

# SUZUKI HYGIENE COMMITMENT





#### HYGIENE COMMITMENT TO THE CUSTOMER \_\_\_\_\_ PAGE 01

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PAGE 22

Please note that this is simply a hygiene guide based on NADA dealer guidelines, and should be treated as such. It is crucial that we follow all rules and regulations set out by the government.

# SECTION ONE



INTRODUCTION

ESTABLISHING A CLEAN & SAFE ENVIRONMENT

**CUSTOMER SALES JOURNEY** 

**SERVICE PROCESS** 

According to the World Health Organisation (WHO), the COVID-19 virus is thought to spread mainly between people who are in close contact. Due to the fact that the virus can spread from person to person, the best way to prevent illness is to avoid exposure.

INTRODUCTION

It is known to spread through droplets that are produced when an infected person coughs, sneezes or talks, and may be spread by infected individuals that are not showing symptoms. COVID-19 may also be transferred by touching a surface or an object that has the virus on it and then touching your mouth, nose or possibly eyes.

Hand sanitising dispensers are accessible in all prominent places throughout the dealership and are consistently being refilled. Staff, contractors and customers have access to places to wash their hands as this is known to kill the virus carried on the hands and helps prevent further spread of COVID-19.

All personnel are expected to practice good hygiene in the workplace to prevent the spread of the virus. All employees must wear a face mask in accordance with the latest government regulations. Ensure that face masks (triple-layer minimum) are available and being used, along with closed bins for hygienic disposal.

Please remember to maintain good social physical distancing (1.5-2m) to prevent spreading the disease.

Any employee exhibiting WHO-listed COVID-19 symptoms or has tested positive for the virus MUST STAY HOME.

Suzuki has followed guidelines from government, the World Health Organisation (WHO), and the National Institute of Communicable Diseases (NICD), and you're strongly urged to do the same. Avoid fake news and get reliable information from www.sacoronavirus.co.za.

#### ESTABLISHING A CLEAN AND SAFE ENVIRONMENT

#### **CLEANING AND SANITATION OF DEALERSHIP:**



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#### **CLEAN AND DISINFECT THE FACILITY**

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Dealership facilities are cleaned and disinfected before opening to customers or employees.

#### **PROFESSIONAL CLEANING SERVICE & REQUEST FOR CERTIFICATION**

Professional cleaning services have been contacted to disinfect the dealership. Each dealership will have certification stating that the workplace has been thoroughly sanitised.

#### **DISPLAY CLEANING CERTIFICATION**

The certification has been displayed in as many places as possible to provide added comfort to all people visiting the dealership.

# SHARE & EXPLAIN GUIDELINES

Dealerships have explained the relevant guidelines to all cleaning staff to ensure that the cleaning staff understand all requirements, and clean the dealership in accordance with the guidelines.

#### TEMPERATURE TESTING PROTOCOL

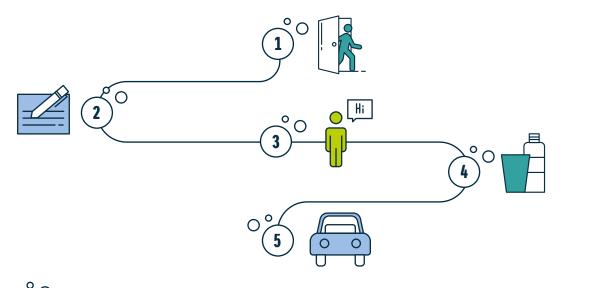
Every dealership has a temperature screening protocol set up at the designated entrance. Visitors and staff will not be allowed entry without having their temperature checked.

\*Further cleaning instructions in **Annexure A & B.** (Facility and Vehicle Cleaning Guidelines) Refer to **Annexure D** as commitment to the steps being taken. (Suzuki Hygiene Commitment Employee Pledge Poster)

#### CUSTOMER SALES JOURNEY - IN DEALER

THE FOLLOWING STEPS HAVE BEEN IMPLEMENTED AT ALL TOUCHPOINTS ACROSS THE CUSTOMER JOURNEY IN THE SHOWROOM TO ENSURE A HYGIENIC SALES PROCESS:

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- Customers are screened using an infrared thermometer. If the customer's temperature exceeds 37.3 °C, they will be politely informed that they cannot enter the dealership.
- Customers are offered a disposable face mask and some hand sanitiser upon entering the dealership.
- Any customer who refuses to undergo screening or wear a face mask will not be allowed inside the dealership.
- Every customer entering the dealership must enter through the designated entrance.

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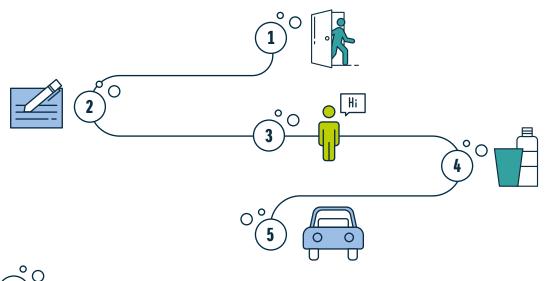
- Dealerships are recording all customer details including their name, contact no. etc. (Refer to **Annexure C** for Registers)
- The dealership has made disposable masks and hand sanitiser available at the entrance and at reception.

