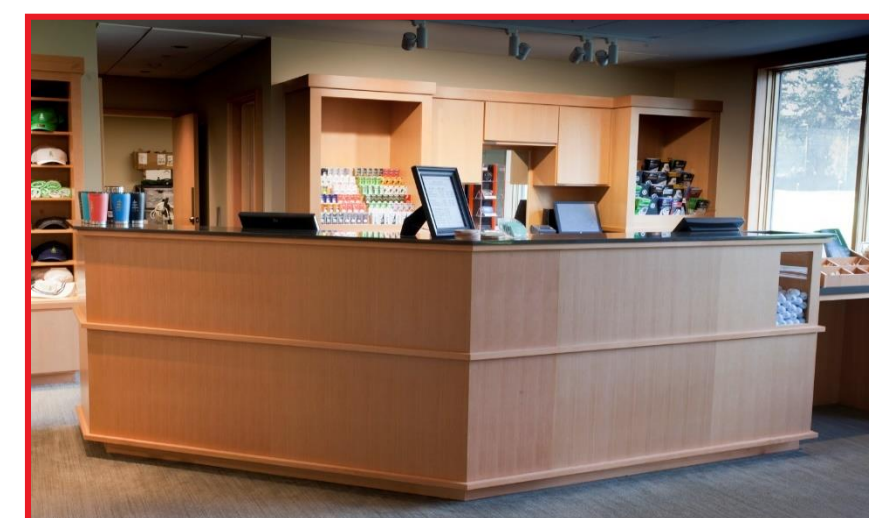
CUSTOMER LOUNGE



CANTEEN



BACK OFFICE



COUNTER



DISPLAY BOARD



FACILITY HYGIENE

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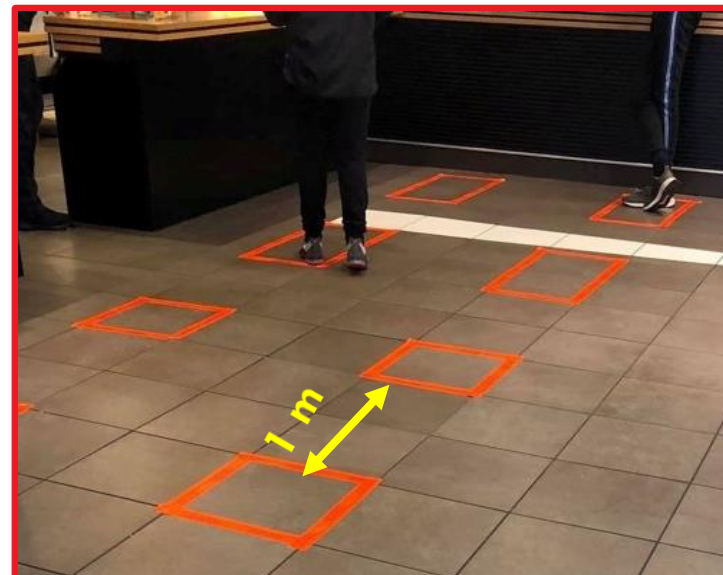
Dispose all waste into dustbin
with lid



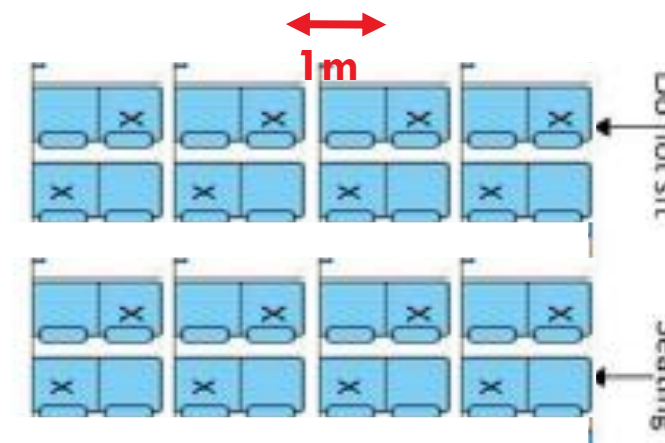
Serve customer hot liquids
using disposable cups



Serve customers bottled
mineral water



Mark safe distance areas in
reception, delivery & cashier



Alternative seating & space in
queue's for social distancing



Use natural source & pedestal
fans, minimize use of AC



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Staff uniform to be washed using
detergents everyday



Relevant PPEs to be worn by staff



Monitor & Ensure correct disposal
of all special bin items






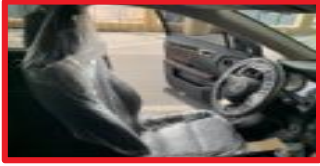



Availability of special bins with
lid for used masks and gloves at
all respective areas



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(Procure based on dealership need)

REPRESENTATION	NAME	USED BY
	Disposable Medical Masks	All employees & customers
	Disposable Gloves	All front line staff engaging with customers & vehicles
	Protective Goggles	All front line staff engaging with customers
	3-piece Disposable Vehicle Courtesy Items [Seat Cover, Steering Wheel Cover & Gear Knob Cover]	Implemented in all vehicles received for service & test drive
	Hand Sanitizers	To be used by all employees & customers
	Disinfectant Spraying Machine	To disinfect facility on a mass scale
	Infra red Thermal Thermometer [Normal Body Temperature: 97.7 F]	To check body temperature of employees & customers



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DISPLAY POSTERS FOR BEST PRACTICES THROUGHOUT THE FACILITY



Electronic Display Boards / TV's



Common Areas



Dealership Entrance



Send Posters on WhatsApp Group



Wash Rooms



Entry & Exit

How to Prevent Catching & Spreading Coronavirus

Follow these tips to prevent yourself from catching coronavirus, or from potentially spreading the virus to others.

How to Prevent Catching The Virus	How to Prevent Spreading the Virus
<p>Wash your hands often, for at least 20 seconds.</p>	<p>Disinfect surfaces that you touch. Wash your hands often, for at least 20 seconds.</p>
<p>Avoid touching your eyes and mouth with unwashed hands.</p>	<p>Wear a facemask to cover your coughs and sneezes.</p>
<p>Avoid close contact with people who are sick.</p>	<p>Avoid close contact with other people. Stay at home while you are sick.</p>
<p>Cover your coughs and sneezes with a tissue and throw out the tissue.</p>	<p>Monitor your symptoms and seek medical attention if your symptoms worsen.</p>

Hand Washing Steps:

- Wet hands with water
- apply enough soap to cover all hand surfaces.
- Rub hands palm to palm
- right palm over left dorsum with interlaced fingers and vice versa
- palm to palm with fingers interlaced
- backs of fingers to opposing palms with fingers interlocked
- rotational rubbing of left thumb clasped in right palm and vice versa
- rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.
- Rinse hands with water
- dry thoroughly with a single use towel
- use towel to turn off faucet
- ...and your hands are safe.

