

Kenings COVID19 Workplace Plans

Kenings has remained open with the following plan operation plan:	
Lockdown Level 5	Everyone to work from home, rental agents perform emergency, delivery and collection procedures
Level 4 – 4/5/2020	1/3 of staff return to office
Level 4 – 11/5/2020	All staff to return to office, due to high workload required to service essential service clients

1. Hours of operation: 9am-4m (Mon-Fri), Closed on Saturday & Sunday
2. 24hrs service team available for deliveries, collections, emergencies
3. Kenings staff over the age of 60 will be required to work from home:

**The following applies for both Cape Town and Johannesburg Branches*

Please note: We are not health professionals and are making use of best judgement to protect our staff and customers. Please refer to <https://sacoronavirus.co.za/> for your latest health and safety information.





1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

Executive Summary

Kenings Car Van and Truck Hire is actively working on implementing procedures and guidelines to improve the safety and wellbeing of our employees and clients. These procedures and guidelines have been put in place to combat the transmission for COVID-19 and other seasonal diseases through the daily operation of delivery and collection of our fleet vehicles. By implementing and utilizing these practices, we can effectively minimize the transmission of the virus while our vehicles are being utilized. As we learn more on how to combat the COVID-19 virus, Kenings will keep updating our safety procedures for our staff and clients.

As you might know, COVID-19 and other seasonal diseases can live on surfaces for up to 72 hours. Therefore, it is essential that we maintain social distancing and make use of approved cleaning and disinfecting supplies to limit the chances of transmission. The health and safety of our customers and employees is our top priority.

To help mitigate the risk of our vehicles being the surface for transmission, they will be cleaned and disinfected prior to delivery, and upon delivery the vehicle will be disinfected by the Rental Agent in front of the customer. Upon collection the Rental Agent will disinfect the driver's area before the vehicle enters Kenings Facility and upon return the vehicle will be sprayed with disinfectant, followed by the cleaning and preparation procedure for future rentals.

Kenings will provide a disinfecting spray in every vehicle. The following procedures must be followed when a vehicle is delivered or collected.



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

Table of Contents

1. COVID-9 Operations Safety Procedure
2. Entry/Screening procedure for staff and employees
3. Vehicle Return and Preparation Procedure
4. Vehicle Delivery Preparation Procedure
5. Vehicle Delivery Procedure
6. Vehicle Collection Procedure
7. Vehicle Refueling, Oil, Water and Servicing Procedure
8. Appendix



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

COVID-9 Operations Safety Procedure

The Department of Employment and Labour has issued a directive which gives some much-needed guidance on what measures an employer would need to take to provide its employees with safety measures to protect against the risk of Covid-19 exposure. The directive generally requires employers to follow the regulations for Hazardous Biological Agents, issued under the Occupational Health and Safety Act (HBA Regulations). In addition, the directive identifies the hazard posed by Covid-19 as 'transmission by an infected person to workers in the workplace' and provides that the basic measures to eliminate this risk are 'now well known'.

In this regard Kenings management team are implementing the following safety measures which are vital to prevent the spread of the Corona virus as many people have lost their lives and livelihoods all over the world due to this pandemic. It is important that every person understands and adheres to the following safety procedures as outlined below to ensure the safety of those around you and your families. As from the 1st May 2020 the following applies:

**This policy is susceptible to changes with the introduction of additional governmental guidelines and accordingly will be updated if, and when, required.*

SECURITY

- To ensure everyone wears a mask before entering our premises.
- To check the temperature of every person. If higher than 37.3 person must be isolated and refused entry into building.
- To enforce social distancing at entrances including lunch and tea times.
- To sanitize hands upon entry.
- To keep record of all staff and visitors.
- To ensure each employee has a covid-19 daily monitoring sheet. If not, one will be provided.
- To ensure visitors comply with our safety policy.
- Shield Barriers at high contact areas

EMPLOYEE RESPONSIBILITIES

- A Mask is to be worn at all times.
- Masks must be washed and changed daily.
- Each staff member to complete a Covid-19 daily monitoring sheet and ID on them at all times.
- Temperatures must be checked and recorded onto daily monitoring sheet 3 times daily.



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

- Hands must be sanitized 4 times a day, i.e. entering and leaving the building as well as lunch and tea times. This must also be recorded on daily monitoring sheet.
- To maintain social distancing at all times, including lunch and tea times.
- Any flu symptoms must be reported to management immediately.
- To refrain from touching walls and any other surfaces when walking in building.
- To report any contravention of the Covid-19 safety procedure to management immediately.