## $3^{\circ}$ SALES EXECUTIVE

- Any handshakes or greetings involving physical touch should be avoided by employees and customers.
- All quotations and brochures will be shared electronically. If the customer prefers a hard copy of either document, they will be provided with one upon request if it is available.
- Dealerships are advised not to share business cards with customers, any communication should preferably be shared via SMS/WhatsApp.

# CUSTOMER SALES JOURNEY - IN DEALER (continued)

### THE FOLLOWING STEPS HAVE BEEN IMPLEMENTED AT ALL TOUCHPOINTS ACROSS THE CUSTOMER JOURNEY IN THE SHOWROOM TO ENSURE A HYGIENIC SALES PROCESS:



#### (4) REFRESHMENTS

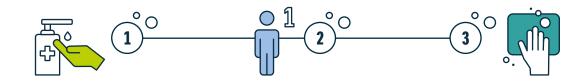
- All refreshments on offer will be served in sealed bottles or in disposable cups.
- Unfortunately, snacks will not be offered during this time.



- All showroom vehicles on display are sanitised after each customer interaction.
- The showroom vehicles are handled by Suzuki sales personnel only. The vehicles on show will only be unlocked upon request.

\*Display **Annexure E** to keep the In-Dealer Customer Sales Journey top of mind. (Customer Sales Journey Poster)

#### **CUSTOMER SALES JOURNEY - TEST DRIVE**



## $\mathbf{\hat{1}}^{\circ}$ sanitise hands

The hands of both the customer and sales executives must be sanitised before and after taking the test drive.

# 2°CTAKE A BACKSEAT

Only one person is allowed to take a test drive at a time. The sales executive must sit in the backseat while the customer enjoys his or her test drive.



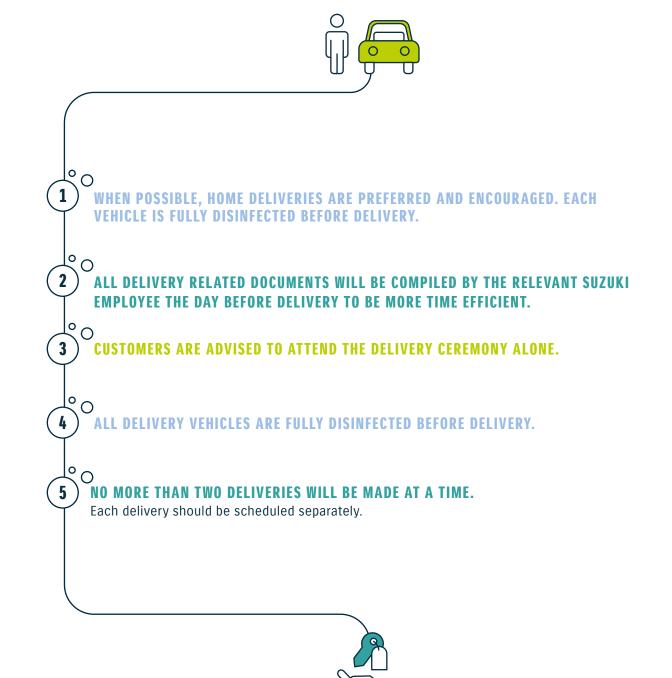
#### **ROUTINE VEHICLE CLEANING**

The vehicles are sanitised after each test drive as per the instructions below:

- **Step 1:** Before sanitising the vehicle, employees must put on their own personal protection.
- **Step 2:** Sanitise the vehicle, ensuring that each touchpoint is properly wiped down and sanitised.
- **Step 3:** The steering wheel, gear-lever, seatbelt, and door handles have all been properly sanitised as these are commonly touched areas of the vehicle.

\*Display Annexure F for easy reference to the Test Drive process. (Test Drive Poster)

# CUSTOMER SALES JOURNEY - VEHICLE DELIVERY



#### **CUSTOMER SALES JOURNEY - HOME VISITS**



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#### FACE MASKS AND SANITISERS

Suzuki employees will wear face masks and ensure that they have sanitiser available when carrying out a home visit.

#### °0 **RELEVANT MATERIAL**

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All relevant material will be shared electronically with the customer. The employee carrying out the home visit will also prepare hard copies of the relevant documents in case the customer makes a request upon arrival.

#### **TEST DRIVE GUIDELINES**

When going for a test drive, both the customer and Suzuki employee must follow the test drive guidelines provided.