SANITIZED & HYGIENIC PREMISES

TEMPERATURE CHECKS ON ENTRY

FACE MASKS ON AT ALL TIMES

DISPOSABLE GLOVES FOR SAFETY

REGULAR HAND SANITIZATION

SOCIAL DISTANCING

YOUR SAFETY IS OUR PRIORITY

BUILT ON QDR TOYOTA Quality Revolution



EMPLOYEE SAFETY

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All employees to **wear masks & gloves**. Entry without masks is prohibited



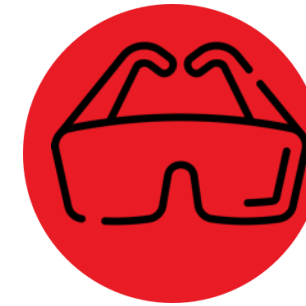
Infra-red thermometer at entrance to check employee's & customer's temperature
Normal Body Temperature: 97.7 F



Employees to **wash** and **disinfect** their **hands** before and after meals



Employees to get their **own water bottles** so that usage of common water bottles / touching water dispensers can be avoided



Where necessary, employees must **wear safety goggles**



Employees are requested to **use hand sanitizers** while entering & exiting meeting rooms



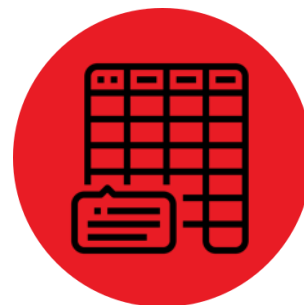
Once masks and gloves are removed, employees need to **clean their face and hands** before wearing a new set of masks and gloves



Biometric fingerprint scan to be **disabled**



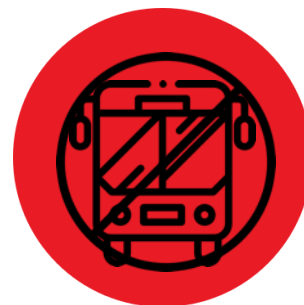
EMPLOYEE SAFETY

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Record Staff & Customer
Temperature Check Card.
Checks done at entry, mid-day
& exit



Maintain Social distance in
all situations especially during
breaks, meetings, entry & exit



Employees are advised **NOT**
to take public transport



Employees to **bring their own**
food & snacks



Consuming food and beverages at
workstations, meeting/conference
rooms to be **strictly prohibited**



Tea & Coffee to be served in
disposable cups



No intercity travel. If employee does
travel, please inform HR & reporting
manager immediately



Staggered seating in all canteens
& general seating areas.
In case of canteen meal distribution, all
food items will be individually packed
and distributed



EMPLOYEE SAFETY

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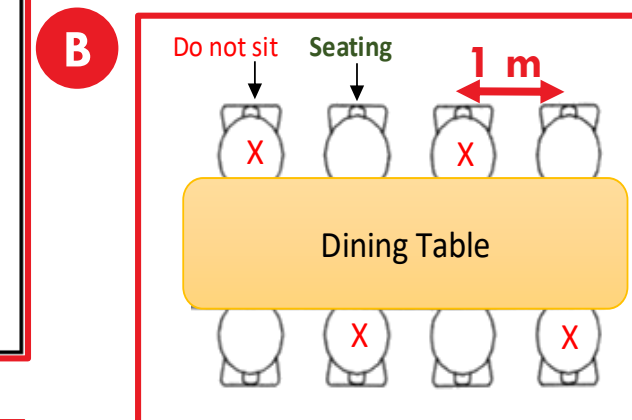
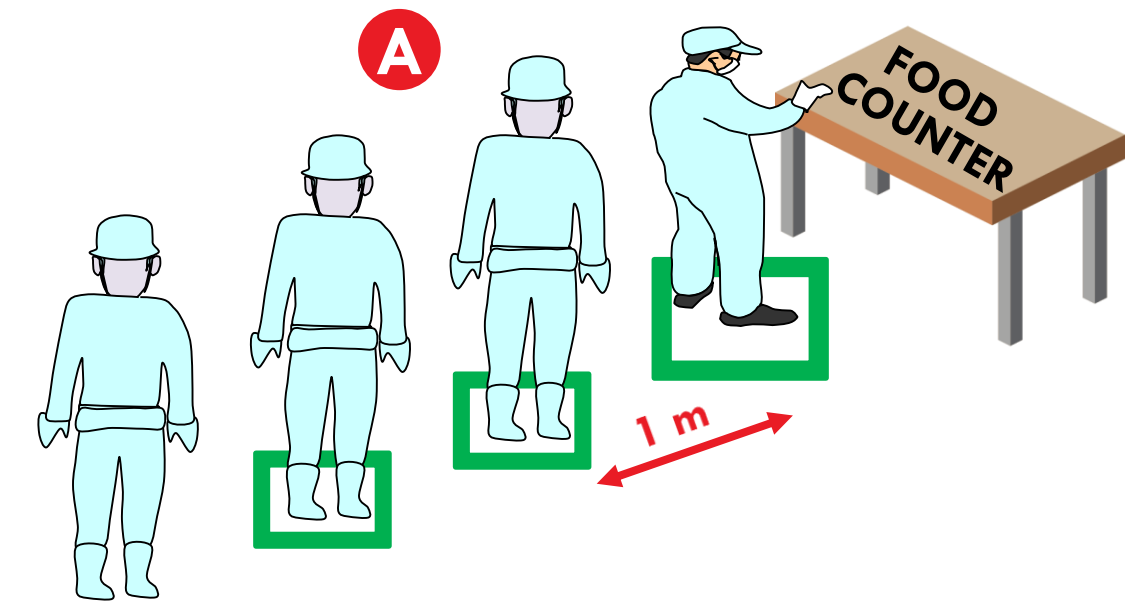
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☐ Covid Task Force

