

HOPPY'S CARWASH

SANITISATION PROTOCOL

In such unprecedented times the thorough cleaning and sanitisation of shiny hard surfaces, as well as soft fabric/leather ones, is crucial in containing COVID-19. As highlighted in the media, sanitisation service providers will be classified as essential services. We (Hoppy's) are exactly this, processing high volumes of vehicles with ingrained production line procedures ensuring safety.

HOPPY'S COVID-19 RESPONSE

Our colleagues in the US (Autobell chain, Mister Carwash chain) are trading as such, providing their customers cleansing services and peace of mind.

Improved awareness of our sanitisation services and the inclusion of a free MediMax clean with every interior order, is one step we've taken for greater peace of mind for our customers here in Qld.

FOR OUR CUSTOMERS

- Complimentary cockpit and seatbelt sanitisation on arrival and during the interior process.
- Cafes takeaway only.
- Social distancing in former cafe waiting areas.
- Better use of outside capacity.
- Anti bacterial spray bottles placed conveniently for all to use.
- Huge attempt to maintain high staffing levels, so that services can be completed at extreme efficiencies.
- We aim for an inside and out, windows and wheels wash to be complete within 25 mins.

OUR CAFES

- All beverages served in takeaway containers.
- All food served as takeaway and eaten outdoors only.
- Gloves available, to minimise contact with facial areas.
- Cash handling awareness.
- Frequent wipe down of keypad terminals and Tyro payment machines.
- Hand sanitiser available for very frequent use.
- Increased cleaning and sanitisation of all cafe surfaces.

FOR OUR STAFF

- Initial sanitisation of high touch areas before starting the wash process will protect staff who drive/work in the vehicle.
- Gloves available, to minimise contact with facial areas.
- Hand sanitiser available, introduced procedure to be used between every vehicle wash, for interior cleaning staff.
- Social distancing in our workflow protocols, either side of a vehicle, one at back, one at front etc and will continue to monitor.
- We endeavour to staff our sites heavily, utilising any govt benefits fully, for their intended purposes.
- We are happy to spend more than the benefits in our desire to retain and keep our staff in employment.
- Current staff nos sit at 280, they're supremely valued and maintaining such a level is a challenge we're serious about.

OUR SITES

- Seating re-organised as per government recommendations at a rate of 1p/per 4sqm.
- Our normal wash process of 6 freshly washed towels per vehicle increased to 8, enabling the anti-bac sanitising to be performed after every interior service.

A sanitised car is a healthy car

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