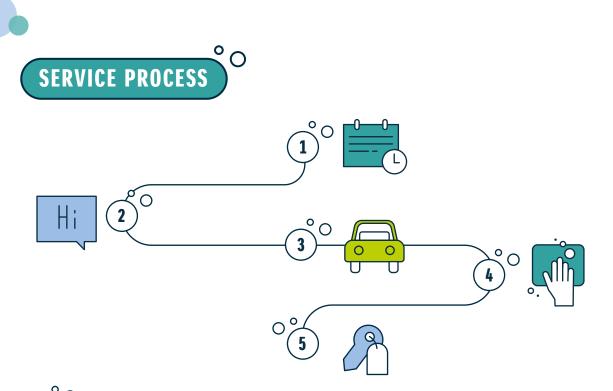
#### °0 **AVOID TOUCHING SURFACES**

When visiting customers at their home or office, Suzuki employees are advised to avoid touching high-touch surfaces like tables, lift buttons etc.

#### 20 SHARE THE OFFICIAL WEBSITE LINK

The official website link should be shared with customers via SMS/ WhatsApp/email to encourage them to use the website if they need to find out more about any of the products.





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- Suzuki customers are advised to make an appointment via phone call, SMS or email.
- Suzuki should be made aware of the type of service or repair needed so that they can prepare in advance.
- Suzuki staff will take an interest in the health of their customers, this is to ensure that it is safe for the customer to visit the dealership. All customers are encouraged to visit the dealership alone.
- To shorten the amount of time spent at reception, all necessary information and documents will be organised by a Suzuki staff member before the customer arrives.

## $(2)^{\circ}$ GREETING AND RECEPTION

- All customers visiting the dealership for workshop related matters are advised to remain in their car until being assisted by a staff member. If the customers would like to leave their vehicles and make their way into the dealership, they are obligated to follow all protocols set out by Suzuki.
- Any handshakes or greetings involving physical touch should be avoided by employees and customers.
- All customers are screened using an infrared thermometer. If the customer's temperature exceeds 37.3 °C, they will be politely informed that they cannot enter the dealership.
- Apart from providing their signature on the repair order sheet, customers should not be made to write anything else, all writing should be handled by a Suzuki employee.
- Suzuki employees will keep exchanges of any sort to a minimum. Instead of handing out business cards, the sales executive should rather email the customer their details or leave their cards on a desk next to some hand sanitiser.
- Throughout the service process, both employees and customers must remember to follow the social distancing guidelines.



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#### **RECEIVING THE VEHICLE**

- Before receiving the vehicle, all touchpoints are sanitised, such as door handles, keys, steering wheel/handlebars, gear-lever, handbrake lever, mirrors and switches. **NOTE:** For disinfection of car interior, only use sanitiser with a concentration of alcohol lower than 60 %)
- Dealerships using re-usable covers are responsible for sanitising their covers before and after every use.
- After the vehicle is sanitised, it's advised to leave all the windows open for a few minutes before moving the car.
- Road tests should be kept to a minimum, but when carried out they should be done with only the service adviser, based on the information from the customer.
- Once all work has been completed on the vehicle, the vehicle is sanitised again before being collected by the customer.

# CLEANING VEHICLE BEFORE DELIVERY

• All vehicle touchpoints such as door handles, key, steering wheel/handlebars, gear-lever, mirrors and switches are sanitised after washing the vehicle.

#### O VEHICLE DELIVERY

- Vehicle deliveries are scheduled separately, ensuring that only one delivery happens at a time.
- Suzuki staff take an interest in the health of their customers to ensure that it is safe for the delivery to happen. All customers are encouraged to handle the delivery alone.
- Before delivering the vehicle, a Suzuki employee will call the customer explaining all charges as well as give the customer a quick run-through of the service job done.
- Customers are encouraged to dispose of all their replaced parts.
- It's strongly advised that all payments are made electronically or via credit card payment instead of cash. This is to keep cash exchange to a minimum.
- In the event that the customer collects his or her vehicle from the dealership, they must follow all necessary protocols before being allowed through the designated entrance.
- All protective covers in the car will be removed in front of the customer to provide added peace of mind.
- The vehicle is sanitised again in front of the customer to assure the customer that the car is safe to use.
- If the customer has arranged to return home in a courtesy vehicle, employees will ensure that the vehicle is sanitised after its last trip. Both the customer and courtesy driver are required to wear face masks during the trip.
- To limit the amount of hard copy document exchanges, soft copy invoices will be offered by the dealership and sent via email or SMS.