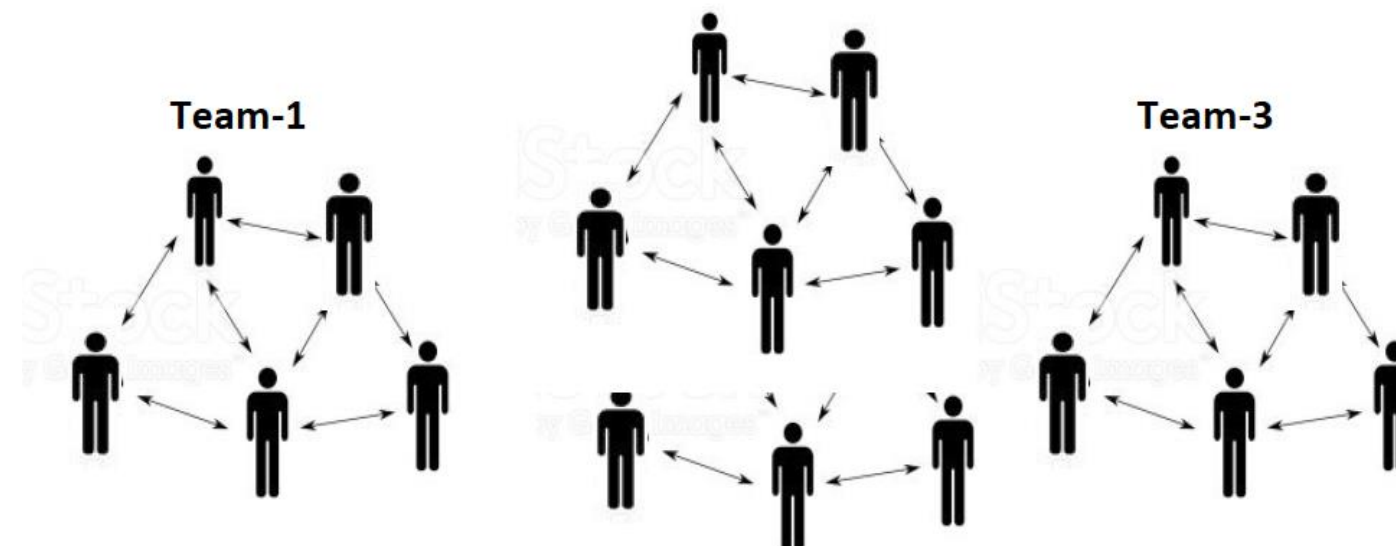
☐ Health Guidelines

STAGGERED BREAK TIMINGS

Breakfast	Batch 1	8:00 AM to 8:20 AM	# Day start use PPE's & overall clean canteen
	Batch 2	8:20 AM to 8:40 AM	# Staggered break time to avoid overlap & crowding
Lunch	Batch 1	12:30 PM to 1:00 PM	# Keep social distance of 1m while in queue
	Batch 2	1:00 PM to 1:30 PM	# Clean canteen area after each break A
	Batch 3	1:30 PM to 2:00 PM	# Alternate seating to maintain social distance B
Coffee Break	Batch 1	11:00 AM to 11:05 AM	# At Coffee/ Tea break, don't discuss in groups
	Batch 2	11:05 AM to 11:10 AM	# Collect & return back to workstations
Tea Break	Batch 1	3:30 PM to 3:35 PM	# Utilize Disposable cups/ staff to bring own cups C
	Batch 2	3:35 PM to 3:40 PM	



CONDUCTING MORNING MEETINGS



MEETING TIPS:

- ☐ Maintain social distancing
- ☐ Break into smaller groups
- ☐ Wear mask and ensure respiratory hygiene
- ☐ Grasp employee and his/her family well being
- ☐ Discuss work area hygiene condition



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- ☐ EMPLOYEE SAFETY PROTOCOL
 - ☒ Covid Task Force
 - ☐ Health Guidelines

FORMATION	The COVID-19 taskforce should consist of members of operations (GM, SMs) and security. GM will be the Team Leader	Address by Management to employees addressing safety concerns and motivate employees to increase morale	
TEAM LEADER	Oversee all matters related to pandemic prevention & control	Co-ordinate formulation of plans	Conduct daily supervision of tasks or assign team members to do so
COMMUNICATION	Steps dealership is taking to respond to COVID-19 & sending out daily communication	Sources employees can consult for information regarding COVID-19	How to contact local authorities to report suspected cases & emergency response plan
MANPOWER MANAGEMENT	Calendar of working days & operational hours refinement to be made	Understand mode of commute (reporting to office) and basic travel guideline to employees	Check Manpower availability status

Always, adhere to local municipal guidelines



EMPLOYEE SAFETY

- ☐ FACILITY SAFETY PROTOCOL
- ☐ SAFETY RESOURCE LIST
 - ☐ Inventory
 - ☐ Signage
- ☐ EMPLOYEE SAFETY PROTOCOL
 - ☐ Covid Task Force
 - ☒ Health Guidelines

CORONAVIRUS (2019-nCoV)

SYMPTOMS:

- RESPIRATORY SYMPTOMS
- SHORTNESS OF BREATH
- COUGH
- FEVER
- BREATHING DIFFICULTIES



Employee notices symptoms while at home



Employee must immediately inform Manager & call their doctor



Employee notices symptoms while at work



Employee must immediately inform Manager & Covid Task Force



Employee to meet with Dealership doctor or local doctor



On doctor's advice, employee must self isolate or visit a first response hospital



If they are Covid-19 positive, inform Dealership Management, HR, TKM Territory Managers & key stakeholders



Statutory Communication to Respective District Health Officer



Prepare Contact Tracing List, inform those concerned & quarantine, test as required



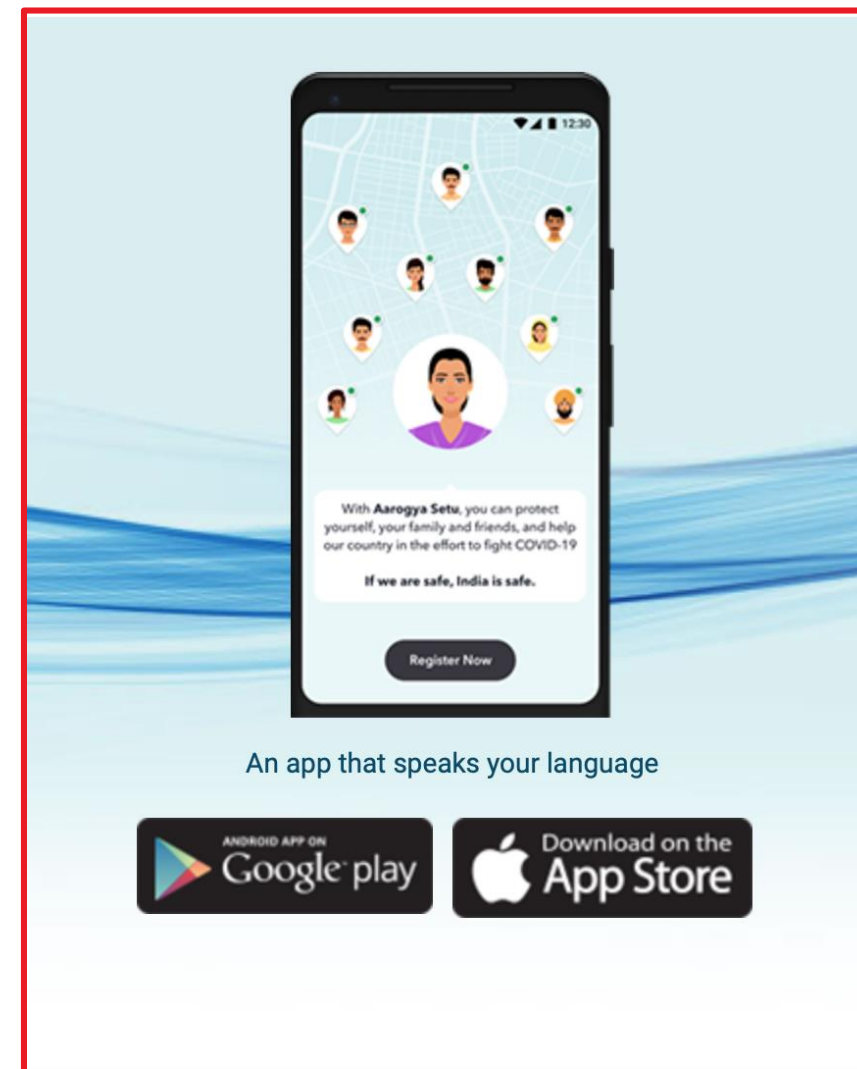
Cordon off infected portions of workplace & sanitize / fumigate. Control & monitor situation closely



EMPLOYEE SAFETY

- ☐ FACILITY SAFETY PROTOCOL
- ☐ SAFETY RESOURCE LIST
 - ☐ Inventory
 - ☐ Signage
- ☐ EMPLOYEE SAFETY PROTOCOL
 - ☐ Covid Task Force
 - ☐ **Health Guidelines**