Cleaning Staff

- To sanitize all walkways and workplaces twice a day.
- Hot spots like canteen, door handles, water taps, finger scanners, toilets, etc to be sanitized every 3 hours.
- To ensure that all interleading doors remain open to prevent touching of door handles
- Disinfect vehicles prior to embarking and disembarking for premises
- Apply hand sanitizer after disinfecting/sanitizing surfaces or vehicles

Management

- To communicate safety measures to all employees before commencing work.
- To enforce and make sure all safety procedures are adhered to.
- To Discipline any person contravening the safety procedures.
- To ensure temperatures are checked and recorded 3 times a day.
- Where social distancing in the workplace cannot be applied, screens to be provided between operators.
- To ensure ventilation systems are in place, which are regularly cleaned and maintained.

Strict adherence to the above must be observed. Any violation of the above rules will result in a disciplinary hearing which may lead to the termination of employment if found guilty

Please sign below as an understanding of the above:

Signature.....

Date.....

(Kenings Management Team)





1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

STANDARD OPERATING PROCEDURE: Branch/Premises/Facility Entrance and Screening Procedure - During COVID-19, Epidemics & Emergencies

Description	Branch/Premises/Facility Entrance and Screening Procedure - During COVID-19, Epidemics & Emergencies
Date Effective	21 April 2020
Revision Number	Rev: 0

1. PURPOSE

The purpose of this procedure is to ensure that branch/premises/facility entrance and screening processes always meets the quality standards of Kenings and ensures the health and safety of our customers and employees during the COVID-19, epidemic and emergencies.

2. SCOPE

This procedure applies to the all employees and clients of Kenings.

3. PROCEDURE

See the next page for the procedure.

STANDARD OPERATING PROCEDURE: Branch/Premises/Facility Entrance and Screening Procedure - During COVID-19, Epidemics & Emergencies

1		<p>1. Read entrance/screening procedure and ring doorbell to enter facility</p> <p>1.1. Go straight to reception (Follow sign to reception area)</p> <p style="color: red;">IMPORTANT: ENSURE MASK IS FIT PRIOR TO ENTERING OUR FACILITY, DO NOT ENTER IF YOU HAVE SIGNS OF COUGH, FEVER OR SORE THROAT</p> <p style="color: red;">DO NOT ENTER ANY OTHER PART OF OUR FACILITY</p> <p style="color: red;">Maintain social distance of 1,5m or more at all times!</p>
2		<p>2. Enter reception area and follow safety instructions by Kenings Staff (Ensure mask is fitted correctly, apply hand sanitizer upon entry)</p>
3		<p>3. Apply hand sanitizer</p>
4		<p>4. Complete customer or staff screening form</p>
5		<p>5. Have temperature taken and recorded by Kenings Staff member</p> <p>5.1 If temperature is above 37.3, you will be asked to remove yourself from premises and self-isolate.</p> <p>5.2 If temperature is below customers can be assisted and staff may enter facility.</p>



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

<p>6</p>		<p>6. When exiting facility hand sanitize and use entrance gate.</p>
----------	---	--



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

STANDARD OPERATING PROCEDURE: Vehicle Disinfection, Cleaning and Storage Procedure - During COVID-19, Epidemics & Emergencies

Description	Vehicle Return, Preparation, Storage (Cleaning & Disinfecting)
Date Effective	21 April 2020
Revision Number	Rev: 0

1. PURPOSE

The purpose of this procedure is to ensure that the vehicle return, preparation, storage (Cleaning & Disinfecting) process always meets the quality standards of Kenings and ensures the health and safety of our customers and employees during the COVID-19 epidemic.

2. SCOPE

This procedure applies to all employees and clients of Kenings.

3. PROCEDURE

See the next page for the procedure.

STANDARD OPERATING PROCEDURE: Vehicle Disinfection, Cleaning and Storage Procedure - During COVID-19, Epidemics & Emergencies

1		<p>1. Open gate and drive vehicle into disinfectant and wash bay/area (Close gate immediately after entry and ensure no one enters through gate)</p>
2		<p>2. Park vehicle in disinfectant and wash bay area</p>
3		<p>3. Apply hand sanitizer when exiting vehicle</p>
4		<p>4. Commercial Cleaning Agent disinfect exterior of vehicle 4.1 Disinfect all door handles, fuel cover, boot handle and all high contact exterior surfaces. (Allow surface 5-10mins to dry)</p>
5	 <div style="display: flex; justify-content: space-around; margin-top: 10px;">    </div>	<p>5. Commercial Cleaning Agent disinfects interior of vehicle 5.1 Disinfect driver's area, passenger areas and boot - covering all surfaces (Keep spray within 5cm of surface) – Including seat belt (Allow interior 5-10 minutes to dry)</p>

