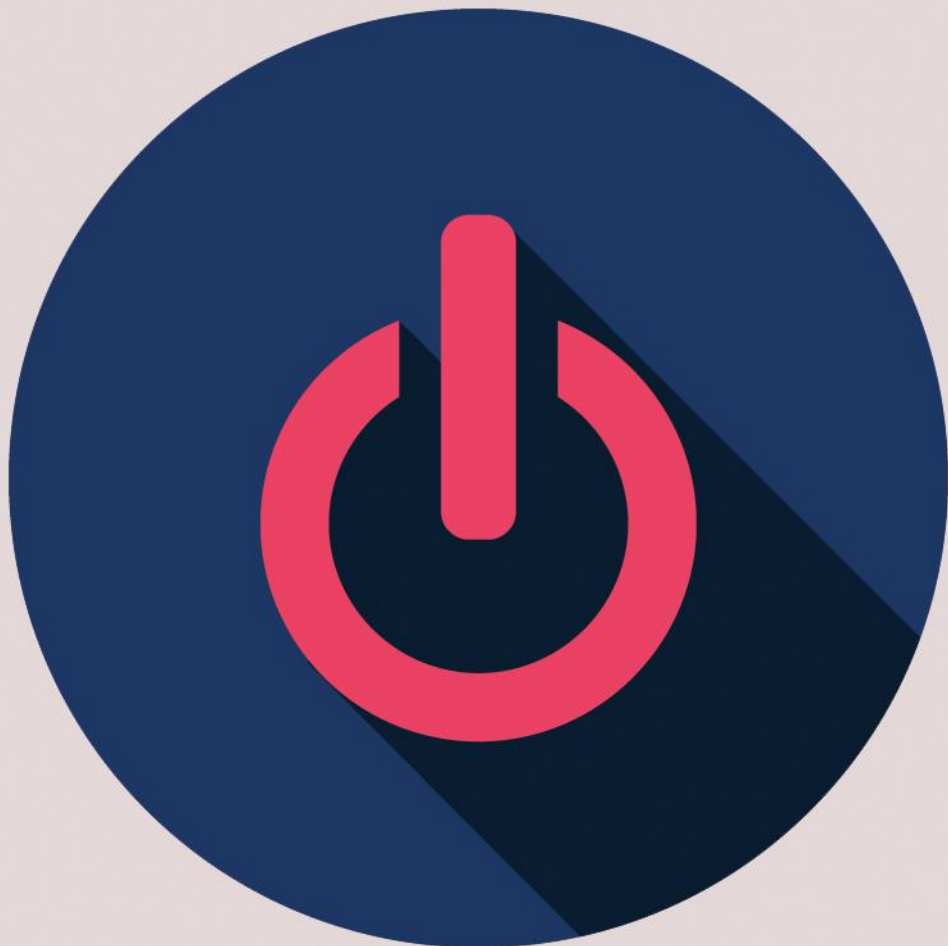


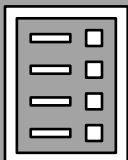
RESET PLAN

MARCH 2022

A Guide for Dealerships & Associates during the
Coronavirus (Covid-19) Pandemic



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Dear Associate,

In light of the Governments announcement of further reductions of Covid-19 restrictions, the Board has decided to re-evaluate the protocols measures currently set out in the Reset Plan.

Government guidance states that the pandemic is not over and it is still circulating at high levels. With waning immunity to infection, we should expect to continue to catch Covid-19. Although those repeat infections should be milder, the plan for living with Covid-19 should continue with a sensible, cautious approach.

After careful consideration, the Board has now agreed that the following control measures will be suspended from Tuesday 1st March.

- The use of vehicle cordoning kits in the showroom
- Showroom vehicles to be locked and re-sanitation of touch points
- The use of vehicle sanitising stickers
- Guests' temperatures to be taken on arrival at the dealership.
- Whilst we continue to recommend that Guests, Sub-contractor and Valeters wear a face mask, when at the dealership, it is a recommendation only.
- Enhanced vehicle preparation/vehicle recleaning process for Sales Associates, Technicians, Service Receptionist & Drivers.
- The use of seat & steering wheel covers, floor mats and gloves for movement of display Sales, Guests vehicles & for the delivery of Guests vehicles
- Vehicle demonstration-test drive and handover process.
- Associates and Guests being inside a vehicle at the same time.
- Showroom refreshment stations solely operated by associates.
- Use of NHS track and trace check-in Q.R. codes posters
- Continuing to make it safe to serve you POS material in showrooms
- The use of key bags, the sanitization of vehicle keys & keys being place in designated area when being handed over between Guest and Associate.
- Associates wiping down PDQ machine and workstations, after every transaction with Guests
- Driver's sanitising kits
- Sanitisation of shared items
- The use of sanitised plastic sleeves or punched pockets and gloves for the handover of documentation to Guests and sanitising pens between transactions with Guests
- Highlighting 2 metre social distancing areas in offices and meeting rooms
- Dealership secondary cleaning regime
- Wearing gloves when opening post, parcel/parts deliveries or during transactions with Guests.
- Designated key hand over areas
- Reset team meetings and reporting
- Daily Reset Plan checklist



February 2022 Reset Plan Amendments

We can confirm that the following measures will continue in conjunction with all other controls established in the latest version of the Reset Plan.

- The continued use of face masks for all associates in all Guest facing areas or where two-metre social distancing cannot be observed, i.e. for the safe completion of a test drive or when in meeting rooms.
- The need to follow Government Covid-19 self-isolation guidance or when registering a temperature over 37.8 C
- The continued requirement for temperatures taken of all Associates, Visitors, Sub-contractors & Valeters on a daily basis and weekly reporting.
- 2 metre social distancing in all areas of the dealership
- One-way systems and floor markings where possible.
- The use of sneeze screen to continue in all Guest facing area or where 2-metre social distancing cannot be observed, i.e., Parts back counters or offices.
- Lateral flow testing program and reporting.
- No handshake policy
- Use of sanitising stations
- Daily baseline dealership cleaning program
- Completion of twice daily toilet checklist

The company reserves the right to re-implement all controls established in the latest version of Reset Plan at any time, particularly if there is a significant change in Government guidance regarding their Covid-19 strategy. We also reserve the right to re-implement the full Reset Plan at a local level following a Covid-19 outbreak at a dealership.



Dear Associate,

This is the tenth publication of the Group's RESET Plan and I would like to take the opportunity to once again thank all those Associates who are complying on a consistent basis with the processes and procedures contained within this document.

With the Government guidelines regularly changing, we would ask that all Associates read this updated version of the RESET plan to make yourselves familiar with the areas that we have adjusted to cope with the current wave of COVID-19 paying particular attention to the section "Those with Covid-19 Symptoms" and the Antigen Lateral Flow Testing.

The Group's first priority is the safety and wellbeing of both you and our Guests/Customers and that you feel safe when at work or visiting one of our retailers.

While this information is not intended to be a 'one-size-fits-all' approach, we hope it provides practical, proportionate and sensible recommendations, based on guidelines from the Government and Public Health England & Scotland.

Whilst your safety and wellbeing is our number one priority, we must also acknowledge that it is a privilege to serve our guests. Please make sure that you do not forget the Group's key statement "**there is a Guest at the end of everything we do**".

We believe the RESET Plan should inspire confidence for our Guests/Customers who want to come to a Cambria dealership and transact with us.

Stay safe.



Mark Lavery
Chairman & Chief Executive Officer
Cambria Automobiles Ltd



Dealership RESET Plan – Response Team

Each Business will have a 'RESET PLAN Response Team' to ensure that the dealership provides for the well-being of our associates and guests. This team should include departmental managers who will meet weekly. Any meetings should practice 'social distancing'.