\*Refer to Annexure E for an overview of the Service Process. (Service Poster)

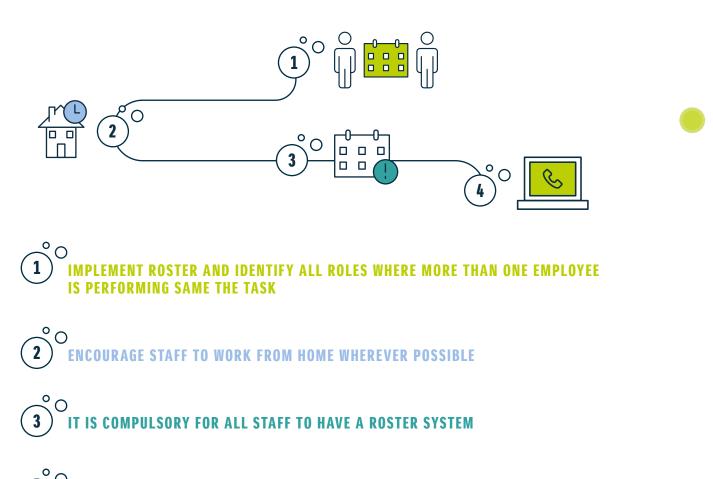
# SECTION TWO

# HYGIENE COMMITMENT TO THE EMPLOYEE

ROSTER & REMOTE WORKING PROCESSES TO BE FOLLOWED

#### SINCE HUMANS ARE THE PRIMARY CARRIERS FOR COVID-19, EFFECTIVE AND EFFICIENT EMPLOYEE MANAGEMENT IS THE KEY TO ENSURE SAFETY WHILE MAINTAINING BUSINESS OPERATIONS.

The basic framework to be followed is given below:

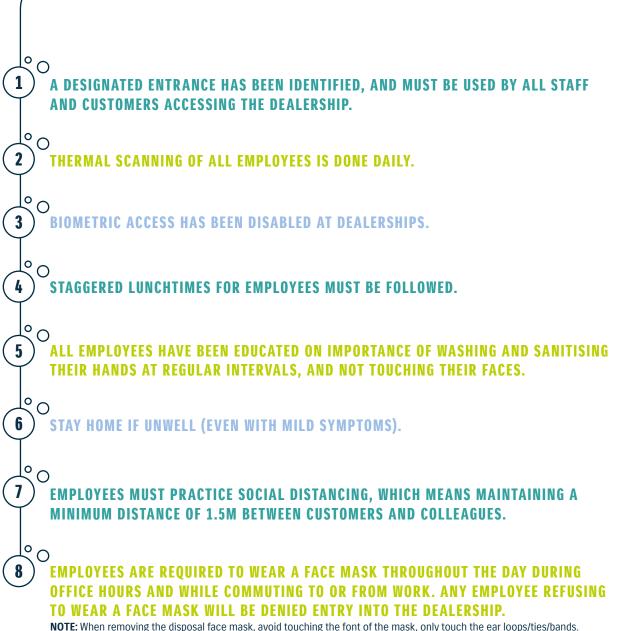


**4** TEAM MEETINGS CAN BE CONDUCTED THROUGH CONCALL/VIDEOCALL

#### **PROCESS TO BE FOLLOWED**

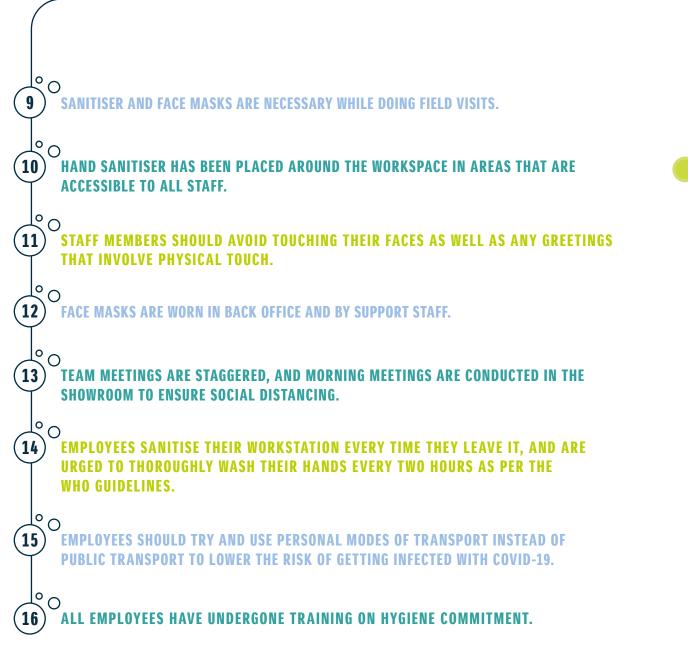


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# PROCESS TO BE FOLLOWED (continued)





## SECTION THREE

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SHOWROOM CUSTOMER'S LOUNGE SERVICE RECEPTION WORKSHOP SUPPLIER DELIVERY HOUSEKEEPING







A CUSTOMER HAS VIEWED IT. IDEALLY, VIEWINGS WILL BE BY APPOINTMENT ONLY.



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#### 20 1 **SEATING**

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Seating has been changed to maintain the appropriate minimum distance of 1.5m between seats.

#### <u></u>۲0 **REFRESHMENTS**

Only drinks are served in the customer's lounge. These drinks are served in sealed water bottles or disposable cups only.

