**A1 Wokingham Car Spares**

Continuously look for pedestrians, forklifts and hazards.

Single Car Recovery Process

**Ensure**

**all necessary**

**PPE**

**is worn at all times**

Go to the office for assignments

Go to correct day of the week box

Pick a job (Ask if any have priority)

Phone customer from the office. Answer?

No

Yes

Yes

Leave them a message

Check they will be there for the collection

No

Yes

Pick another ticket

Rearrange a collection

Take the paperwork to the truck

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Travel to the location (Stage two)

Arrive at the customer location locatioionscationhouse

Safely Unload the vehicle

Knock on the door. Answer?

Check their ID & paperwork

Safely load the vehicle

Travel back to the scrap yard

No

Take the paperwork to the office

Phone the customer. Answer?

No

Yes

Arrange for them to meet you

Call the office

Job complete CompleteDone