6		6. Commercial Cleaning Agent clean/wash exterior of vehicle (Including wheels, under bonnet and exhaust)
7		7. Commercial Cleaning Agent polish all four tires
8		8. Commercial Cleaning Agent clean/wash interior of vehicle
9		9. Commercial Cleaning Agent vacuum interior of vehicle
10		10. Park vehicle in storage bay



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

<p>1 1</p>		<p>11. Apply hand sanitizer</p> 
----------------	---	---



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

STANDARD OPERATING PROCEDURE: Vehicle Delivery Preparation Procedure - During COVID-19, Epidemics & Emergencies

Description	Vehicle Delivery Preparation Procedure (Cleaning & Disinfecting)
Date Effective	21 April 2020
Revision Number	Rev: 0

1. PURPOSE

The purpose of this procedure is to ensure that the vehicle delivery process always meets the quality standards of Kenings and ensures the health and safety of our customers and employees during the COVID-19 epidemic.

2. SCOPE

This procedure applies to all employees and clients of Kenings.

3. PROCEDURE

See the next page for the procedure.

**STANDARD OPERATING PROCEDURE: Vehicle Delivery Preparation Procedure -
During COVID-19, Epidemics & Emergencies**

1		<p>1. Enter vehicle and drive to vehicle disinfection area</p> <p>1.1. Review tires (Damages and air pressure)</p> <p>1.2. Review for any new damages</p>
2		<p>2. Commercial cleaning agents disinfect exterior of vehicle</p> <p>2.1. Disinfect all door handles, fuel cover, boot handle and all high contact exterior surfaces.</p> <p>2.2. (Allow surface 5-10mins to dry)</p>
3	 <div style="display: flex; justify-content: space-around; margin-top: 10px;">    </div>	<p>3. Commercial cleaning agent disinfect interior of vehicle</p> <p>3.1. Disinfect driver's area, covering all surfaces (Keep spray within 5cm of surface) – Including seat belt (Allow interior 5-10 minutes to dry)</p>
4		<p>4. Commercial Cleaning Agent to apply hand sanitizer</p>
5		<p>5. Place sign and date vehicle disinfection certificate</p> <p>6.1 Place certificate in vehicle</p>



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

8		<p>6. Drive vehicle out of yard, rental agent performs vehicle delivery procedure</p> <p>IMPORTANT: ENSURE GATE IS CLOSED UPON EXISTING AND NO ONE ENTERS</p> 
---	---	--



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

STANDARD OPERATING PROCEDURE: Vehicle Delivery Procedure - During COVID-19, Epidemics & Emergencies

Description	Delivery of Vehicles
Date Effective	21 April 2020
Revision Number	Rev: 0

1. PURPOSE

The purpose of this procedure is to ensure that the vehicle delivery process always meets the quality standards of Kenings and ensures the health and safety of our customers and employees during the COVID-19 epidemic.

2. SCOPE

This procedure applies to all employees and clients of Kenings.

3. PROCEDURE

See the next page for the procedure.

Vehicle Delivery Procedure - During COVID-19, Epidemics & Emergencies	
1	 <ol style="list-style-type: none"> 1. Rental Agent Preparation <ol style="list-style-type: none"> 1.1. Rental Agent ensure mask is fit before entering vehicle. (At all times) 1.2. Ensure social distance is kept from customer at all times of 1 or more meters.
2	 <ol style="list-style-type: none"> 2. Meet and greet customer. <ol style="list-style-type: none"> 2.2. Explain social distancing/disinfection process, and that these are safety measures implemented by Kenings.
3	 <ol style="list-style-type: none"> 3. Disinfect vehicle in front of customer. <ol style="list-style-type: none"> 3.1. Spray keys, pen, clipboard 3.2. Spray exterior door handles 3.2. Spray interior of vehicle: <ul style="list-style-type: none"> • Drivers area (Interior door handle, steering wheel/ Gear shift etc.)
4	 <ol style="list-style-type: none"> 4. Confirm customer details. <ol style="list-style-type: none"> 4.1. Review driver's license expiry date. 4.2. Review driver's license matches vehicle code. 4.3. Take picture or get copy of driver's license. 4.4. If international customer take picture or copy of passport.
5	 <ol style="list-style-type: none"> 5. Confirm Payment Method <ol style="list-style-type: none"> 5.1 Account or credit card 5.2 If credit card, then confirm that name on credit card matches driver's license and take imprint. 5.3. Confirm expiry date. 5.4. Process payment 5.5. Put hold on credit card <p><i>Note: If credit card does not match license or card expired, contact the office.</i></p>
6	 <ol style="list-style-type: none"> 6. Completion of Rental Agreement and Inspection form. <ol style="list-style-type: none"> 6.1. Perform vehicle inspection with customer. 6.2. Show customer tools, spare wheel, devices and answer any questions the customer may have. 6.3. Customer signs rental agreement and inspection sheet as per spaces provided. 6.4. Ensure client signs excess waiver. 6.5. Provide customer a copy of rental agreement and inspection form