#### 20 **REMOVE ITEMS AND DEVICES**

All newspapers, magazines and computers have been removed to mitigate the spread of the virus via touch. Every customer has access to free wi-fi while in the customer's lounge.

#### **SANITISER**

Hand sanitiser has been placed in the customer's lounge for customers to use as they please.

#### <u>گ</u>0 **SANITISE AREA REGULARLY**

All regularly touched surfaces such as desks, tables, doors, handles, knobs, toilets, taps, and sinks are thoroughly sanitised every 2 hours.





#### °0 **PROTECTIVE GEAR**

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Disposable face masks and hand sanitiser are available to customers at the entrance of the service reception.

#### <u>د</u>0 **RECEPTION DESK**

The reception desk is wiped down and sanitised after every customer interaction for the safety of staff and customers.

#### <u>د</u>0 **FLOOR MARKS**

The floor in front of the service reception is clearly marked at intervals of 1.5m to show customers where to stand when waiting in line.

#### 20 **SANITISE STATIONERY**

All stationery is sanitised, and will be sanitised again before being used.

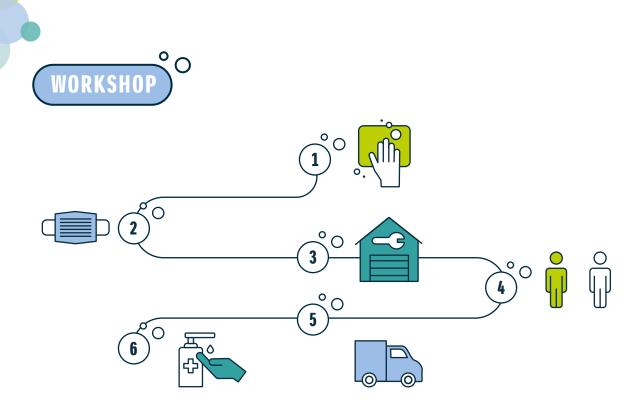
#### **DISPLAY POSTERS**

Posters must be shown at service entrance, creating awareness on hygiene and safety in service reception.

#### Ο **ADJUST RECEPTION AREA FOR SOCIAL DISTANCE**

The reception has been adjusted for social distancing. Seating has been changed in the service reception to maintain the appropriate minimum distance of 1.5m between seats.

\*Display Annexure E to refer to the Service Reception and Service Shop processes. (General Service Poster)



## 1°CLEAN VEHICLE

All vehicles are washed and sanitised before they are allowed to enter the workshop.

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#### ROTECTIVE GEAR

All technicians must use appropriate protection at all times.

# 3° SERVICE BAY

The service bay is cleaned and sanitised by the technician. At any given time there should only be one technician per service bay.



#### STAFF MOVEMENTS

Staff movement should be kept to a minimum (parts preparation, vehicle movement, etc.) in the shop. Less movement means less shared space and a lower risk of spreading the virus.

5<sup>°</sup>DELIVERIES

All deliveries for the workshop are made to the designated delivery area only. Suppliers are screened before entering the premises.

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#### SANITISE ITEMS AND HANDS REGULARLY

Suppliers and staff should not share pens or other items, and should sanitise their hands after each delivery.

\*Display **Annexure E** to refer to the Service Reception and Workshop processes. (General Service Poster)



## THE FOLLOWING PROTOCOL MUST BE STRICTLY FOLLOWED BY STAFF AND SUPPLIERS DELIVERING ANY GOODS TO THE DEALERSHIP:





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#### **CLEANING PRODUCTS**

Cleaning products containing alcohol or hydrogen peroxide are used as they are the best at killing off germs.

NOTE: For disinfection of car interior only use sanitiser with a concentration of alcohol lower than 60 %)

#### °0 **DIGITAL DEVICES**

All digital devices with touchscreens are disinfected every hour.

#### <u>د</u>0 **FREQUENTLY TOUCHED SURFACES**

All frequently touched surfaces such as doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, taps, and sinks are wiped down and disinfected every two hours.

#### 0 ) **PLASTIC COVERINGS**

Plastic sheet foil has been placed on elevator buttons, door knobs, handles which is replaced regularly to mitigate the spread of any germs.

#### **DISCUSSION TABLES**

All discussion tables to be cleaned after every customer interaction. NOTE: PLEASE MAKE SURE TO KEEP THE RECORD OF THE BELOW ITEMS:

- Time of conducted cleaning/disinfection
- · Cleaned/disinfected place
- Signature by the person in charge

# SECTION FOUR

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# ANNEXURES

- A NADA CLEANING GUIDE: FACILITY
- **B NADA CLEANING GUIDE: VEHICLES**
- **C REGISTERS**
- D SUZUKI HYGIENE COMMITMENT PLEDGE POSTER
- **E PROCESS POSTERS**
- **F USEFUL TIPS POSTER**

