



A message to all of our valued customers

As the owner of Tumbi Tyres & More, myself and my management team are taking the rapidly evolving situation regarding COVID-19 very seriously. Our top priority is the safety, health and wellbeing of our staff and customers.

We are actively monitoring the situation and as required making changes to our work practices to ensure that we can continue to service our customers whilst ensuring everyone's safety.

We are following all government directions and taking advice from industry bodies (such as the Motor Traders' Association of NSW) and have strict guidelines and policies in place with all of our employee's.

Some of the changes and measures that we have implemented include:

Customer Lounge

As per government guidelines, we have placed restrictions on the number of customers that are permitted to wait in our customer lounge/waiting area.

We have also increased our cleaning and sanitising of this area.

Front Counter/Reception

We have marked the floor in front of our counter area to keep a safe distance between our staff and customers.

Once details from the customer have been obtained, we are asking customers to place their keys on the counter to minimise physical contact.

Workshop & Customer Vehicles

We have increased our cleaning and sanitising of our workshop equipment.

All staff are directed to use disposable gloves, seat covers and antibacterial wipes on steering wheels, door handles and gear knobs of vehicles.

Tumbi Tyres & More ■ **Mobile Tyres & More**

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Staff

We have enforced a strict “stay home” policy to our staff who might not be feeling well.

We are practicing social distancing rules by maintaining at least 1.5 metres distance between not only customers but also between staff.

We are regularly reminding our staff to wash their hands, use hand sanitiser and gloves and have signs placed around the workshop/office.

Our staff are also being briefed daily on any updated procedures and any changes that are occurring.

Our staff have also been reminded of the importance of following the guidelines set out by the government outside of work hours.

Mobile Tyre Fitting

To ensure continuity of service and to further protect our employee’s, we have “split” our mobile tyre fitting crew from the workshop.

We have implemented measures whereby these staff stand by at home between jobs to keep them completely independent of our workshop. They do not have any physical contact with any staff at the workshop and do not enter the premises. When tyres are required, they are left outside ready for them to pick up and leave again.

We have also put in place extra measures in regards to the safety of our mobile crew whilst on-site. In most cases these measures will mean that there needs to be no contact with customers whilst on-site.

- All jobs (except for existing account customers) are prepaid.
- Fitters are not required to obtain odometers from the vehicles so they do not need to enter the customers vehicle. If the customer would like the odometer noted then we are requesting this at the time of booking.
- Should a lock nut key or access be required to the boot, we are requesting customers to leave the keys in an accessible place to further limit contact between staff and customers.

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TUMBI TYRES & MORE *more than just tyres!*

These are some of just of the measures that we have in place, as the situation and directives change, we are immediately updating our procedures to adapt to the changing environment.

Our focus will always be the safety and wellbeing of our staff and customers.

If I can offer any help through this challenging time or further information is required, please do not hesitate to contact me on 0418 165 264.

Kind Regards,

Steve Corney

Steve Corney
Owner/Director
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