

Roadside Assistance Protocol

MEMORANDUM

TO: Superclean Maid Service Team
FROM: Gavin Carrodus
DATE: 14/5/2025
SUBJECT: Roadside Assistance Protocol

Dear Team,

This memo serves as a reminder of the protocol to follow in the event of a roadside breakdown. Please read the following steps carefully and ensure that you have the necessary information saved in your phone.

IN THE EVENT OF A ROADSIDE BREAKDOWN:

1. **SAFETY FIRST:** Ensure you are in a safe location off the road where possible.
2. **HAZARD LIGHTS:** Turn on your hazard lights to alert other drivers.
3. **CONTACT ROADSIDE ASSISTANCE:** Call **1800 225 511**
4. **PREPARE INFORMATION:** Have the following ready to provide:
 - Ampol Card Number
 - Vehicle Registration
 - Make of the Car
 - Description of the breakdown
5. **NOTIFY THE OFFICE:** After contacting roadside assistance, please call the office to report the issue.
6. **WAIT FOR HELP:** Remain in your car for assistance if it is safe to do so.

It is imperative that all employees familiarise themselves with these steps and save the roadside assistance number in your phones. Your safety is our priority, and knowing what to do in these situations can help ensure that you receive prompt assistance.

Kind regards,

Gavin Carrodus
Director