ANNEXURE A - NADA CLEANING GUIDE: FACILIT

#### (IN ACCORDANCE WITH NADA DEALER GUIDELINES)

#### On completion of a deep clean (see #3 below) NADA suggests that you adhere to the following cleaning levels at all times:

1 - Daily Clean	Baseline scope of typical housekeeping duties. Primarily cleaning/wiping of surfaces with limited use of disinfectants (usually in bathrooms)
2 - Enhanced Clean	Use of approved disinfectant cleaners (these usually state on the bottle that they kill 99.9% of germs) on "high touch" surfaces in common areas/public spaces at regular frequency (lift buttons; railings; door knobs and handles; light switches; bathrooms including toilets, taps and sinks; rest areas and canteen equipment like fridge handles, microwaves, tables, etc
3 - Deep Clean	In addition to the "Enhanced Clean" scope above, "deep cleaning" applies to disinfecting items such as desks, chairs, computer keyboards/mice, interactive touch screens, phones, printers, , office door handles, communal items like salt and pepper shakers and coffee creamer dispensers in workspaces like offices, workstations, conference rooms, cafeterias, etc.

#### **Deep Clean Recommendations:**

Disinfection/sanitation requirements must be used at all times. In instances where an employee, vendor or customer has been identified as having COVID-19 symptoms or a positive test, please contact the necessary health department for appropriate disinfection/ sanitation instructions

- For **soft surfaces** such as **carpeted floors or curtains**, use household disinfectant or clean the surface with soap and water (or appropriate cleaners) and launder items that can be laundered using the warmest recommended setting and dry thoroughly.
- **Electronics** should be cleaned according to the manufacturer's instructions. If there are no such instructions, use alcohol-based wipes or sprays (containing at least 70% alcohol) and dry carefully.
- For **uniforms, towels, etc.** we advise that these are sent to a laundry if possible. If not, it is important to instruct all employees wearing uniforms to ensure that they clean these every day. It is advisable to provide everyone with two sets of uniforms if at all possible. This will ensure cleanliness of all clothing at all times. NADA also recommends that someone be allocated the responsibility of cleaning overalls, towels etc used in the workplace, on a daily basis.

#### Suggested areas for cleaning:

- Entrances/Conference Areas/Meeting Areas/ High Traffic Public Use areas
- Foyers/Entrances and interior door handles/push plates
- Reception desks/counters
- Foyer/common area furniture (chair arms/table surfaces)
- Stairwell railings
- Lift (elevator) call buttons
- Water fountains

#### **ANNEXURE A - NADA CLEANING GUIDE: FACILITY (continue**

#### (IN ACCORDANCE WITH NADA DEALER GUIDELINES)

#### **Restrooms:**

- Door handles/push plates
- Light switches
- Counters, outlets, flush valves, toilet door locks, partition handles and railings
- Toilets and urinals
- Toilet paper/paper towel dispensers

#### Breakrooms/Kitchenettes/Canteens:

- Door handles/push plates
- Counter surfaces
- Furniture/table surfaces
- Fridge/microwave/coffee pot handles
- Coffee machines
- Vending machines (if applicable)
- Ice/water machines (if applicable)
- Furniture (chairs, tables, etc)

**ANNEXURE B - NADA CLEANING GUIDE: VEHICL** 

#### (IN ACCORDANCE WITH NADA DEALER GUIDELINES)

#### **Cleaning vehicles:**

It is crucially important that vehicles are kept clean, to a standard that minimises the spread of coronavirus.

It cannot be stressed enough that the cleaning of vehicles when preparing for a customer taking delivery of their vehicle, be it post service, going out on a test drive, or new delivery, is of paramount importance. Demonstrate clearly to the customer all cleaning procedures of your dealership. Provide the customer with a document which clearly outlines what cleaning procedures the service department has taken prior to handover.

As the Coronavirus is spread mainly by droplets (from sneezing, coughing or hand to mouth, to surface contamination), the highest risk areas are therefore likely to be those in front of a driver's mouth and nose such as steering wheels and dashboards, and those that are frequently touched such as infotainment and climate controls.

#### Vehicle cleaning process guidelines are shown in order below:

- **Step 1:** Prior to cleaning, the driver should conduct his/her own hand hygiene with alcohol gel.
- Step 2: Remove and dispose of general rubbish.
- **Step 3:** Clean the vehicle areas as described including key(s).
- **Step 4:** Complete a cleaning log and display on the dashboard, visible through the windscreen.
- **Step 5:** Leave the vehicle and lock.
- **Step 6:** Remove gloves and dispose (for general cleaning this is not 'biohazardous waste' and can just be placed in ordinary waste disposal).
- Step 7: Repeat hand hygiene with alcohol gel.

#### Cleaning should be methodical and thorough

If a new driver takes over a vehicle, and the cleaning log is not visible or it is not clear that cleaning has occurred, he/she should conduct hand hygiene, clean the vehicle as described, and then complete the log.