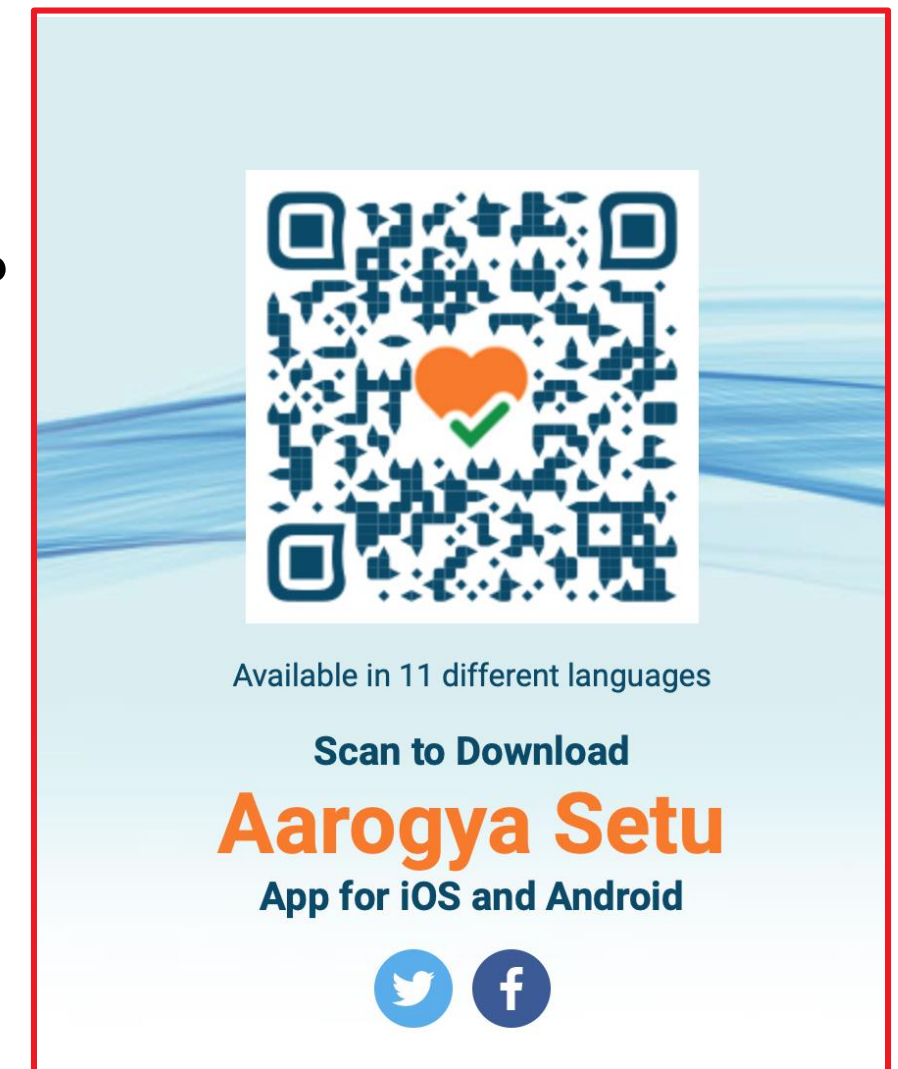
AAROGYA SETU APP



1
Download AAROGYA SETU App

2
Self Diagnose using App

3
App will inform if you are safe
to proceed to work based on
your input





FACILITY & STAFF

- ☐ FACILITY SAFETY PROTOCOL
- ☐ SAFETY RESOURCE LIST
 - ☐ Inventory
 - ☐ Signage
- ☐ EMPLOYEE SAFETY PROTOCOL
 - ☐ Covid Task Force
 - ☐ Health Guidelines



SALES

- ☐ Customer Communication
- ☐ Customer Touchpoint
 - ☐ Greetings
 - ☐ Safety Gear
 - ☐ Customer Area
 - ☐ Product Demonstration
 - ☐ Test Drive
 - ☐ Car Delivery



AFTER SALES

- ☐ MRS
- ☐ Servicing Reception
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance



CUSTOMER COMMUNICATION

- ☒ Customer Communication
- ☐ Customer Touchpoint

SEND COMMUNICATION TO ALL CUSTOMERS TO ADDRESS THEIR QUERIES

NEW ENQUIRIES



Is it safe to visit a dealership?

EXISTING ENQUIRES



Can I purchase a vehicle without having to visit the dealership?

PENDING ORDERS



Will my vehicle be safe of the virus?

SERVICING



Is it safe to service my vehicle now?

UNHEALTHY CUSTOMER



Customer exhibits symptoms of cough, fever



CUSTOMER COMMUNICATION

☒ **Customer Communication**

☐ Customer Touchpoint

SEND COMMUNICATION TO CUSTOMERS TO ADDRESS THEIR QUERIES



Is it safe to visit a dealership?

Take photos and videos of every safety measure followed at the dealership

Create a short one minute video highlighting all safety measures and a message from CEO of the dealership

Every SC should share the video to every

- Live Enquiry
- Pending Order
- Dropped Enquiry/New Enquiry



Can I purchase a vehicle without having to visit the dealership?

SC Pre-Recorded Product Demo
Every SC should make a video of him / her explaining the product

Live Video Call with Customer
For every enquiry SC should offer customer a live video call to explain the product

Offer to drive the car to customer location and disinfect the vehicle there to build trust and confidence



CUSTOMER COMMUNICATION

☒ **Customer Communication**

☐ Customer Touchpoint

SEND COMMUNICATION TO CUSTOMERS TO ADDRESS THEIR QUERIES



Will my vehicle be safe of the virus?

Pre-recorded process video of how stock cars are being sanitized



Is it safe to give my vehicle for servicing?

Share safety & hygiene measures being taken in Facility & Staff section



Dealership Opening Date

Let customers know that the dealership & servicing are operational



Customer exhibits symptoms of cough, fever, etc

SC should immediately inform the Covid Task Force Leader who will instruct the customer as per protocol



Getting a suitable Appointment

Check with customers when is a suitable time to get a sales or servicing appointment. Space out appointments to ensure crowding does not happen.



CUSTOMER TOUCHPOINTS

☐ Customer Communication

☒ **Customer Touchpoint**

☒ **Greetings**

☐ Safety Gear

☐ Customer Area

☐ Product Demonstration

☐ Test Drive

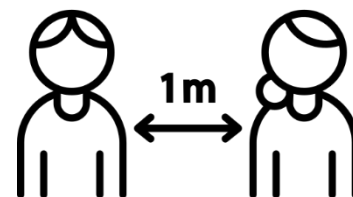
☐ Car Delivery



01

SMILE & NAMASTE

SC should take the initiative to greet the customer with a smile. Use Namaste & don't shake hands



02

MAINTAIN DISTANCE

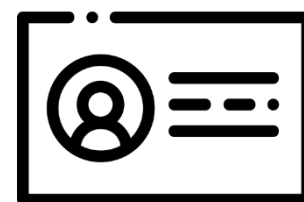
As much as possible maintain a distance of 1 m with customer



03

BOTTLED WATER

Provide bottled water or disposable cups to customers



04

BUSINESS CARD

Avoid sharing business card with the customer by hand. Send a scanned copy on WhatsApp



CUSTOMER TOUCHPOINTS

- ☐ Customer Communication
- ☐ Customer Touchpoint
 - ☐ Greetings
 - ☒ Safety Gear
- ☐ Customer Area
- ☐ Product Demonstration
- ☐ Test Drive
- ☐ Car Delivery