The following topics should be the key focus areas:

- Health & Safety considerations
- Associate information and training
- Avoiding and reducing risk of infection in dealership
 - Dealing with those with Covid-19 symptoms
 - Personal Hygiene
 - Respiratory Hygiene
 - Social Distancing
 - Facilities Cleaning
 - Personal Protective Equipment (PPE) and materials
 - All Associates wearing face coverings whilst dealing with Guests or other Associates
 - Ensuring that all safe working practices listed in the reset plan are being implemented
- The Head of Business must ensure that on an Associate's return or 1st day of work, they are fully acquainted with the policies and procedures set out in this document.
- Head of Business to ensure that all Associates confirm they have read and understood the latest version of the Reset plan on H.R. Access system, via H.R. policies and procedures section
- The Head of Business must ensure, when required by Government guidelines, that they have informed HR of any Associate classed as clinically extremely vulnerable.
- Head of Business to ensure that Associate follows guidance on shielding.
- The Head of Business must make sure, when required by Government guidelines, they have informed HR of any Associate classed as clinically vulnerable.
- Head of Business to ensure that Associate has been instructed to take extra care in observing social distancing.
- We strongly recommend that you minute your RESET Plan Response Team Meetings so you have a reference document each time you have your meeting to see if you are making progress.



Those with COVID-19 Symptoms

If you have any of the main symptoms of Coronavirus (Covid-19) you need to have a test as soon as possible. Ensure that you stay at home until you get the results.

Main Symptoms of Coronavirus are:

- **A high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- **A new continuous cough** - this means coughing a lot more than an hour or 3 continuous coughing episodes in the last 24 hours (if you usually have a cough, it may be worse than usual).
- **A loss or a change to your smell or taste** - this means you've noticed you cannot smell or taste anything or things smell or taste different to normal.
- Most people with Coronavirus have at least 1 of these symptoms.

What to do if you have these symptoms

- Get a test to check if you have Coronavirus as soon as possible
- Stay at home and do not have visitors until you get your test results – only leave your home to have a test.
- Any associate that develops symptoms overnight must contact their Head of Business prior to arriving at the dealership. The Head of Business will advise HR immediately and seek advice.

Coronavirus Test Results

There are 3 types of test results you can get:

- Negative
- Positive
- Unclear, void, borderline or inconclusive

Negative Test Results

You do not need to self-isolate if your test is negative



Positive Test Results

If your test is positive, you must self-isolate immediately

- Ensure that any Associate who has been in close contact with the infected Associate undertakes a lateral flow test. Head of Business and Nominated Associate must schedule and co-ordinate the lateral flow testing schedule.
See definition of a Close Contact - Page 12
- If multiple Associates test positive for Covid-19 in the same dealership, dependant on the movement of those Associates consideration should be given to closing the facility and a deep clean completed on the building.
- In the event of an Covid-19 outbreak at any dealership the Head of Business or Group Health and Safety Manager will act as the single point of contact (SPOC) for contacting local Public Health teams.
- When a case of Covid-19 is identified within a dealership, contact must be made immediately with Marcus Smith, Group Health & Safety Manager.

Unclear, void, borderline or inconclusive test result

An unclear, void, borderline or inconclusive result means it's not possible to say if you had coronavirus when the test was done. Therefore you must:

- Get another coronavirus test as soon as possible if this happens
- If you had a test because you had symptoms, you must keep self-isolating until you have another test and receive the results
- If you are unable to get another test and you have symptoms, you must self-isolate from when your symptoms started. If you do not have symptoms you do not need to self-isolate until you get the results of your 2nd test.

Unclear, void, borderline or inconclusive Lateral flow test result

- If you complete a lateral flow test and results were void, complete another test as soon as possible



Those with COVID-19 Symptoms

How long to self-isolate

How long you need to self-isolate depends on if you have Coronavirus (COVID-19)

- If you have symptoms and have not had a test, stay at home and get a test to check if you have coronavirus as soon as possible.
- If you have symptoms or tested positive, self-isolate for at least 5 full days and continue to follow the guidance until you have received 2 negative test results on consecutive days.

You must self-isolate if:

- You have symptoms of Coronavirus and you tested positive, had an unclear result or did not have a test.
- You tested positive but have not had any symptoms
- Stop-isolating after at least 5 full *days* or continue to follow the guidance until you have received 2 negative test results on consecutive days.

- Keep isolating if you have any of the following symptoms, only stop self-isolating when your symptoms have gone.
- A high temperature or feeling hot and shivery, a runny nose or sneezing, feelings of being sick or Diarrhoea.
- If you have Diarrhoea or you being sick, stay at home until 48 hours after they have stopped.
- Following your isolation period you can stop self-isolation if you have a cough or changes to you sense of smell or taste, as these can last for several weeks after the infection has gone.



Self-isolate if either:

- You get a text, email or call from the NHS Test and Trace telling you to self-isolate
- You get an alert for the NHS COVID-19 app telling you to self-isolate.

If you're told to self-isolate by NHS Test and Trace, or the NHS COVID-19 app - stay at home and follow NHS guidance or if you told to self-isolate by NHS Test and Trace or the NHS COVID-19 app:

- Do not leave your home for any reason.
- Do not have visitors in your home, including friends and family, except for essential care
- Try to avoid contact with anyone you live with as much as possible

Working from Home Arrangements

During any period of self-isolation, the company will consider whether it is possible for you to work from home. This will be reviewed on a case by case basis following authorisation by your Operational Director.



Covid-19 - If symptoms develop overnight

Associates must contact their Head of Business if they have developed COVID-19 symptoms overnight and not attend the Dealership. The Head of Business is to inform HR and the Group Health & Safety Manager. The Associate must book a Covid-19 test as soon as possible.

The Head of Business must inform their Operational Director of the situation

Covid-19 - If symptoms develop when in a Dealership

The Head of Business should inform HR and the Group Health and Safety Manager immediately if an Associate displays symptoms while at the dealership. Associate must leave the building immediately and book a Covid-19 test as soon as possible.

Head of Business must inform their Operational Director of situation. Ensure signs are visible in the dealership workplace reminding people not to enter the premises if they have COVID-19 symptoms.

If a Guest or Visitor shows symptoms of COVID-19, it is important that they are isolated to protect the other Associates and guests in the dealership.

Actions are as follows:

- Ensure that all associates have their body temperature taken at the start of the working day and that records are maintained
- Establish an area of the dealership that may be used for isolation
- Symptomatic guests should be asked to remain in the designated isolation area until they can be collected by a family member.
- Disinfect/clean all areas possibly contaminated by Associate or Guest.



COVID-19 – Definition of a Contact

- A contact is a person who has been close to someone who has tested positive for COVID-19 with a Polymerase Chain Reaction (PCR) Test.
- You can be a contact anytime from 2 days before the person who tested positive developed their symptoms, and up to 10 days after, as this is when they can pass the infection on to others.

A Contact can be:

- Anyone who lives in the same household as someone with COVID-19 symptoms or who has tested positive for COVID-19
- Anyone who has had any of the following types of contact with someone who has tested positive for COVID-19 with a PCR test
- Face-to-face contact including being coughed on or having a face-to-face conversation within one metre
- Been within one metre for one minute or longer without face-to-face contact
- Sexual contacts
- Been within 2 metres of someone for more than 15 minutes (either as a one-off contact, or added up together over one day).
- Travelled in the same vehicle or a plane
- An interaction through a Perspex (or equivalent) screen with someone who has tested positive for Covid-19 is not usually considered a contact, as long as there has been no other contact such as those listed above.
- If you are a contact of someone who has tested positive for Covid-19, you will be notified by NHS Test and Trace via text message, email or phone and should follow this guidance closely.



The Head of Business should ensure that all Associates are operating with **high** standards of personal hygiene and all Associates are responsible for reinforcing the message.

