



**Important Information Regarding Hire Vehicles  
17/03/2020**

Dear Customer,

With news dominated by Coronavirus, I wanted to provide assurance that we are implementing enhanced measures to minimise the risk of the virus to customers and our employees.

We are closely monitoring the direction given by Public Health England and the UK Government regarding the spread of the virus and the guidance regarding the most appropriate steps that should be taken. Our focus is to ensure we meet customer needs whilst doing our part to keep you and our colleagues safe.

**Here's what we're doing.**

We've enhanced our already robust cleaning techniques of our vehicles after each hire. In particular, paying special attention to the places people touch such as steering wheels, door handles and other hard surfaces.

We have introduced a 'hands off' delivery and collection process. Minimising customer contact by leaving and collecting vehicle keys from agreed locations and appropriately sanitising the vehicle key on delivery and collection. Where our teams are in direct contact with customers we are observing the advised 2m of separation.

We are also cleaning our branch facilities frequently with recommended cleaning agents/sanitising products and encouraging all employees to be vigilant about regular hand washing.

In addition, we are taking steps to ensure the welfare of our employees. This includes instructing employees who are showing symptoms to self-isolate and follow the government guidance.

If you have a hire vehicle arranged, we look forward to seeing you and want to assure you we are doing everything we can to promote a safe and secure experience.

**If you become ill**

If you or anyone who has used the vehicle show symptoms and/or are ill and you are expecting us to deliver or collect a hire vehicle from you, please contact us at [hire@auxillis.com](mailto:hire@auxillis.com) so that we can be aware of any heightened risk there may be with any individual vehicle.

Your safety is our highest priority.

Regards,

**Fleet Services Director**