7		<p>7. Handover key to customer and thank them!</p> <p>7.1. Hand over keys and answer any questions the customer may have.</p> <p>7.2. Ensure hand sanitizer is in vehicle and customer is aware.</p> <p>Greet and provide personalized thank you message for customer!</p>
8		<p>8.1. Use hand sanitizer spray</p>



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

STANDARD OPERATING PROCEDURE: Vehicle Collection Procedure During COVID-19 Epidemic

Description	Collection of Vehicles
Date Effective	21 April 2020
Revision Number	Rev: 0

1. PURPOSE

The purpose of this procedure is to ensure that the vehicle collection process always meets the quality standards of Kenings and ensures the health and safety of our customers and employees during the COVID-19 epidemic.

2. SCOPE

This procedure applies to all employees and clients of Kenings.

3. PROCEDURE

See the next page for the procedure.

Vehicle Collection Procedure - During COVID-19, Epidemics & Emergencies	
1	 <p>1. Rental Agent Preparation 1.1. Rental Agent ensure mask is fit before entering vehicle. (At all times) 1.2. Ensure social distance is kept from customer at all times of 1 or more meters.</p>
2	 <p>2. Meet and greet customer. 2.2. Explain social distancing/disinfection process, and that these are safety measures implemented by Kenings.</p>
3	 <p>3.1. Collect Keys from customer 3.2. Check fuel level 3.3. Record KM's driven 3.4. Inform customer for excess KM's</p>
4	 <p>4. Inspect vehicle with customer 4.1 Inspect vehicle for damages using inspection form. 4.2 Check tools and spare wheel are present. 4.3. If no damages, customer signs inspection sheet. 4.4. If there are damages: Customer to complete damage documentation and claim form, customer to sign and date both.</p>
5	 <p>5.1 Greet and provide personalized thank you message for customer!</p>
6	 <p>6.1 Spray keys mand pen with disinfectant 6.2 Spray driver area of vehicle. <ul style="list-style-type: none"> • Interior door handle • Steering wheel/devices and center console • Gear shaft and handbrake • Seat belt </p>



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

7		7.1 Wash hands for a minimum of 20 seconds and use hand sanitizer spray
---	---	---



1999/027903/07
VAT NO: 4780187102

CAPE TOWN
341 Koeberg Road
Brooklyn
Cape Town
7441

JOHANNESBURG
38 Anson Road
Rhodesfield
Kempton Park
1620

National Number: 0861 kenings
Fax: 086 608 4600/086 696 4539

www.kenings.co.za

STANDARD OPERATING PROCEDURE: Vehicle Refueling/ Oil, Water and Service Process During COVID-19 Epidemic

Description	Vehicle Refueling/ Oil, Water and Service of Vehicles
Date Effective	21 April 2020
Revision Number	Rev: 0

1. PURPOSE

The purpose of this procedure is to ensure that the refueling/ oil, water and service process is efficient and ensures the health and safety of our customers and employees during the COVID19 epidemic.

2. SCOPE

This procedure applies to all employees and clients of Kenings.

3. PROCEDURE

See the next page for the procedure.

Vehicle Refueling, Oil, Water and Service Procedure - During COVID-19, Epidemics & Emergencies

1		<p>1.1. Approach safely and park next to fuel pump, ensuring all windows and doors of vehicle is closed.</p> <p>1.2. Maintain social distance at all times from Fuel Agents and other customers of 1 meter or more.</p>
2		<p>2.1. Exit vehicle and greet Fuel/ Service Agent.</p> <p>2.2. Provide Agent with the following:</p> <p>2.3. Refuel</p> <p>2.4. Check oil and water</p> <p>2.5. Service request</p>
3		<p>3.1. Apply hand sanitizer while reentering vehicle</p> <p>3.2. Return vehicle to yard.</p>