- Remind Associates that our '**No Handshake**' policy remains in place.
- All of our Associates should be encouraged to **wash their hands** on arrival at the business and regularly (approximately hourly) throughout the day with soap and water for at least 20 seconds (in all areas).
- Plan locations of hand sanitiser dispenser points e.g.
 - Guest host area
 - Throughout guest and showroom areas
 - Ensure adequate supplies of hand soap for all toilets, canteen areas, break rooms/areas and changing rooms.
 - Service Reception
 - Parts department
 - Meeting rooms
- Display posters promoting hand-washing.
- Ensure adequate supply of surface sanitiser is held locally for all workstations, tables, meeting rooms, offices, canteens etc.
- Before and after every interaction with guests, any workstation (inc PDQ machines) should be wiped down by the Associate with surface sanitiser.
- Shared workstations will be minimised, but where they remain the workstation, keyboard, mouse, tablet/iPad etc. should be cleaned between user sessions.
- Disposable gloves should be made available to anyone who wishes to wear them.
- Associates that wear re-useable face masks and disposable gloves should be reminded:
 - Not to touch their face or any other exposed areas of their body whilst wearing them.
 - To wash hands before and after use.
 - To change their gloves when heavily soiled or damaged/torn.
 - To wash their mask on a daily basis
 - Remove gloves safely (see **APPENDIX 1** for good practice).
 - Face mask wearing guidance (see **APPENDIX 2** for good practice)



Respiratory Hygiene

The Head of Business should ensure that the business is operating with high standards of respiratory hygiene and all associates are responsible for reinforcing this message on an ongoing basis.

All Associates should be reminded to practice good **Respiratory Hygiene** in the workplace.

- Re-useable face masks will be available to associates.
- All associates must wear a face mask at all times when in a retail environment, i.e. showroom, service reception, parts front counter and reception areas
- All associates must wear a mask when interacting with a guest or fellow associate when 2 metre social distancing is not possible in any other part of the dealership
- Disposable face masks will be available for guests and visitors.
- Guest and sub-contractors must wear a face mask when inside the dealership
- Visitors must wear a face mask when in showroom, service reception or parts front counter areas of the dealership.
- All Visitors must wear a mask when interacting with an associate when 2-metre social distancing is not possible in any other part of the dealership

PLEASE NOTE: Associates that ordinarily use **specific** masks/respirators to undertake job activities (e.g. bodyshop/cosmetic repair - sanding and grinding activities) must continue to do so as per Cambria minimum requirements.



Social Distancing

The Head of Business should ensure that **Social Distancing** guidelines for Associates and Guests are clearly displayed and that they are being enforced.

Guests and Associates need to maintain a **2-metre distance** between one another and avoid gathering in groups.

Ensure that guests are reminded that if they are accompanied by children that they are responsible for supervising them at all times and children and should follow the 2-metre social distancing guidelines.

Dependent upon the physical characteristics of dealership, this may involve some of the following actions:

Guest Facing Areas

- Guest entrance (pinch point)
 - One-way system were possible – reduce the flow of guests through the front door
 - Ensure entrance is clear from obstruction e.g. parked cars
 - Business only deliveries to work – no private deliveries
 - Wherever possible, deliveries to be directed to alternative point – avoid guest areas e.g. send direct to parts department.
 - Guest signposting in showroom areas
 - Directional, and
 - Highlighting 2-metre social distance points.

- Guest Host Location
 - Must have protective screens.
 - Host or nominated Associate to ensure body temperature is taken and recorded for guests and visitors
 - Host or nominated Associate to ensure that guest, visitors and sub-contractors details are recorded either via NHS COVID-19 app and Q.R. posters or logged manually using updated body temperature record form.
 - Supply of disposal masks and gloves for guests if needed.



- **Guest Waiting Area**

- Tables/chairs should be placed 2-metres apart
- Ensure that newspapers, magazines & brochures are not available in guest waiting area.
- Directional guest signposting – for guests from entrance to exit where possible
- Ensure showroom refreshment station facilities are only operated by Associates, who must be wearing gloves. Any machinery that has been used must be wiped down after each use.

- **Sales/Showroom**

- All guests, associates, visitors and sub-contractors must wear a mask when visiting or working in showroom, service reception or parts front counter locations
- Install protective screens on guest facing workstations.
- Reduce quantity of cars in showroom to ease congestion.
- Keep cars (new and used, inside and outside) locked once sanitised and on display.
- Ensure associates and guests wear gloves when viewing a car and handling keys.
- At no point should any Associate and Guest be inside the vehicle at the same time..
- After each viewing remove 'Sanitised' sticker and re-lock.
- Sales Associate to sanitise (major touch points only e.g. keys, door handles, steering wheel, gear control, parking brake, column stalks) and re-apply sanitised sticker
- Traditional test-drives and handovers would inevitably and unavoidably breach the 2-metre distancing guidelines. New procedures for these have been developed - **see Vehicle Demonstration and Test-Drive section.**



- **Service/After Sales Reception**

- Install protective screens on guest facing workstations.
- Nominated associate to ensure body temperature is taken and recorded for guests and visitors with mobile numbers & addresses
- Ensure that guest, visitor and sub-contractors details are recorded either via NHS COVID-19 app and Q.R. posters or logged manually using updated body temperature record form.
- Make specific appointment times to space out visits
- Scientific advice suggests that as little contact as possible by as few Associates as possible with Guests and other vehicles
- Manage/minimise the use of loan vehicles.
- Encourage de-cluttering of Guest vehicles (and key rings), including the removal of any used face masks from vehicle.
- Discourage waiting Guests (given reduced lounge capacity).
- Where collection and delivery is undertaken. **See guidance in Service Collection and Delivery section.**

- **Associate Work Areas**

Workshop/Bodyshop

- Consider leaving external doors open to promote good ventilation
- If an Associates cannot maintain the 2-metre distancing guidelines, they must wear a face mask and disposable gloves.
- Workshop/Bodyshop Associates to plan work to maintain 2-metre distance from other associates.
- Technicians should use their own tools wherever possible.
- Special/diagnostic/shared equipment should be disinfected between each use.
- On occasions, it may be essential for two associates to work closely together to carry out a task. In these situations, masks and gloves must be worn



- **Parts**

- Have a strategy to receive deliveries, ensuring that 2-metre social distancing guidelines can be met.
- Nominated Associate to ensure body temperature is taken and recorded for guests and visitors
- Where possible eliminate shared workstations/phones. Ensure all workstations including shared items are sanitised between each use.
- Develop teams/specific tasks to plan responsibilities to maintain 2-metre distance from associates wherever possible.
- Ensure that the 2-metre distance rule is adopted at the service parts counter.
- Encourage online ordering/delivery.
- Ensure 2-metre Social distancing at retail & back counters ensure that sneeze shield is in use on all occasions
- See face mask use requirements - [see Page 14](#)

- **Offices**

- Use alternate computer workstations if desks are less than 2-metre wide.
- Clean shared workstations before and after use with surface sanitiser.
- Ensure that offices have space for 2-metre social distancing guidelines, if not possible, alternative workstation to be used.
- Ensure that 2-metre area has been highlighted with hazard tape.
- All equipment must be sanitised on a regular basis - this includes computers, printers, laptops, telephones, keyboards etc.
- See face mask use requirements - [see Page14](#)

- **Meeting rooms**

- Meetings should be kept to an absolute minimum and should always follow 2-metre social distancing guidelines.
- The capacity of each meeting room should be clearly displayed on the entrance door.
- Ensure that hand sanitiser has been provided in all meeting rooms.
- Ensure that in regularly used meeting rooms that 2 metre social distancing areas have been highlighted with floor markings



- **Valeting**
 - See guidance in Sub-contractors and Valeters section
- **Toilets**
 - Consider how to manage usage and maintain distancing.
 - Cleaning schedule must be displayed and kept up to date (**see Appendix 3**)
- **Canteens/Break Rooms**
 - The capacity of each canteen or rest area should be clearly identified (reflecting 2-metre distancing guidelines) at the entry to each facility, and where available alternative facilities (e.g. meeting rooms or vacant unused areas) to be provided.
 - Encourage associates to bring their own food stay on site and avoid using local shops/food delivery services
 - Control the numbers using each facility.
 - Use outside areas where available/weather permitting.
- **Changing Rooms**
 - Based on the size of each facility, determine how many people can use it at any one time to maintain a 2-metre distance.
 - Consider staggered arrival times to limit congestion or queuing in changing rooms and toilet areas.
- **General**
 - Stagger break times to limit numbers congregating (paying particular attention to smoking areas).
 - Encourage digital/ conference call meetings.