**NOTE:** This guide does not provide advice in cases where a driver or other occupant of a vehicle is showing symptoms of COVID-19 or has tested positive.

ANNEXURE B - NADA CLEANING GUIDE: VEHICLES (continue)

#### (IN ACCORDANCE WITH NADA DEALER GUIDELINES)

Should any suspicion arise that a vehicle has been used following a driver's self-isolation or confirmed COVID-19 infection, further advice should be sought as deeper cleaning will be required. If a vehicle may have been exposed to someone with COVID-19, we recommend the following:

- The vehicle is not touched for 24 hours
- After the 24-hour window has passed, clean with an approved disinfectant, wiping down all hard/solid surfaces while wearing proper personal protective equipment for the chemicals used, including gloves
- Upon completion, gloves are properly disposed of, and hands are washed and sanitised

Ideally, the vehicle can be secured without accessing the interior; however, if the vehicle cannot be secured, or if it must be MOVED prior to the 24-hour waiting period, follow the same cleaning process for both the vehicle's interior and exterior

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# ANNEXURE C - REGISTERS

CUSTOMER/SUPPLIER TEMPERATURE MONITORING SCHEDULE

TEMPERATURE										
SIGNATURE										
CONTACT NO.										
ID NUMBER										
COMPANY NAME										
FULL NAME										
DATE										

# ANNEXURE C - REGISTERS (continued)

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	KIN:			
NEXT OF KIN:	CONTACT NO. OF NEXT OF KIN:	ROLE AT COMPANY:	HOME ADDRESS:	(1-7 days working week)
NAME:	SURNAME:	CONTACT NO.	DATE OF BIRTH:	QUESTIONS FOR WEEK:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	SATURDAY SUNDAY COMMENTS
TEMPERATURE								
Sore throat	YES / NO	YES / NO	YES / NO	YES / NO	YES / NO	YES/NO	YES / NO	
Cough	YES / NO	YES / NO	YES/NO	YES / NO	YES / NO	YES/NO	YES / NO	
Loss of smell or loss of taste	YES / NO	YES / NO	YES/NO	YES / NO	YES / NO	YES/NO	YES / NO	
Body aches	YES / NO	YES / NO	YES/NO	YES / NO	YES / NO	YES/NO	YES / NO	
Chills	YES / NO	YES / NO	YES / NO	YES / NO	YES / NO	YES/NO	YES / NO	
Shortness of breath	YES / NO	YES / NO	YES / NO	YES / NO	YES / NO	YES/NO	YES / NO	
Redness of the eyes	YES / NO	YES / NO	YES/NO	YES / NO	YES / NO	YES/NO	YES / NO	
Nausea/vomiting/ diarrhoea	YES / NO	YES / NO	YES/NO	YES / NO	YES / NO	YES/NO	YES / NO	
Fatigue/weakness	YES / NO	YES / NO	YES/NO	YES / NO	YES / NO	YES/NO	YES / NO	
At home or at work?	HOME / DEALER HOME,	HOME / DEALER HOME / DEALER HOME / DEALER	HOME / DEALER					

(1-7 days working week)

NO

YES

Have you been exposed to a person who tested positive to COVID-19?



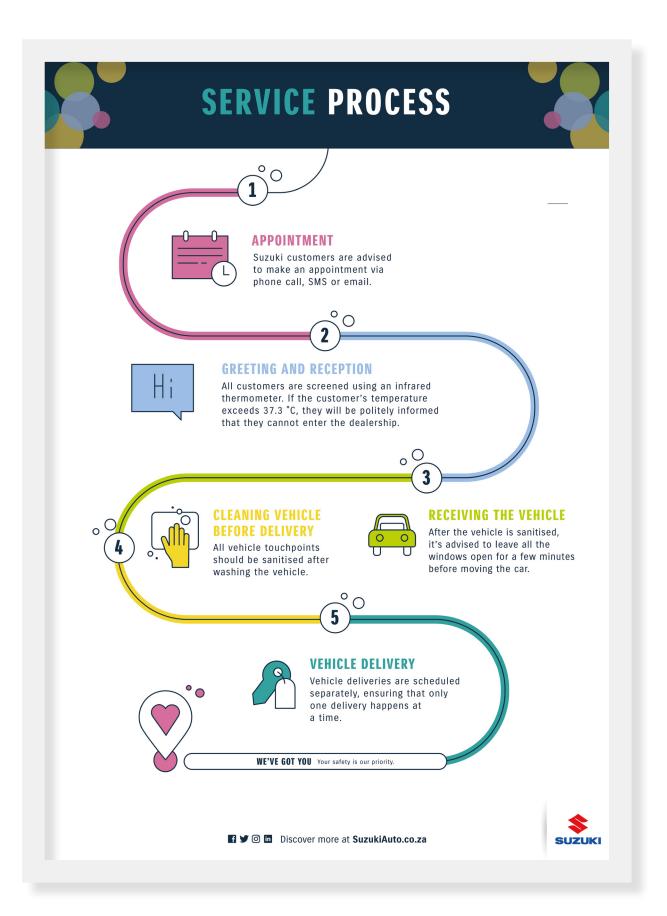
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As a part of the Suzuki family we promise to give you an enjoyable and safe vehicle buying experience by honouring the Suzuki Hygiene Commitment.