01

BODY TEMPERATURE CHECK

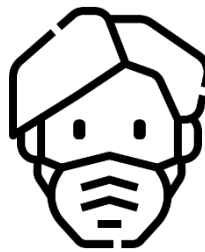
Board at the entrance of the dealership requesting customers to check their body temperature & displaying the SC's body temperature



02

HAND SANITIZER

SC should sanitize their hands in front of the customer & request them to do the same



03

PERSONAL PROTECTIVE EQUIPMENT

SC should wear a face mask & glove. Offer face mask to customer if they are not wearing one



CUSTOMER TOUCHPOINTS

☐ Customer Communication

☐ Customer Touchpoint

☐ Greetings

☐ Safety Gear

☒ **Customer Area**

☐ Product Demonstration

☐ Test Drive

☐ Car Delivery



01

DISINFECT STATIONERY

The pen used by customer for signature needs to be wiped with each use. Next customer is notified that it has been disinfected, so that the customer is at ease



02

SANITIZE DISCUSSION AREA

SC should assure the customer that the seating area has been disinfected



03

REDUCE PAPER DOCUMENTS

Reduce usage of paper documentation from customers. Use the iPad/digital modes as much as possible



04

CUSTOMER ASSURANCE

Communicate to the customer that you will be available for guidance and support if they need



CUSTOMER TOUCHPOINTS

☐ Customer Communication

☐ Customer Touchpoint

☐ Greetings

☐ Safety Gear

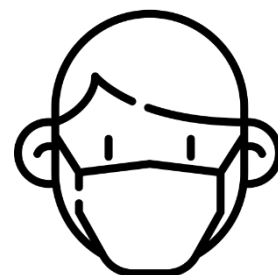
☐ Customer Area

☒ **Product Demonstration**

☐ Test Drive

☐ Car Delivery

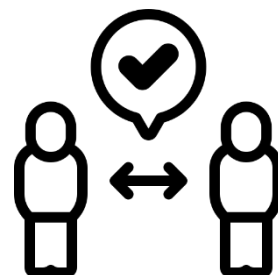
STEPS TO BE FOLLOWED FOR BOTH SHOWROOM & HOME VISIT



01

KEEP PPE ON AT ALL TIMES

It is recommended that customers & SC's do not take off their masks & gloves during the whole process



02

MAINTAIN DISTANCE

SC's should allow the customer to sit in the car while the SC can stand outside at a safe distance



03

AVOID DIRECT CONTACT WITH CAR

Avoid direct contact with hands for both exterior and interior of the vehicle when parked in showroom



04

USE IPAD & REDUCE BROCHURE USE

Where possible, reduce the use of brochures and use the iPad AR app. Provide digital information through Toyota kiosk instead of hard copies



CUSTOMER TOUCHPOINTS

- ☐ Customer Communication
- ☐ **Customer Touchpoint**
 - ☐ Greetings
 - ☐ Safety Gear
 - ☐ Customer Area
- ☒ **Product Demonstration**
 - ☐ Test Drive
 - ☐ Car Delivery



05

DISPLAY DISINFECTION PROCESS

Display the disinfection process carried out in showroom for customer confidence



06

3 PIECE DISPOSABLE COVER

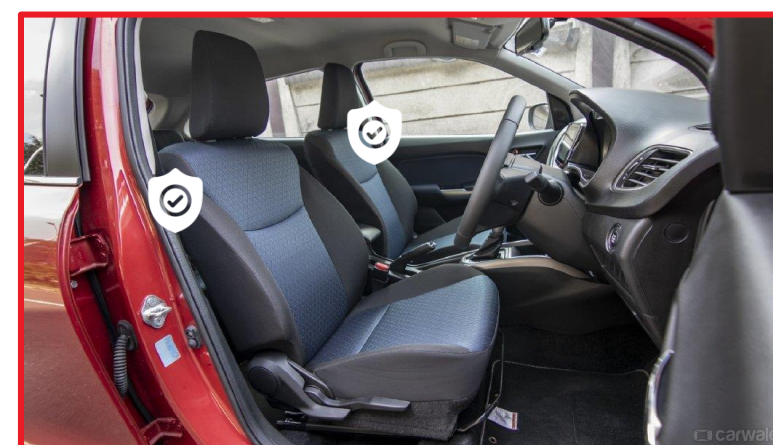
Make use of 3-piece disposable cover [Seat, Steering Wheel & Gear Knob]



07

SANITIZE CUSTOMER TOUCH POINTS

Ensure car steering, instrument panel, seats and other common touch points are sanitized in front of customer

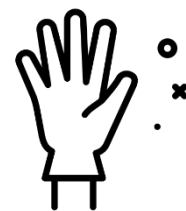




CUSTOMER TOUCHPOINTS

- ☐ Customer Communication
- ☐ **Customer Touchpoint**
 - ☐ Greetings
 - ☐ Safety Gear
 - ☐ Customer Area
 - ☐ Product Demonstration
 - ☒ **Test Drive**
 - ☐ Car Delivery

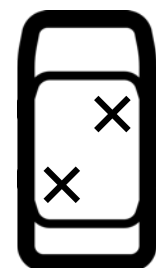
STEPS TO BE FOLLOWED FOR BOTH SHOWROOM & HOME TEST DRIVE



01

STANDARD PPE TO BE WORN

Ensure you and the customer are wearing gloves & masks. Carry hand sanitizer



02

MAINTAIN DISTANCE

Wherever possible, SC should avoid sitting right next to the customer during the test drive. SC should sit in the rear seat while the customer drives



03

DISINFECT KEY VEHICLE TOUCH POINTS

Disinfect Key vehicle touch points as displayed in the previous slide



04

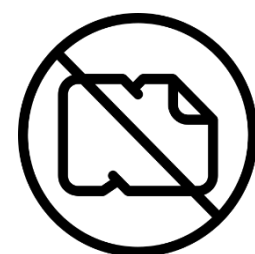
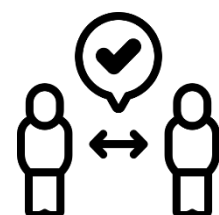
3-PIECE DISPOSABLE COVER

Ensure 3-piece disposable cover is used during test drive & discarded post test drive process



CUSTOMER TOUCHPOINTS

- ☐ Customer Communication
- ☐ Customer Touchpoint
 - ☐ Greetings
 - ☐ Safety Gear
 - ☐ Customer Area
 - ☐ Product Demonstration
 - ☐ Test Drive
 - ☒ **Car Delivery**



STEPS TO BE FOLLOWED FOR BOTH SHOWROOM & HOME DELIVERY

01

DISINFECT & SANITIZE CAR

SC's should disinfect and clean the vehicle before delivery & inform the customer of the same. Ensure 3-piece disposable cover is put on

02

STANDARD PPE TO BE WORN

Ensure you and the customer are wearing gloves & masks. Carry hand sanitizer

03

AVOID PHYSICAL CONTACT

Only SC to be physically present during delivery. Other related staff (Service Advisor, Customer Relation, Sales Head) to be introduced via video call

04

REDUCE PAPER DOCUMENTS

Reduce usage of paper documentation from customers. Use the iPad or digital medium. Encourage customer to download the Toyota Connect App