The Head of Business should develop a strategy to deal with

CLEANING & HOUSE-KEEPING of facilities.

Daily Cleaning

In relation to our facilities, it is suggested that a cleaning regime is continued as before whereby, between each working day, the buildings and their contents are cleaned to a '**baseline**' level.

'Cleaning' products are typically soap/mild detergent based and are generally intended to reduce the number of bacteria on a surface and we should continue using those products typically used in each area of the business.

This will typically involve wiping/vacuuming flat surfaces to maintain a general level of cleanliness to showrooms, workstations, toilets, changing rooms etc. It also includes general workshop/bodyshop/valet areas including toolboxes, floors, tools, equipment etc.



Secondary Cleaning

Establish a regime to undertake a secondary clean throughout the facilities at least once a day.

This is to ensure the hygiene of certain 'high-touch' surfaces in common areas and shared spaces. This programme should be carried out with a 'sanitising' product on those surfaces (as opposed to 'cleaning' products). Areas to focus on include:

- Handrails
- Door handles/push plates
- Light switches
- Toilet facilities - cleaning schedule must be displayed and must be kept up to date (**see Appendix 3**)
 - Toilets/urinals Taps
 - Sinks
 - Paper dispensers
 - Hand dryers
 - Door locks/sliders
- Kitchens/break rooms
 - Fridge/dishwasher/microwave handles
 - Table-tops
 - Countertops
 - Chairs
 - Kettles/water dispensers
 - Vending machines
- Entrances/waiting areas
- Exterior door furniture
- Reception desks/counters
- Guest hospitality area including all refreshment station facilities.
- Guest lounge furniture (e.g. chair arms/table surfaces)
- Desk phones
- Printers/copiers/fax machines



NB This is not intended to be an exhaustive list.

Vehicle Re-Cleaning

Every vehicle for sale/demonstration must have a 'vehicle sanitisation sticker' confirming sanitisation. This must be removed when a vehicle is viewed, or test driven indicating that it is awaiting the necessary re-cleaning regime before it can be viewed/used again.

Associates must carry out a re-sanitisation of the major touch points e.g. keys, door handles, steering wheel, gear control, parking brake, column stalks, and reapply sanitised sticker.

NB1- the above list is not exhaustive list

NB2 - most disinfectant products can clean a vehicle interior without damage, but some alcohol cleaners may damage leather, some of bleach-based products may damage upholstery and some ammonia-based products may damage windscreens.



Personal Protective Equipment (PPE) & Materials

The Head of Business should ensure all necessary supplies of PPE are available to protect Associates and Guests.

Supplies of PPE and sanitisers will be co-ordinated through regional hubs to manage resources and coordinate any orders that need to be placed.

The following provide guidance as to when a re-order should be considered:

PPE

Disposable gloves,	30 days' supply
Re-useable masks	30 days' supply

Materials

Hand Sanitizer (MINIMUM 60% alcohol content)	30 days' supply
Surface Sanitiser	30 days' supply
Perspex Protection Screens	as required
Floor Signage – footprints/distance	as required
Window Signage	as required
Steering Wheel & Seat Covers and Floor Mats	30 days' supply
'This vehicle has been SANITISED tickers	As required
Small plastic bags for sanitised car keys	30 days' supply
A4 plastic sleeves for documents	as required
Infrared Thermometer	2 at most dealerships.
Lateral Flow Testing Kits	30 days' supply



Associate Policy for Working Safely at the Dealership

1. **Action required** if Covid-19 symptoms developed over night – see Page
2. **Action required** if Covid-19 symptoms developed while at dealership – see Page 7
3. Procedure for the wearing of re-useable face masks in dealerships – see Page -14
1. Associate to wash their hands with soap and water for at least 20 seconds as soon as they arrive at the Dealership.
2. Associates may wear face masks at all times in the dealership at any time.
3. Associate to have their body temperature taken at start of every working day by designated person.
4. Associate to wash their hands on an hourly basis with soap and water.
5. Ensure that all areas of the dealership are organised to observe the 2-metre social distancing at all times.
6. Do not be afraid to highlight 2m distance protocol or highlight if anyone is not following PPE protocols
7. Associate to ensure that workstation is cleaned with surface sanitising product before they start work, and regularly wiped down during the working day.
8. The use of portable air circulation and heating devices must be authorised by the Head of Business.
9. Associates should not share any equipment, i.e. pens, calculators, telephones. If this is not possible, ensure that any shared equipment is sanitised after every use.
10. Associates to ensure that where possible documentation is sent electronically.
11. Associates to ensure that they are wearing gloves when opening daily post and parcel deliveries and immediately wash their hands with soap and water for at least 20 seconds afterwards.
12. Associates to ensure that after using any communal area, area is sanitised after use.
13. Associates to ensure that cups, mugs and eating utensils are thoroughly cleaned. You must clean up after yourself.
14. Other than internal fire doors, where possible ensure internal doors are left open to avoid unnecessary contact.
15. Associates to wash their hands with soap and water for at least 20 seconds before leaving dealership at end of the working day.
16. Nominated Associate to complete the Visitors Book for any sub-contractors and visitors when entering or leaving the building
17. Nominated Associate to ensure that 2-metre social distancing is implemented at all time at main entrance and reception area.
18. Reception/Sales Associates/Parts Front Counter/Service Advisors need to wear mask at all times when in the showroom or retail area.
19. Offer all Guests gloves and mask if they do not have their own.
20. Ensure that brochures, magazines have been removed from guest waiting area.



Additional Actions to be completed for Sales Departments

1. Sales Associate to ensure that they are wearing gloves and face mask when driving a new vehicle into showroom for display purposes.
2. Sales Associate to ensure that all showroom display vehicles are fitted with disposable seat cover and disposable floor mat fitted while being manoeuvred into correct position.
3. Once in correct position, Sales Associate to remove disposal seat covers and floor mat and dispose.
4. Sales Associate to ensure that vehicle is locked as soon as manoeuvre is completed.
5. Sales Associate to ensure that new vehicle is cordoned off in-line with company procedures.
6. Sales Associate to ensure that vehicle sanitised sticker has been applied.
7. Sales Associate to sanitise keys and place into clear bag or envelope.
8. Sales Associate to ensure that vehicle keys are stored safely and correctly as per company procedure.
9. Sales Associates to ensure that all vehicle touch points have been sanitised after any guest interaction.
10. Sales Associate to ensure that vehicle sanitised sticker has been applied once re-sanitisation process has been completed.
11. Sales Associates to ensure that the sales negotiation processes is completed at the Sales Associates desk.
12. Where a part-exchange valuation is required, keys must be placed in designated area.
13. Sales Associates must be wearing gloves and mask and sanitise the keys before proceeding to the vehicle.
14. Before the part-exchange appraisal commences Sales Associate must sanitise all touch points on vehicle.
15. Following the part-exchange valuation, Sales Associate to re-sanitise the key and place in the designated area.
16. Sales Associates desk to be sanitised once transaction is completed.
17. Credit Card machine to be sanitised after every use.
18. Product Genius to follow above relevant processes when photographing vehicles

Additional Actions to be Completed for Aftersales Departments

1. All front of house Aftersales associates to ensure that any interaction with guest is completed wearing a face mask and with the perspex shield in place.
2. All front of house Aftersales associates to wear gloves at counter/desk when dealing with parts, documentation or payment during transaction.
3. Guest to place their key in designated area.
4. Service Advisors to ensure that all vehicle touch points have been sanitised after any guest interaction.
5. Service Advisors to ensure key is sanitised and placed in designated area.
6. Credit Card machine to be santised after every use.



