

# carpathy *ProTect+*

## Guidelines to Workshop for operations during COVID-19 Crisis and Protect+ campaign



## Guidelines

### Details of the service professionals to be shared with Carpathy

1. Name
2. Age
3. Job Role / Skill Set
4. Phone Number
5. Aadhar card

### Documents to be carried by Service professional at the time of visit

1. Carpathy ID Card
2. Aadhar Card
3. Aarogya Setu app downloaded on mobile device
4. Sanitizer / Hand Wash
5. Handover Book

### Equipment to be carried at the time of visit

1. Portable washer
2. Vacuum machine

3. Tyre inflators
4. Jumper Cable
5. AC Gas.
6. Sanitization Pump
7. Sanitization Chemical

### **Precautions / Measures mandatory for all service professionals:**

1. Wear Masks
2. Wear Gloves
3. Safety Goggles (Recommended)
4. Head Mask
5. All safety gear should be properly worn by the technician.
6. Temperature screening at the Society Entry gate
7. Greet the customer when they reach the location.
8. Take the key of the car with zero contact with the customer and after the same sanitise the car key in front of the customer.
9. Before starting the job make sure one layer of sanitizer has been sprayed to the car interior and exterior.

### **Inform Carpathy Team in case any employee is suspected of COVID-19**

1. Employee is absconding or has not reported to job without notice or valid reason for a continuous of 5 days
2. Employee has symptoms like Cough, Cold, Fever or any other respiratory related issues
3. Employee is hospitalized (for any reason)

## **Order Process**

### **Step 1 - Setting up the camp**

1. The first thing is to call the RWA point of contact and inform that the team has arrived
2. RWA will allot a location in the parking (Ground or basement) to set up the camp
3. Park the van / car with equipments at the spot
4. Place Carpathy Standee if available
5. Take permission from RWA to start the camp

### **Step 2 - Approaching the customers / Starting orders**

1. You will get a list of orders from the society on your Carpathy Partner app.
2. Accept the orders on the app
3. One order should be done at a time
4. Enroute the order
5. Call the first customer to ask if you can come to take the keys, if customer is not available move to second order.
6. Pitch for the call will be "Namaste Sir, I "Name" calling from Carpathy-Workshop Name.You have booked "service name".Is it right time to come at your "address" to collect the keys of the car
7. Reach at the location of the customer and greet him by "Namaskar"
8. Ask him to palace the car key in the table/chair and sanitise the key in front of him and then collect the keys.
9. Ask for any addons in the booking.If he is not aware of the addons brief him about the addons.
10. Add the packages in the job card in the partner app.
11. Go to the Car Parking spot
12. Mark Handover on the partner app
13. Add the pictures of the Car in the partner app.
14. Santise the touchpoint of the car.

### **STEP 3 - Ongoing Order**

1. Drive the Car to the allotted location.
2. Start the Job approved by the customer.
- 3.Upload the Pics of ongoing work in the partner app.
- 4.Complete the approved work.

### **STEP 4 - Order Completion**

1. Closed the Job Card on the partner app.
2. Upload the final pic on the partner app.
- 3.Share the payment link to the customer.
- 4.You will receive payment confirmation on the app.
5. Handover the car to the customer.
6. Move to Next Order.

# Contact List

## Camp Execution Related Issues (FieldTeam)

### Sayon Roy Choudhary

Senior Operations Manager  
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## Order Related Issues (Central Team)

### Amit Kumar

Operations Manager  
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## Payment Related Issues

### Pawan Sharma

Finance Executive  
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## Escalations

### Akshat Lavania

Founder & Chief Operating Officer  
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## Others

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