FACILITY & STAFF

- ☐ FACILITY SAFETY PROTOCOL
- ☐ SAFETY RESOURCE LIST
 - ☐ Inventory
 - ☐ Signage
- ☐ EMPLOYEE SAFETY PROTOCOL
 - ☐ Covid Task Force
 - ☐ Health Guidelines



SALES

- ☐ Customer Communication
- ☐ Customer Touchpoint



AFTER SALES

- ☐ Maintenance Reminder Service (MRS)
- ☐ Servicing Reception
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance



AFTER SALES

☐ MRS

- ☐ Reception
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance

DCAC MANPOWER

- ☐ On N-4 day, Dealer HR/ Section Head to contact employees & understand their well-being & the COVID situation in their respective residential areas. **[If high COVID confirmed cases, request employee to work from home / stay at home]**
- ☐ Sharing the COVID safety call scripts to Call Out & Call In Function

DCAC WORKING AREA

- ☐ Setup hand sanitization points at all entrance, exit points, on CCO desk, in pantry area, toilets, telephones, workstation and water dispensers
- ☐ Avoid exchange of physical documents
- ☐ Ensure face mask is available with all staff & provide if not available

CUSTOMER

- ☐ Non-intrusive Communication to Customers on Toyota Operation Restart **[Content preparation]**
- ☐ Based on dealer condition [Manpower Availability, Govt Regulations], send working hours communication to all customers & insist on taking appointments



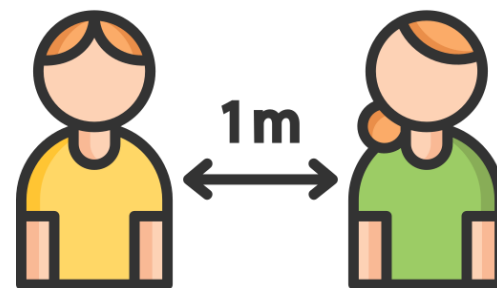
AFTER SALES

☐ MRS

- ☐ Reception
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance



Security conducting temperature check & providing masks



Staff to maintain social distancing & greet everyone with Namaste



After entering DCAC, staff to disinfect & sanitize



- ☐ Inform customers to come on time after taking appointment
- ☐ Explain usage of face masks & social distancing
- ☐ Avoid any additional member accompanying customer to facility
- ☐ Explain the sanitization process offered as part of car care products

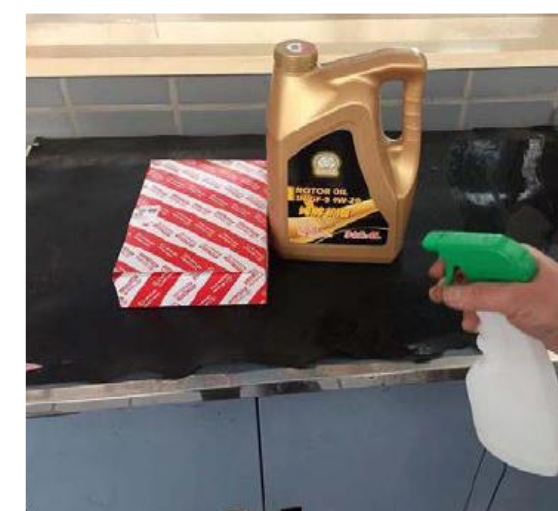


- ☐ Confirm tentative appointment with customer
- ☐ Explain COVID-19 safety requirements while coming to dealership



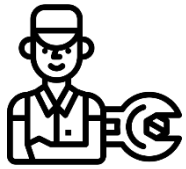
Appointment List:

- ☐ Inform Front office, Security & prepare the require PPE's for customer
- ☐ Front Office: Confirm bay & SA



Appointment Preparation:

- ☐ Inform Warehouse on appt. customers
- ☐ Sanitize the spare parts to be issued to workshop



AFTER SALES

☐ MRS

- ☐ Reception
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance

	AREA	ACTIVITY	PIC
01	DCAC MANPOWER PLANNING	<input type="checkbox"/> Formation of CFT to discuss on current process & actions <input type="checkbox"/> Map process wise staff availability & assess multi skill level <input type="checkbox"/> Team formation for fresh calls, reschedule calls completion	DCAC MANAGER
02	MRS CALL PROJECTION & PRIORITIZATION	<input type="checkbox"/> TKM to share process wise call plan forecast <input type="checkbox"/> Calls already landed at TKM CAC & Dealers to be prioritized <input type="checkbox"/> DCAC to prioritize on call in function & fresh call completion <input type="checkbox"/> Less priority to PSFU, Service Marketing [As less call plans & customer not driven vehicle during lockdown] <input type="checkbox"/> Non-intrusive Communication for all MRS Calls [Quick communication & Reduce Call load]	DCAC MANAGER & TEAM LEADER
03	SCRIPT FOR DCAC STAFF	<input type="checkbox"/> Necessary modification in current call script to be updated	TEAM LEADER



AFTER SALES

☐ MRS

- ☐ Reception
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance

	AREA	ACTIVITY	PIC
01	SERVICE REMINDER CALLS	<input type="checkbox"/> Non-intrusive communication on operation restart & appt planning <input type="checkbox"/> Explain sanitization measures at dealership & social distancing <input type="checkbox"/> Based on available capacity, inform available slots to customer <input type="checkbox"/> Explain car interior cleaning & hygiene treatment service available	CCO & MRS TL
02	APPOINTMENT CONFIRMATION	<input type="checkbox"/> Explain the importance of social distancing <input type="checkbox"/> Importance of confirmed appointment in better planning [SA Readiness, Bay Availability, Spare parts pre pull]	CCO
03	APPOINTMENT PREPARATION	<input type="checkbox"/> Clear information of customer appointment to be shared to front office & security [Team to prepare necessary PPE & Manpower] <input type="checkbox"/> Request customer to come wearing recommended PPE & avoid bringing an additional member for service <input type="checkbox"/> Explain company's measures taken to contain spread of Covid-19 and request customer to adhere to above measures positively	CCO
04	PARTS PREPARATION	<input type="checkbox"/> Based on confirmed appointment & SOPH, advance parts pre pull	CC & PM
05	PSFU CALL	<input type="checkbox"/> Understand customer health & vehicle usage. Remind customer on personal health & keys points from QC Remarks	PSFU Staff



AFTER SALES

☐ MRS

- ☐ Reception
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance

PRIORITISED PART ORDERING

- ☐ Brake Pad
- ☐ Battery
- ☐ Bactaklenz Material
- ☐ Consumables
- ☐ Wiring
- ☐ Wiper Blades
- ☐ PPE Stok Availability
- ☐ Ordering with Vendor [MSV & PD]
- ☐ Planning & Capacity Increase

**Steady step up
load increase
approach**

**Appointment
Planning**

Day 4~5
Up to 70%

Day1~3
Up to 50%

Day 7 onwards
Full load
capacity

**To enable smooth
operation shift & to
establish smooth
monitoring
mechanism**



AFTER SALES

- ☐ MRS
- ☒ **Reception**
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance



DISINFECTANT PRODUCT
&
BACTAKLENZ PRODUCT



CAR PICK & DROP
INFECTION & SANITIZATION
KIT



USAGE OF CAR
DISINFECTION &
SANITIZATION



DESIGNATED AREA FOR CAR
DISINFECTION WITH OTJ



AVAILABILITY OF DISPOSABLE
CAR COURTESY ITEMS



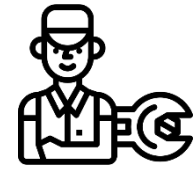
AVAILABILITY OF
DISINFECTION VAS
PACKAGE