Walk-in Guests and Visitors

1. All Walk-In Guests and Visitors must be made aware of the following:-
 - They will be required to wear a face mask when entering the building
 - That we are operating a one-way system (where relevant). *This will exclude our HLS businesses as these businesses will be quieter than our Volume and Premium businesses.*
 - That the 2-metre social distancing is being observed.
2. All Walk-in Guests or Visitors to report to the Showroom Host/Reception area at the dealership on arrival.
3. Nominated Associate must have mask and gloves available at all times and be behind the perspex screen.
4. Nominated Associate to ensure 2-metre social distancing is observed at all times.
5. Nominated Associate to complete the signing-in book on behalf of all Visitors.
6. Request that we are allowed to take their body temperature.
7. Advise Guests and Visitors that the dealership is part of the NHS Covid-19 Track and Trace programme, they will need to either scan the Q.R. code via the venue check in option on their smart phone or have their details taken manually including address and contact telephone number via the updated body temperature check sheet.
8. Invite them to sanitise their hands
9. Thank them for their patience and for listening.
10. After ascertaining their requirements, please ask them to wait to be directed to the relevant Associate or waiting area.
11. Nominated Associate to ensure the number of people in any area is kept to a minimum and observe the 2-metre social distancing rule.
12. Ensure the one-way system is followed when leaving the dealership.



Vehicle Demonstration & Test Drive

1. Sales Associate to ensure that they have had their body temperature taken at start of every working day.
2. Sales Associates to wear a face mask when working in the showroom area.
3. Appointments are to be made for test drives and the Sales Associate must call the guest to confirm date and time of their appointment.
4. Sales Associate to confirm if the Guest/ has Covid-19 symptoms (high temperature, new continuous cough or loss or change to their sense of taste or smell) or are self-isolating. If **YES**, the demonstration of vehicle must be delayed until the self-isolation period has been completed.
5. Advise the Guest that they will be asked to have their temperature taken using a forehead infrared thermometer as they enter the premises.
6. Advise Guest that the dealership is part of the NHS Covid-19 Track and Trace programme, they will need to either scan the Q.R. code via the venue check in option on their smart phone or have their details taken manually including address and contact telephone number via the updated body temperature check sheet.
7. Advise Guest that we are operating a one-way system (where applicable)
8. General Manager or Sales Manager to authorise that the demonstration can proceed.
9. Sales Associate to ensure that 'Enhanced Vehicle Preparation Process' has taken place, including the sanitising of:

Steering Wheel	Dashboard
Handbrake / Park Button	Indicator stalks
All Instruments	Seat Belts
Electric Seat Buttons / Mirror Buttons	Seats including headrest
Interior & Exterior Handles	Keys

10. Ensure vehicle is fitted with a disposable seat cover and disposable floor mat.
11. Ensure Guest's driving licence check is completed before demo takes place.
12. Ensure the 2-metre social distancing guidelines are followed at all times.
13. Sales Associate to ensure that they are wearing gloves and face mask.
14. Guest to ensure that they are wearing gloves and face mask.
15. Ensure that documentation to be completed, is held in a plastic wallet or envelope. When completed sanitise the pen.
16. Sales Associate to complete verbal explanation of vehicle controls.
17. Once demonstration is complete, Sales Associate to sanitise steering wheel, keys, all touch points on vehicle and re-apply vehicle sanitised sticker.
18. At end of demonstration process, Sales Associate to remove and dispose of all disposal items safely and immediately wash their hands with soap and water for at least 20 seconds.

Additional Action to be completed for Dealership based demonstrations

- Upon arrival, Sales Associate to invite Guest to sanitise their hands.

**No off-site demonstrations should take place from a
Guests house during COVID-19**



New and Used Vehicle Handover

Checks to be completed at Dealership Prior to Handover

1. Sales Associate to make contact with the Guest the day before delivery to confirm and advise the following:-
 - forward to the guest a video highlighting the delivery process in the agreed format.
 - agree a specific appointment time.
 - ensure that where possible documentation has been completed electronically prior to delivery.
 - confirm with the guest what remaining documentation is to be completed.
 - reminder that where a part exchange is involved; all personnel belongings must be removed from the vehicle.
 - confirm if guest has Covid-19 symptoms (high temperature, new continuous cough or loss or change to their sense of taste or smell) or are self-isolating If **YES**, the handover of their vehicle must be delayed until the self-isolation period has been completed.
 - advise the Guest that they will be asked to have their temperature taken using a forehead infrared thermometer as they enter the premises and must wear a face mask when entering the dealership.
 - Advise Guests and Visitors that the dealership is part of the NHS Covid-19 Track and Trace programme, they will need to either scan the Q.R. code via the venue check in option on their smart phone or have their details taken manually including address and contact telephone number via the updated body temperature check sheet.
 - advise the Guest that we are operating are operating a one-way system (where possible)
 - advise the Guest that we are observing the 2-metre social distancing guidelines at all times during the handover process.



1. Sales Associate to ensure that vehicle has been correctly cleaned and sanitised, incorporating the enhanced vehicle preparation process which includes:

Steering Wheel	Dashboard
Handbrake / Park Button	Indicator stalks
All Instruments	Seat Belts
Electric Seat Buttons / Mirror Buttons	Seats including headrest
Interior & Exterior Handles	Keys

2. Invite Guest to sanitise their hands.
3. Ensure that the 2-metre social distancing rules are being observed, Sales Associate to complete verbal handover of vehicle.
4. Sales Associate to remind Guest that they will be wearing gloves and face mask and that handover, documentation will be completed at their desk.
5. During handover and while Guest is observing, Sales Associate to sanitise steering wheel, keys and all touch points on vehicle with a suitable strength product.
6. Sales Associate to ensure that they are wearing a mask at all times during handover process.
7. Where documentation cannot be completed electronically, ensure that the pen is sanitised before and after use



Additional Procedures to Adopt for Click, Collect and Drive Handover periods

Remember, with our showrooms closed, all vehicle handovers must be completed away from the showroom.

1. Prepare and re-sanitise the vehicle, park it in the Collection Zone and apply vehicle sanitiser sticker.
2. Allow a minimum of 90 minutes between delivery slots to allow for delays and re-sanitising and preparation.
3. Prior to delivery, confirm with Guest that upon arrival at dealership at pre-appointed time that they must call Sales Associate to confirm they have arrived. Sales Associate to confirm that they will check part exchange to complete valuation on arrival if applicable.
4. Upon Guest arrival, direct the Guest where to park their vehicle and to take all belongings with them to the Click, Collect and Drive 'Hand Over' area.
5. From a safe minimum 2m distance greet the Guest and direct them to the desk with the documents contained in a plastic sanitised sleeve and sanitised vehicle keys in a grip lock bag or envelope.
6. Confirm they are happy with the car and ask them to vacate the collection area.
7. Ask the Guest to break the sanitised seal and enter the car alone. From a safe minimum 2m distance talk then through the controls and collection information.
8. From a safe minimum 2m distance direct the Guest to inspect the exterior of the car.
9. Explain to the Guest any documents and obtain any outstanding signatures that still require completion

Once the Vehicle Handover has been completed

- Sales Associate to ensure that between each Guest interaction, the sales desk is cleaned with a surface sanitiser product.

Part Exchange Vehicles

- Sales Associate to carry out a full part exchange appraisal following full sanitation of keys, steering wheel and all relative touch points of vehicle, while wearing face mask and gloves
- Once part exchange appraisal has been completed, Sales Associate to dispose of gloves and immediately wash their hands with soap and water for at least 20 seconds.



