



Palmer Trucks

On the Road Since 1965

Corporate Headquarters
2843 S. Holt Rd. Indianapolis, IN 46241 | (800) 827 8421

To: All Palmer Trucks Service Department Personnel
From: The Executive Team, Corporate Directors of Service
RE: Coronavirus (COVID-19) Service Department Protocol

The following protocol is a directive of the executive team for all Palmer Trucks sales department personnel during the Coronavirus (COVID-19) situation. Protocol will be updated and distributed as necessary, and is in effect until further notice:

Due to service being a department with frequent, close customer contact, limit interaction between customers and yourself to an absolute minimum through the following protocols:

1. Moving trucks in and out of building – use designated employees to limit exposure to all

- A. Open the driver's window to breathe fresh air
- B. Use latex mechanic's gloves while touching keys, the steering wheel and on any surface on the driver's side of truck
- C. Use steering wheel covers on all trucks
- D. Use seat covers in all trucks - every time
- E. Remove gloves, dispose of gloves without touching the exterior to one's skin, and wash hands before working on the truck

2. Working Inside the Truck

- A. Use fresh gloves anytime one touches any component inside the cab, sleeper, cargo storage areas, etc.
- B. Keep sleeper doors open while working in sleeper areas
- C. Remove gloves without touching the exterior to one's skin and dispose of gloves when leaving the inside area, then wash hands





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3. Using Computers and Keyboards

- A. Every technician must wear fresh latex gloves before touching any shared computer/keyboard
- B. Use disinfectant on screens as needed

4. Interaction with the Parts Department

- A. Use DECISIV to electronically interact as much as possible through notes, estimates and workflow
- B. Use the shop foreman, lead man, and service managers to have face-to-face interaction with parts personnel when required, keeping technicians from grouping together in parts areas with other employees

5. General Notes

- A. Conduct repairs to units within a timely manner
- B. Conduct regular cleaning and sanitation of your work area, the shop, and areas within the outside lot
- C. Use downtime to complete company-issued training and workbooks