AFTER SALES

- ☐ MRS
- ☒ **Reception**
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance

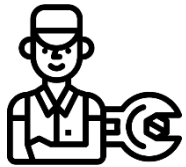
	AREA	ACTIVITY
01	SECURITY GATE (CAR IN)	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure infra red thermal thermometer, new masks, disinfectant & sanitization kit Note: Temperature check by security person at security area <input type="checkbox"/> Temperature Record Sheet, temperature details & PIC [frequency] <input type="checkbox"/> OJT to Security: how to use thermometer, mask, gloves & importance of social distancing
02	VEHICLE PARKING BAY	<ul style="list-style-type: none"> <input type="checkbox"/> Disinfectant [disinfectant spray pump] & sanitization kit, near reception / parking bay
03	LIC IN RECEPTION AREA [LIC DESK]	<ul style="list-style-type: none"> <input type="checkbox"/> OJT to LIC: on how to use mask, gloves & importance of social distancing <input type="checkbox"/> Sanitization of LIC desk, customer reception area & all systems [laptop/desktop & mobile] <input type="checkbox"/> Near LIC desk: Display in reception area - epidemic prevention awareness to staff & customers [on display board, poster or display education material regarding COVID19 precaution]



AFTER SALES

- ☐ MRS
- ☒ Reception
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance

	AREA	ACTIVITY
01	SA IN RECEPTION AREA [AWAC]	<input type="checkbox"/> SA greetings & welcome: Check customer visit purpose [Appointment/Walk-In], System Check [CTDMS] <input type="checkbox"/> AWAC, Vehicle disinfection before moving into AWAC Process [door handle] <input type="checkbox"/> Used 3-piece protective disposable covers for seat, steering wheel & gear <input type="checkbox"/> SA to use disinfectant sprays on interior touchpoints part [steering, dash board, wiper & light knob, driver seat]
02	PITCH VAS PRODUCTS	<input type="checkbox"/> Disinfection for Vehicle: Offer disinfection product packages to customer
03	RO PREPARATION [CUSTOMER APPROVAL]	<input type="checkbox"/> Disinfect writing pad & pen <input type="checkbox"/> For customer signature on AWAC/RO [With customer's pen, else provide a pen]. If SA's pen is used, then it needs to be disinfected again
04	TEST DRIVE WITH CGT	<input type="checkbox"/> Test Drive, customer to sit in rear row seat for test drive <input type="checkbox"/> [With Mask] window to be open [No AC Operation]
05	AFTER RO/TEST DRIVE COMPLETION	<input type="checkbox"/> Guide customer to reception area or lounge if he needs to wait <input type="checkbox"/> Maintain social distancing



AFTER SALES

- ☐ MRS
- ☒ Reception
- ☐ Production & Washing
- ☐ Delivery
- ☐ Roadside Assistance

	AREA	ACTIVITY
01	CUSTOMER RECEPTION AREA	<ul style="list-style-type: none"> <input type="checkbox"/> Hand sanitizers, At entry point of service reception office <input type="checkbox"/> Availability of masks, gloves at service reception, disinfection of front office area
02	CUSTOMER LOUNGE AREA	<ul style="list-style-type: none"> <input type="checkbox"/> Availability of courtesy material: 3 Piece protective disposable covers for gear lever, steering wheel and seat disinfectant spray & Reuse courtesy items by Disinfecting <input type="checkbox"/> VAS: Availability of disinfectant products [Display & Explanation] <input type="checkbox"/> AWAC Process: Hand sanitizers on SA Discussion Tables, disinfecting spray for pens, tissues [Stationery] RO & AWAC Sheet <input type="checkbox"/> TEST DRIVE: Hand sanitizers, masks & gloves for SA, CGT & Customer <input type="checkbox"/> Cash Counter: OJT to Cashier on how to use mask, gloves & importance of social distancing. Availability of hand sanitizers on cash counter, disinfecting spray for pens, tissues [Stationery]
03	CUSTOMER CAR PICK PROCESS	<ul style="list-style-type: none"> <input type="checkbox"/> OJT to P&D Driver, Usage of protective kit [gloves & masks] & importance of social distancing <input type="checkbox"/> Disinfectant Sprays on exterior & interior touchpoints part of Car [Steering Dashboard & Seat] <input type="checkbox"/> Usage of protective courtesy items at customer location



AFTER SALES

- ☐ MRS
- ☐ Reception
- ☒ **Production & Washing**
- ☐ Delivery
- ☐ Roadside Assistance

	AREA	PRE RESTART PREPARATIONS
01	JPCB AREA	<input type="checkbox"/> Disinfect JPCB & SMB, ensure hand sanitizers, gloves and mask availability
02	PRODUCTION EM, GR & BP BAY	<input type="checkbox"/> Disinfectant & hand sanitizers on Work Bench <input type="checkbox"/> Disinfected Courtesy items
03	PARTS STORAGE ROOM	<input type="checkbox"/> Availability of disinfectant spray & hand sanitizer <input type="checkbox"/> Disinfection of parts counter regularly
04	TOOLS & WARRANTY ROOM	<input type="checkbox"/> Availability of disinfectant & hand sanitizers in tool room and warranty room
05	WASHING BAY (1&2)	<input type="checkbox"/> Ensure hand sanitizers, gloves, masks for each member in washing bay <input type="checkbox"/> Seat cover & disinfectant spray for each driver <input type="checkbox"/> Disinfected/ new washing microfiber cloth to be available <input type="checkbox"/> Storage bin for protective covers to install after wash
06	TECHNICIAN LOCKER, WASH ROOM & CANTEEN	<input type="checkbox"/> Guide customer to reception area or lounge if he needs to wait <input type="checkbox"/> Maintain social distancing



AFTER SALES

- ☐ MRS
- ☐ Reception
- ☒ **Production & Washing**
- ☐ Delivery
- ☐ Roadside Assistance



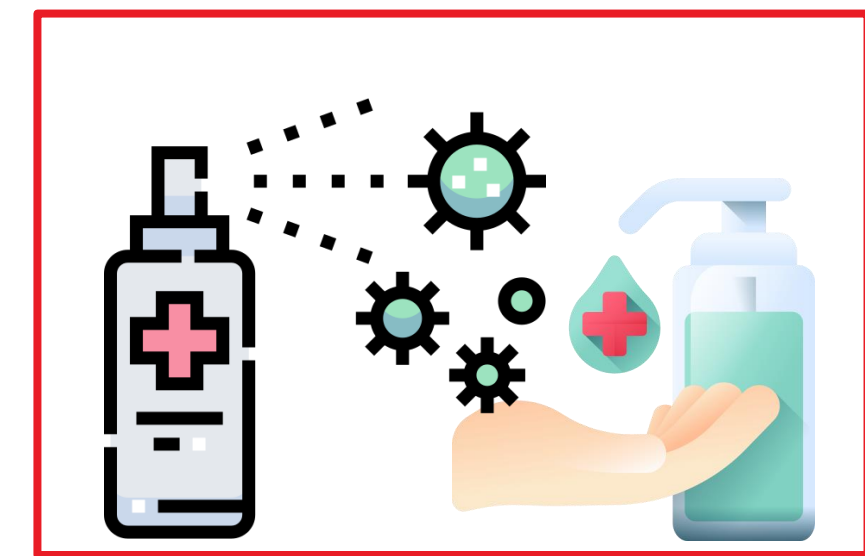
HAND SANITIZERS
NEAR EM BAY



HAND SANITIZERS IN
SUPPORT ROOM



DISINFECTED MICROFIBER
CLOTH TO BE USED DURING
WASHING



DISINFECTANT SPRAY &
HAND SANITIZER IN PARTS
WAREHOUSE



AFTER SALES

- ☐ MRS
- ☐ Reception
- ☒ **Production & Washing**
- ☐ Delivery
- ☐ Roadside Assistance