Working Safely in Service Department

1. All Associates have had their body temperature measured at start of every working day.
2. All Associates to observe 2-metre social distancing guidelines at all times in workshop location. It is the Associates responsibility to follow this PPE guidelines.
3. Procedure for the wearing of re-useable face masks in dealerships – [see Page 14](#)
4. Ensure that Guests do not enter the workshop
5. Service Manager to ensure that all Workshop Associates have been issued with the following at the start of the working day.
 - disinfectant spray and wipes
 - nitrile gloves
 - disposable seat covers, steering wheel covers and disposable mats
 - adequate supply of plastic bags or envelopes for car key.
6. Service Manager to ensure that where fabric work wear is worn in workshop, that it is changed or laundered on a daily basis.
7. Ensure that technicians wear gloves at all times to prevent virus entering through cuts or abrasions.
8. All technicians must wear a face mask when working inside a Guest's car.
9. Any keys presented to a workshop operative must be in a clear key/plastic bag or envelope.
10. All technicians must ensure that when starting a new job that keys are sanitised immediately.
11. Ensure that before entering a guest's vehicle that all technicians place a protective seat cover on the drivers seat and are wearing gloves and face mask on all occasions.
12. Place a protective seat cover on the drivers seat when entering the vehicle.
13. Ensure that technician works alone and keeps sole use of ramp.
14. Ensure that at the end of the working or before a different technician uses work bay disinfect all surfaces with cleaning products normally used in the area.
15. Ensure that all diagnosis machines, screens and keyboards are immediately sanitised after use.
16. Ensure that any specialist/shared or bay specific tooling and USB sticks are sanitised after use.
17. Ensure all technicians remove all vehicle interior protection covers and dispose of correctly.
18. All technicians and workshop controller to continue to wash their hands using soap and water for 20 seconds as regularly as possible, but at least every hour.



Apprentices

Apprentices

Where it is not possible to follow the social distancing guidelines in full in relation to a particular activity (but that activity needs to continue) you should take all mitigating actions possible to reduce the risk of transmission.

- **Apprentices/mentors**

- Minimise the frequency and time spent within 2-metres of each other
- Procedure for the wearing of re-useable face masks in dealerships - [see Page 14](#)
- Work side by side or facing away from each other (rather than face to face)
- Apprentice should only work with one mentor (do not change workers within the team)
- Whenever the 2-metre guideline is not met, Associates should wear re-useable face masks.
- Regularly wash hands and sanitise.



Associate Policy for Completing Antigen Lateral Flow Testing

- The Head of Business is to ensure that all Core Associates are offered an Antigen Lateral Flow Test every 10 days .
- Ensure that testing area at the dealership has been organised in a non-guest facing area and set-up to ensure that 2 metre social distancing can be observed at all times.
- Where necessary, Head of Business and Nominated Observing Associate to ensure testing is spread out over a 2-3 day period to reduce potential business disruption.
- Head of Business and Nominated Observing Associate to ensure that testing area has been fully sanitised before testing begins.
- Ensure that a Perspex sneeze screen is in place, sanitised and placed between Nominated Observing Associate and Associate to be tested before testing procedure commences
- Nominated Observing Associate and Associate to be tested must wear a facemask and gloves whilst in testing area. Associate to be tested to remove mask when testing procedure is to commence
- Nominated Observing Associate and Associate to be tested must wash their hands with soap and hot water for at least 20 seconds before testing commences
- Nominated Observing Associate to ensure that the testing kit is in date and has a factory issued inspection certificate.
- Nominated Observing Associate to ensure that an 1 x extraction tube, extraction solution, 1 x nasal swab, 1 x extraction tube nozzle and an Antigen Test Cartridge has been made available prior to each test.
- Nominated Observing Associate to ensure that a timing device is available before testing commences.
- Ensure that antigen test cartridge is at room temperature before testing begins



Taking the Test

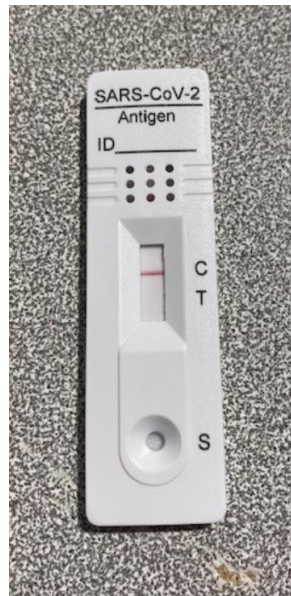
Observing Associate to explain that the Associate will need to insert the nasal swab to the back of their left nostril (as far back as it goes) and rotate 3 / 4 times. The swab will feel uncomfortable, will possibly make their eyes water but should not hurt.

- Immediately before the test starts, if the testing tube is not pre-filled with testing solution place 8 drops of the buffer solution into the plastic tube. Place the plastic tube into the Tube Stand.
- Associate to tilt back their head, remove their mask and insert the nasal swab into their left nostril, passing it to the back of their nasal pharynx and rotating the swab 3 / 4 times
- Place the swab into the plastic tube with the solution, rotate 3 / 5 times to soak up as much of the solution as possible and set the timer for 1 minute.
- After 1 minute, pinch the tube to remove as much of the solution as possible from the swab and place nozzle onto the tube.
- Ensure swab is disposed of in a medical waste bag.
- Gently squeeze three to five drops of the test sample into the Antigen Test Cartridge – section marked “S
- Set the timer to 15 minutes and ensure that the result is read at the correct time.
- The Antigen Kit can show a positive test result in as little as two minutes. The test will not have malfunctioned and is valid.



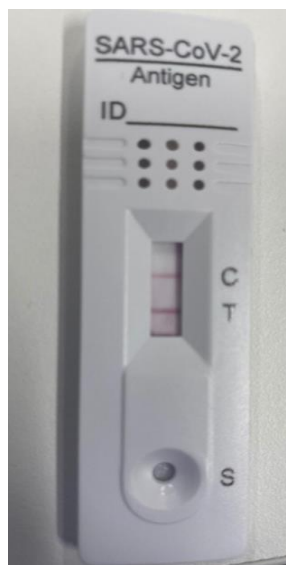
Reading the Results of the Antigen Lateral Flow Test

- the antigen test cartridge shows the letters 'C' and 'T'.
- 'C' indicates the Control Zone and 'T' indicates the Test Zone.
- To ensure that all tests are valid a band marking must appear in the 'C' zone.
- If a band marking does not appear in the 'C' zone, the test is invalid and test should be repeated.
- If after 15 minutes there is a band marking in the 'C' zone and no band marking in the 'T' zone, the test has provided a negative result. See Diagram



Negative Test 😊

- If after 15 minutes there is a band marking in the 'C' zone and the 'T' zone, the test has provided a positive result. Any marking band in the 'T' zone however faint means a positive test result has been obtained.



Positive Test ☹️



- Observing Associate must ensure that all test cartridge results are read after 15 minutes, if test results are read after 20 minutes the results will be invalid and the test must be repeated.
- In the event of a positive test result, Observing Associate and Associate must inform their Head of Business and tested Associate must leave the dealership and book a Covid-19 test via <https://www.gov.uk/get-coronavirus-test>
- Observing Associate to ensure that after the conclusion of each test that all used medical testing kits are disposed of in medical waste equipment bin.
- Observing Associate to ensure that after the conclusion of each Associate's test that all PPE used by both Observing Associate and Associate is disposed of in the PPE waste equipment bin.
- Both associates to wash their hands with soap and hot water for at least 20 seconds after each test.
- Observing Associate to ensure that after each testing session, the Covid-19 Rapid Antigen Testing Confirmation Sheet 9022 is completed and sent to Group Health and Safety Manager within 48 hours



Prior to Guest Arrival at Dealership

Ensure that all designated Guest parking bays have sufficient space to ensure 2-metre social distancing guidelines can be applied, where possible.

