

Covid-19

Safety instructions for Service Engineer

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In the current Covid-19 pandemic Toyota Material Handling will adapt to the evolving health crisis. Toyota Material Handling is following the Corona virus development with utmost care. Our priorities are clear: the health and safety of our employees, as well as our customers and suppliers, come first.

We will do everything we can to uphold our service to our customers and partners. Therefore, we have made these guidelines to make sure that we protect our service technicians and customers.

Keeping your business running



What measurements to take during a service visit?

Safety measures during the COVID-19 pandemic:

Safety measures before going to site

- Make an appointment before you go to a customer;
- Make sure you are updated on customers-specific rules and local regulation on Corona situation;
- Explain the reason of your visit and that you will do your work in a safe way by taking precautions.

Safety measures when approaching a site

- Avoid queues at site entrance: do not group with other suppliers or lorry drivers;
- Keep a minimum distance of 2 metres between others and yourself;
- If needed, call the customer for a quick and safe entrance permission or get support from back office;
- Before entering site: secure the possibility to wash your hands and use the toilet.

Safety measures before and during work

- Use soap, water and disinfectant liquid to regularly wash your hands;
- Apply government instructions for gloves, masks and glasses;
- Avoid touching your face;
- Keep a minimum distance of 2 metres between the customer and yourself;
- Request a working area without cross-traffic of people;
- Do not allow anyone to touch you, your tools, toolbox,...;
- Do not take anything such as drinks or food from someone else, but bring this from home.

Safety measures when finishing work

- Never give your tablet to the customer. Never let the customer draw with your pen;
- Ask the customer for permission to sign the SO yourself or use the last 5 digits of their ID card;
- Always stay at a safe distance of 2 metres between yourself and the customer.

We trust on both your and our customers professionalism to jointly act responsibly by taking safety measures listed. In case you are hindered or you do not get the right response from your customer in taking these precautions, please escalate to your team leader/manager to discuss and ultimately leave a customer site to ensure your wellbeing.