SOP FOLLOW UP DURING 7 STEP SERVICE PROCESS



Request **Technician to wear mask and gloves** through out servicing & QC



Proceed with cleaning disinfecting both interior and exterior

PRECAUTIONARY MEASURES FOR PRODUCTION STAFF

All staff to wear masks / gloves during working hours. Ensure that these are not taken off unnecessarily

Request staff not to touch interiors & exteriors of the vehicle unnecessarily

Wash your hands and sanitize properly before using the water dispensing unit and other common amenities

Disinfect all commonly used tools and equipment's frequently

Do not allow any one to enter the workshop unnecessarily



AFTER SALES

- ☐ MRS
- ☐ Reception
- ☐ Production & Washing
- ☒ **Delivery**
- ☐ Roadside Assistance

01

TRAINING TO STAFF

- ☐ OJT to Staff [SA, CGT, LIC, Cashier] on hygiene, PPE usage, handling / disinfection of common touched items / areas

02

DISINFECTION AFTER WASH-2 PROCESS: BACTAKLENZ

- ☐ Addition of Bactaklenz Checksheet for customer handover & Assurance
- ☐ Marking of exclusive bays for Bactaklenz disinfection
- ☐ Bactaklenz Equipment, Parts Availability

03

PROTECTING VEHICLE INTERIOR

- ☐ Availability of Courtesy Covers for protection of Seat, Steering Wheel, & Gear Knob

04

CUSTOMER LOUNGE AREA

- ☐ Regular disinfection of Customer Lounge Area; logs for check
- ☐ Social Distancing in Customer Lounge (1m); marking to sit
- ☐ Availability of Disposable Cups, Water Bottles
- ☐ Requirement of Customer Education Video on Covid-19 precautions

05

VEHICLE HANDOVER & INVOICE APPROVAL

- ☐ Availability of basic disinfection items like Hand Sanitizer Spray, Tissues, Cloth Wipe

06

INVOICE PAYMENT

- ☐ Social distancing: marking for queue distancing at payment counter
- ☐ Usage of gloves while handing out invoice / cash / card / gate pass to customer



AFTER SALES

- ☐ MRS
- ☐ Reception
- ☐ Production & Washing
- ☒ **Delivery**
- ☐ Roadside Assistance



**CAR PICK & DROP
SANITIZER KIT**



**DISINFECTION OF
CAR STEERING**



**DISINFECTION OF
GEAR KNOB**



**DISINFECTION OF
DOOR HANDLE**



**DISINFECTION OF
CAR INTERIOR**

MEASURES TO BE TAKEN DURING VEHICLE DELIVERY

Recommend Germ Clean / Bactaklenz for all vehicles for enhanced disinfection process

Request to display the disinfection process in reception for customer confidence

Avoid direct contact with hand after disinfection until delivery

Disinfect the key and handover by accompanying the customer to vehicle

Send off customer and request to contact us for any help



AFTER SALES

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01	PRE-DELIVERY CONFIRMATION	<input type="checkbox"/> Pre-delivery touch-up by wash team at reception can be eliminated considering wiping cloth is reused for vehicles <input type="checkbox"/> Confirm completion of Bactaklenz process in check sheet, as per customer request
02	INFORM CUSTOMER ON DELIVERY READINESS	<input type="checkbox"/> Call customer about delivery ready & stress on Bactaklenz VAS package selling (if not opted)
03	CUSTOMER ENGAGEMENT	<input type="checkbox"/> Greet customer with namaste & offer beverage in disposable cup or water bottle
04	INFORM CUSTOMER ON DISINFECTION	<input type="checkbox"/> Inform customers about regular disinfection of reception area [Front Office, Bays, Cashier Counter]; show disinfection logs for customer assurance
05	JOB EXPLANATION ON VEHICLE & INVOICE PRINT	<input type="checkbox"/> Disinfect vehicle with spray during job explanation; maintain safe distance from customer & SA to assist in removing 3-piece protective covers & dispose it <input type="checkbox"/> After cost explanation, take customer's signature on invoice with customer's pen else provide pen by wiping with sanitizer



AFTER SALES

- ☐ MRS
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- ☒ **Delivery**
- ☐ Roadside Assistance

06 VEHICLE DROP

- ☐ During drop at customer place, maintain safe distance, disinfect door handle, keys, dashboard, seat before handover to customer
- ☐ Drop driver to carry hand sanitizer & wear mask, gloves to handle cash & card payment machine

07 TEST DRIVE

- ☐ Customer to sit in rear row seat if test drive is required [with masks]; windows to be open [No AC Operation]

08 PAYMENT

- ☐ Insist customers to only pay by digital methods; request customers to stand in designated circles in queue for safe distancing

09 CUSTOMER SEE-OFF

- ☐ After payment, educate customer to avoid moving out unless very necessary. Build confidence in customer about various precautions taken by the dealership & see-off customer



AFTER SALES

- ☐ MRS
- ☐ Reception
- ☐ Production & Washing
- ☒ **Delivery**
- ☐ Roadside Assistance

SOP FOLLOW UP DURING P&D AND BREAK DOWN SERVICES

MEASURES TO BE TAKEN DURING PICK UPSERVICES



MEASURES TO BE TAKEN DURING DROP OFF SERVICES

Showcase his temperature certificate to customer [with PPE's]

Remove the 3-piece cover in front of the customer

Disinfect hands using sanitizer and receive the key

Disinfect the seats and steering using sanitizer and handover the key

Perform basic walk around check and install 3-piece cover in vehicle

Request customer to check mail / T Connect for Invoice copy[(to avoid transaction of hard copies) / Download Toyota Connect App

Inform the time taken to reach dealer and then start the vehicle

Request digital money transaction. If not, receive money & place inside cover & sanitize your hands



AFTER SALES

- ☐ MRS
- ☐ Reception
- ☐ Production & Washing
- ☐ Delivery
- ☒ **Roadside Assistance**

SOP FOLLOW UP DURING P&D AND BREAK DOWN SERVICES



Before carrying out the roadside assistance, be sure to thoroughly disinfect the vehicle and tools

Rescue vehicle disinfection advice: Stick to smoke or ozone disinfection every day, and use the air conditioner inside the car to circulate for 30 minutes

Staff should wear protective gear (protective masks, goggles, gloves) and take a temperature measurement & record it before rendering roadside assistance

Prepare supplies such as disposable masks, thermometers, disinfectants with the vehicle and ask customers if they have special needs before they leave

When you arrive at the rescue venue, politely ask the customer to measure his body temperature. For customers with abnormal body temperature, please report in time and protect yourself



Together We Can

Let's **CoWin20**



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