Arrival Preparation

1. Manager and all Service Advisors to ensure:
 - that they have had their body temperature measured at start of every working day.
 - ensure that a face mask is worn in all Guest facing areas
2. Service Advisor to confirm with Guest:
 - Appointment time – fixed time/date. If a Guest arrives early, please advise them to wait in their vehicle until the appropriate time.
 - If Guest has Covid-19 symptoms (high temperature, new continuous cough or loss or change to their sense of taste or smell). or are self-isolating. If yes, the vehicle service must be delayed until the self-isolation period is completed.
 - Identified parking area to leave vehicle in
 - Process on site when they arrive – one-way system in operation where applicable
 - 2-metre social distancing at all times.
 - Non-cash transaction emphasised if possible.
 - Advise Guest to remove all belongings from the vehicle including any used face masks.
 - Advise Guest that we will be taking their body temperature with an infrared forehead thermometer.
 - Advise Guest that the dealership is part of the NHS Covid-19 Track and Trace programme, they will need to either scan the Q.R. code via the venue check in option on their smart phone or have their details taken manually including address and contact telephone number via the updated body temperature check sheet.
 - Advise Guest that they will be required to wear a face mask when entering the dealership
3. Service Advisor to ensure that desk area is regularly sanitised including card payment machine
4. Ensure desk is fitted with Perspex shield before any Guest facing transaction takes place
5. If Guest has asked for a replacement, loan or hire vehicle, Service Advisor must ensure that vehicle has been cleaned and the following has been sanitized with a suitable strength product:

Steering Wheel	Dashboard
Handbrake / Park Button	Indicator stalks
All Instruments	Seat Belts
Electric Seat Buttons / Mirror Buttons	Seats including headrest
Interior & Exterior Handles	Keys



Guest Arrival

1. Body temperature to be taken of Guest
2. Associate to be wearing a mask
3. Service Advisor to ensure that Guest's details have been taken either via the NHS Covid-19 Track and Trace programme, by scanning the Q.R. code via the venue check in option on their smart phone or have their details taken manually including address and contact telephone number via the updated body temperature check sheet.
4. Service Advisor to invite Guest to sanitise their hands.
5. Guest to place their key in a designated area.
6. Service Advisor to sanitise keys and place into clear bag or envelope.
7. If any documentation needs to be completed and signed by the Guest, this must be completed at the desk with perspex shield in place. Associate to remain behind the perspex shield at all times to protect both the Associate and Guest. If Guests is required to sign documentation including replacement, loan or hire vehicle documents, ensure the pen is sanitised.
8. Service Advisor to ensure that Guest's vehicle steering wheel, gear-lever, light/wiper switches and any other vehicle controls they may have used are now wiped down with suitable sanitising product.
9. Service Advisor must ensure they are wearing face mask and gloves before entering a vehicle.
10. Service Advisor to ensure that vehicle's climate control has been turned off to restrict air movement within vehicle.
11. Service Advisor to ensure that between Guest interaction reception desk and Perspex screen is cleaned with surface sanitiser product.

Guest Collection of Vehicle

1. Prior to Guests return, Service Advisor to sanitise key and place in plastic bag or envelope.
2. Ensure all Service Advisors wear gloves at desk when dealing with documentation, keys or payment during Guest transaction.
3. Guest to return at agreed time. If the Guest is early, to wait outside the dealership until the appointed time.
4. Body temperature to be taken again (if they left the premises)
5. Upon arrival, Service Advisor to invite Guest to sanitise their hands.
6. Wherever possible, ensure a paperless handover can be completed, with all documentation emailed to Guest.
7. Guest to pay via card machine/ online/ bank transfer. Ensure payment machine has been sanitised once transaction is completed.
8. If any documentation needs to be completed and signed by the guest, this must be completed at the desk with Perspex shield in place.
9. Service Advisor to ensure that Guest keys are placed designated area so that they can be to retrieved while maintaining social distancing. Where a replacement/loan vehicle has been requested Service Advisor to ensure that vehicle keys are retrieved from designated area, sanitised are placed in a plastic bag or envelope.
10. Guest to be shown to vehicle, ensuring that 2 metre social distancing guidance is in place at all times.
11. Ensure that Guest open the vehicle themselves and drives vehicle out of collection area.
12. Service Advisor to ensure that any replacement, loan or hire vehicle has immediate clean.



Guest Collection Process (pre-journey at Dealership)

On a limited basis, primarily for the High Luxury Segment Division we have agreed that it is appropriate to offer a limited Collection and Delivery service.

This must be done in line with our COVID secure technicians protocols with the use of PPE and sanitisation of the vehicle before, during and post delivery to the Guests location.

1. Driver to ensure that they have had their body temperature taken at start of every day.
2. Service advisor to confirm if Guest has Covid-19 symptoms (high temperature, new continuous cough or loss or change to their sense of taste or smell) or are self-isolating. If **YES**, the collection of vehicle must be delayed until the self-isolation period is completed.
3. Service Advisor to confirm collection time with Guest and advise that the Driver has limited time. Make the guest aware that we are working with a reduced Associate level and to be patient if the driver is delayed whilst arranging to collect their vehicle.
4. Service Advisor to advise Guests that all personnel belongings including any used face masks–must be removed from the vehicle. Where possible, advise Guest that the vehicle should have had no physical contact for 3 hours prior to arrival of the driver.
5. Driver to have the following for each collection
 - Sanitiser
 - Sanitising Wipes *
 - 2 x disposable pens *
 - Gloves *
 - Mask *
 - Seat Cover *
 - Steering Wheel Cover *
 - Plastic bag for key *
 - Disposable Floor Mat
 - Refuse sack to dispose of * above
6. C&D driver to ensure that vehicle is clean, and the following has been sanitized:
 - Steering Wheel
 - Handbrake / Park Button
 - All Instruments
 - Electric Seat Buttons / Mirror Buttons
 - Interior & Exterior Handles
 - Dashboard
 - Indicator stalks
 - Seat Belts
 - Seats including headrest
 - Keys
7. Ensure Driver has Guest contact details – address and phone number



Guest Collection Process (at Guest's location)

1. Observe 2-metre social distancing at all times.
2. Remove disposal seat covers, steering wheel cover and floor mat from loan / replacement or dump vehicle and dispose in refuse sack.
3. Driver to ensure that Guest's vehicle keys have been left in a convenient location to retrieve while maintaining social distancing. Once retrieved, C&D driver to sanitise Guest's keys.
4. Driver to wipe driver's door handle (interior & exterior), steering wheel, gear lever, lights/wiper switches and any other vehicle controls that may have been used.
5. Driver to wear gloves
6. Turn off climate control to restrict air movement within vehicle.
7. Driver to fit steering wheel cover, seat cover and floor mat to vehicle and return to dealership.
8. Dispose of all PPE in refuse sack
9. Driver to wash their hands with soap and hot water for at least 20 seconds.

Additional actions to be loan/ replacement vehicle

1. C&D driver wipes down loan vehicle driver's door handle (interior & exterior), steering wheel, gear-lever, light/wiper switches and any other vehicle controls they may have used.
2. C&D driver to sanitise keys and place in plastic bag.
3. C&D driver to ensure that keys for loan/replacement vehicle are left in a convenient location for Guest to retrieve while maintaining social distancing.

Additional actions to be completed for dump vehicle

1. Ensure dump vehicle is left in a location that is safe and accessible place for return to dealership.
2. Ensure vehicle keys are not left with the Guest.



Guest Vehicle Return Process (pre-Journey at Dealership)

1. Service Advisor to confirm that vehicle has been cleaned and both vehicle and keys have been sanitized. Keys are placed in clear bag or envelope.
2. Driver to confirm before entering vehicle that vehicle is fitted with disposable seat cover, steering wheel cover and disposable floor mat.
3. Driver to ensure that before leaving dealership they have 2 x disposable pens, sanitiser or sanitizing wipes, gloves and face mask, plastic bag or envelope for keys and refuse sack to dispose of covers, and mats.
4. Driver to ensure that they have additional seat cover, steering covers and floor mat for return journey to dealership.
5. Ensure that if documentation needs to be completed or handed over at Guest location, it is held in a plastic wallet or envelope.
6. Driver to confirm with Service Advisor if payment has been received or method of payment.
7. Driver to ensure that they are wearing gloves, and mask when delivering vehicle to Guest.

