



Continuing to keep you safe on the road in challenging times

As we experience another period of lockdown, our centres will remain open, ensuring peace of mind motoring for all customers.

Our centres have adopted COVID-safe protocols in order to protect our workforce and our customers. Our teams use PPE including fitting protective seat and steering wheels covers, wearing gloves when driving vehicles in and out of our centres and using face masks or coverings in customer-facing areas; our receptions have been adapted in line with social distancing, we have fitted protective reception desk screens and hand sanitiser is available.

We have had to limit the amount of seating in reception along with making other adjustments to prevent congregation, such as turning off the coffee machine, a temporary measure in line with Government guidance in order to ensure everyone's safety.

Demand for Kwik Fit Mobile has been at an all-time high over recent months with many drivers choosing to have tyres fitted while they work at home. We have retained our Mobile 7 provision, offering Mobile tyre fitting from 8am-8pm, seven days a week, in selected areas.

MOT demand has also been at an all-time high, especially since the end of the Government MOT extension period on August 1. Our network of 540 MOT centres has been able to cater for the demand, with slots still being offered on a next day/48-hour basis in the majority of locations.



Rob Ellis, head of fleet sales

First time MOT pass rates remain consistently high, with nearly all fails able to be repaired and re-tested on the same day to minimise downtime.

We have seen many new customers along with many existing ones attend our centres for service, maintenance and repair (SMR) work in recent months. Kwik Fit has more than 600 centres across the UK that offer OEM- and menu-based servicing. Our customers have benefited from availability of slots on a short lead-time basis, despite high demand.

Kwik Fit centres use OE data and OE-matching parts for all servicing and repairs.

Our back office and support teams have adapted ways of working, embracing technology and using it to maintain communication and support to our customers. Our fleet team has used the medium of video conferencing to conduct meetings, reviews and day-to-day business communications.

In summary, Kwik Fit has met the various challenges across recent months and maintained a premium, professional service to our customers for tyres, MOT and SMR requirements.

Our centre environment has changed in order to protect employees and customers and we have embraced new ways of working and technology to maintain productivity and lines of communication. We have kept our centres open throughout the national and localised lockdowns in order to support drivers in challenging times.



Enquire about a Kwik Fit account here <https://tinyurl.com/y2g699ew>
We have what it takes to keep your fleet safe on the road.

Kwik Fit