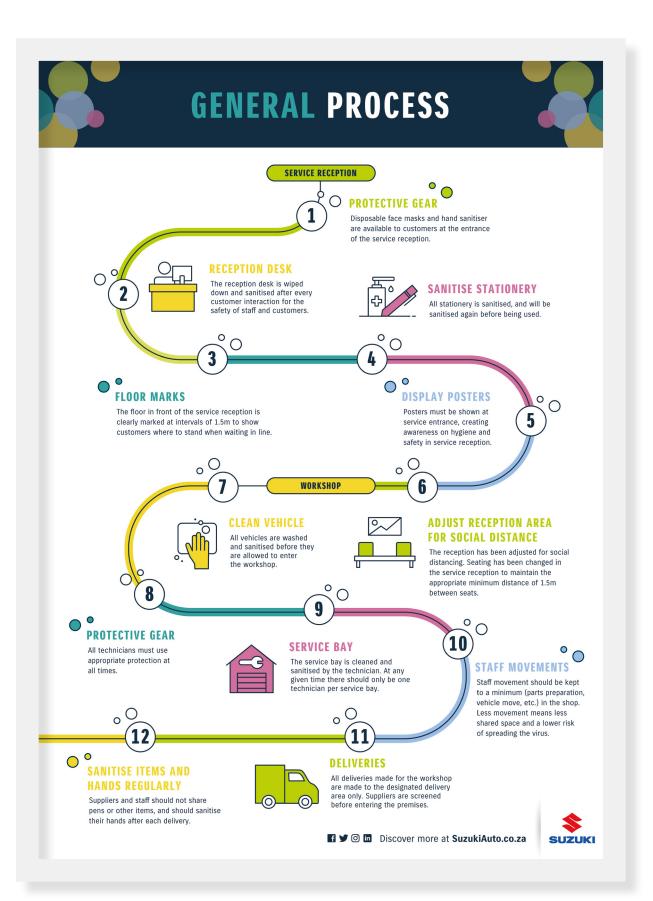
DEALERSHIP

AME & SURNAME	DATE	SIGNATURE	NAME & SURNAME	DATE	SIGNATURE

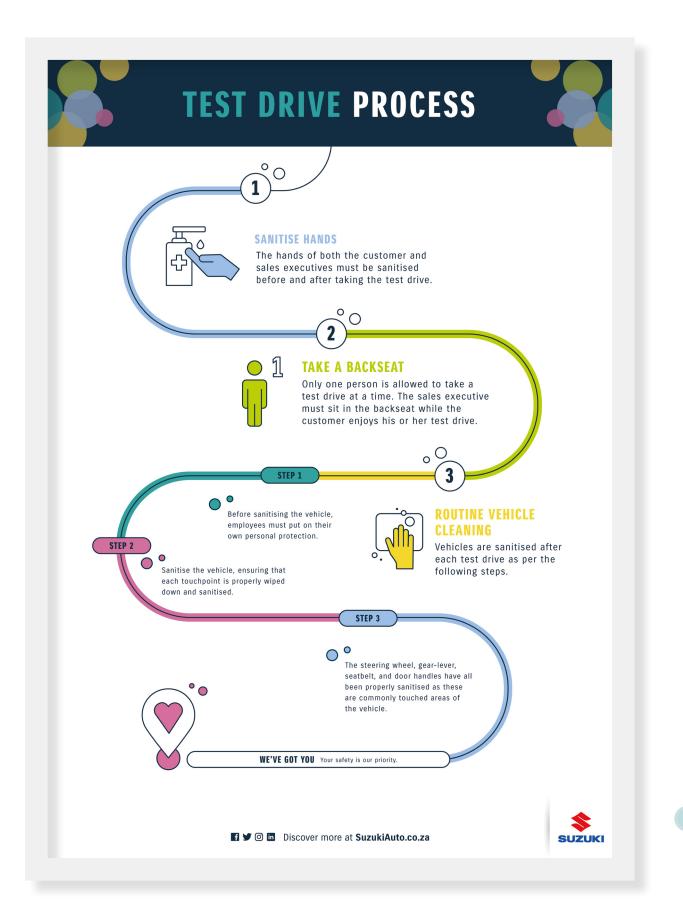
ANNEXURE E - PROCESS POSTERS



**ANNEXURE E - PROCESS POSTERS (continued** 



**ANNEXURE E - PROCESS POSTERS (continued)** 



**ANNEXURE E - PROCESS POSTERS (continued)** 



ANNEXURE F - USEFUL TIPS POSTER





# WE'VE GOT

