



Ross's Diesel Service
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COVID-19 CLIENT MEMO

COVID-19 has affected us all in such a short space of time, and our business is no different. However, unless instructed to do so, Ross's Diesel will remain open as usual. In order to maintain safety standards in relation to COVID-19, we have had to implement some important changes in client procedures. These changes are likely going to inconvenience our customers and their experience in our store, but we trust you understand it is because we are taking every precaution to maintain social distancing and reduce the risk of infection.

Here are some of the changes we have implemented in our business;

- We have permanently opened the front double doors of the main shop to avoid contact upon entry.
- We have placed tape on the floor to indicate a safe waiting area
- Only one customer at a time in the shop, with all access to either workshop completely off limits.
- Customers to wash hands / sanitise before completing transaction.
- Absolutely no cash accepted at the moment, card or online payment only.
- Anyone dropping off a vehicle for service/repairs are to leave vehicle out the front, lock vehicle and bring keys inside, with no drive through access permitted. Please note that at some stage, your keys and all touch surfaces/interior will likely be sprayed/sanitised multiple times.
- All parts shelves have cordoned off, as we have allocated two staff members to pick all parts to avoid excessive contact. The staff members will pick anything you need off the shelves.
- Please arrange your own pick up when dropping vehicles off, as unfortunately, no customer is allowed to wait in the shop for workshop jobs to be completed.
- Courtesy vehicles are no longer available at the moment.
- All vehicles will have to be collected once work is completed, we will not be able to deliver vehicles.

Other actions we are taking:

- Minimising person-to-person contact: Any phone or email orders/queries are preferred. Our staff have been instructed to remain 1.5mt from each other and clients and to avoid any physical contact including handshakes.
- Increasing cleaning of all touch points, service benches and communal areas.
- Our hand and personal hygiene, already at a high level, has been increased even further, sanitising work stations before starting a new job, no tool sharing, etc.

It's probable that some suppliers will be closed or have reduced services over the coming weeks. We are still confident that our wide range of contacts and knowledge will see us through these trying times.

We thank each and every one of our clients, who are continuing to support us. We are so sorry about these seemingly drastic measures, but the health and safety of our staff and clients is our top priority.

We look forward to your continued support in 2020.

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