Guest Vehicle Return Process (at Guest location)

1. Driver to observe 2-metre social distancing guidelines at all times.
2. Remove disposal seat covers, steering wheel cover and floor mat from loan vehicle and dispose in refuse sack.
3. Driver to wipe driver's door handle (interior & exterior), steering wheel, gear-lever, light/wiper switches and any other vehicle controls that have been used.
4. Driver to sanitise keys and place in plastic bag or envelope.
5. If required, driver to complete documentation with Guest while maintaining 2-metre social distancing guidelines,
6. Driver to fit steering wheel cover, seat cover and floor mat to loan/replacement or dump vehicle and return to dealership.
7. Driver to ensure that gloves and face mask are worn when returning to dealership.
8. Upon arrival back at the dealership, driver to dispose of gloves in refuse sack and immediately wash their hands with soap and hot water for at least 20 seconds.
9. Ensure that vehicle has immediate full clean.

Additional actions for loan/replacement vehicle

1. Driver to sanitize loan vehicle keys, driver's door handle (interior & exterior), steering wheel, gear-lever, light/wiper switches and any other vehicle controls that may have been used.

Additional actions for dump vehicle

1. If vehicle is returned by different driver sanitize dump car keys, driver's door handle (interior & exterior), steering wheel, gear-lever, light/wiper switches and any other vehicle controls that may have been used.



1. Driver to ensure that they have had their body temperature taken at start of every day and washed their hands.
2. Parts Manager to ensure that a single Associate is responsible for all Parts deliveries.
3. Driver to ensure that vehicle is clean, and the following has been sanitized with a suitable strength product:

Steering Wheel	Dashboard
Handbrake / Park Button	Indicator stalks
All Instruments	Seat Belts
Electric Seat Buttons / Mirror Buttons	Seats including headrest
Interior & Exterior Handles	Keys

4. Driver to ensure that before leaving dealership they have:
 - Sanitiser/or sanitising wipes
 - Face mask
5. Driver to observe 2-metre social distancing guidelines at all times when loading/unloading and delivering Parts.
6. Trade Guests with no credit account, all Parts Advisors to advise that any Parts to be delivered will need to be paid for via bank transfer prior to delivery or credit card payment upon delivery.
7. Driver to ensure that they are wearing gloves and face mask at all times when away from the dealership.
8. Driver to observe 2-metre social distancing guidelines at all times upon arrival at location.
9. Driver to place Parts in convenient place for Trade Guests to retrieve while maintaining 2 metre social distancing.
10. If electronic payment is to take place, driver must place the machine in a plastic bag in a convenient position for the transaction to be completed whilst maintain 2-metre social distancing. Once the transaction is completed, retrieve the machine and remove it from the bag. If not bag available, machine must be sanitised before and after use.
11. All proof of delivery (POD) documentation to be completed by driver.
12. Drivers to continue to wash their hands using soap and hot water for 20 seconds as regularly as possible, drivers to sanitise their hands after each delivery.
13. All used PPE to be placed in bag and disposed of safely.



Sub-Contractors & Valeters

1. A member of the Management Team to ensure that all sub-contractors' documentation has reviewed and approved before arrival at site.
2. Ensure a copy of our COVID-19 policies and procedures are made available to all Sub-Contractors and Valeters.
3. Sub-Contractors/Valeter to ensure their Company safe systems of work and valeting procedures are adhered to at all times.
4. Sub-contractor to confirm with Dealership that if they/or a household member have Covid-19 symptoms (high temperature, new continuous cough or loss or change to their sense of taste or smell) or are self-isolating. If **YES**, Sub-Contractor must not return to the Dealership until the self-isolation period has been completed.
5. Valeter to confirm with Area Manager if they have Covid-19 symptoms (high temperature, new continuous cough or loss or change to their sense of taste or smell) or are self-isolating. If **YES**, Valeter must not return to the Dealership until self-isolation period has been completed.
6. All Sub-Contractors/Valeters to observe 2-metre social distancing guidelines at all times around the dealership.
7. All Sub-Contractors and Valeters must have their body temperature taken by designated person.
8. Advise Sub-Contractor and Valeters that the dealership is part of the NHS Covid-19 Track and Trace programme, they will need to either scan the Q.R. code via the venue check in option on their smart phone or have their details taken manually including address and contact telephone number via the updated body temperature check sheet.
9. Sub-Contractor/Valeter to ensure that they are equipped with a ~~gloves~~ and face mask which they are recommended to wear when entering and working in dealership building or Valet Bay
10. Upon arrival at Dealership all Sub-Contractors must report to Guest Host area, where the Guest Host or nominated Associate will complete the visitor's book on their behalf.
11. Sub-Contractor/ Valeter to wash their hands with soap and hot water for at least 20 seconds before commencing any work. They must continue regularly washing the hands whilst at site.
12. Sub-Contractor to confirm with dealership that all required switches and operating controls have been sanitised before they commence work * *Please see bespoke guidance for sub-contractor completing portable appliance testing in sub-contractor code of conduct section 5.1*
13. Sub-Contractor to ensure that once work has been completed that all switches and operating controls have cleaned and re-sanitised.
14. Sub-Contractor to ensure that any documentation following the completion of work is emailed to site contact where possible.
15. When documentation or items cannot be sent electronically, they should be in a designated area and where possible left for three hours or Associate to handle wearing gloves.
16. Sub-Contractor/Valeter to wash their hand with soap and hot water for at least 20 seconds before leaving site.
17. Guest Host or nominated Associate will sign Sub-Contractor out from the Visitor Book.



Before conducting the sanitisation process, the valet must be equipped with mask and protective gloves

Valeting companies to check with their product suppliers regarding the suitability of cleaning/ sanitising products for vehicle interiors

Pre-check for Vehicle Sanitisation Process

Before retrieving key or entering a vehicle, the valet must:

- Wash their hands.
- Wear a mask, protective gloves and safety glasses
- Ensure that vehicle keys have been sanitised.

Vehicle Sanitisation Process

1. Valet to open all doors and the where applicable boot to air the vehicle as much as possible
2. Close all air flow vents in the dashboard and any air flow vents in the rear of the vehicle including the side pillars and or rear central console vents are closed.

Vehicle Sanitisation Process to be Completed with Doors Open

1. Sanitise dashboard buttons/control and central information screen
2. Glovebox, cup-holders, armrest and centre console surfaces.
3. Dashboard central screen/ touchscreen/ button and infotainment interfaces
4. All driver controls including lights/ wipers /Indicators stalks, gear lever/ rotary, handbrake/ brake park lever, bonnet release catch lever, fuel filler release (If present ensure that fuel filler flap is left open)
5. Electric seat buttons /mirror controls/ window switches.
6. Rear view mirror/ front and rear windows with glass cleaning product containing a high alcohol cleaning product (70%)
7. Seats including headrests, seat belts and rear shelf or load space cover.
8. Spray footwells and boot carpets and leave to act
9. Spray door and roof mounted grab rails if applicable.

Vehicle Sanitisation Process to be Completed Outside of the Vehicle

1. Sanitise all outside door/ tailgate/boot handles/ fuel filler aperture/ fuel filler cap and bonnet safety catch. Ensure that bonnet and fuel filler flap are now closed.

Post-check for Vehicle Sanitisation Process

1. Valeters to ensure that disposable seat cover, steering wheel cover and disposable floor mat are fitted to vehicle.
2. Re-sanitise safety glasses.
3. Dispose of wash cloths or wash all cleaning cloths used for cleaning and sanitise process.
4. Dispose of gloves and immediately wash hands with soap and water for at least 20 seconds.





Health and Safety
Executive

Correct removal of gloves

Single use gloves (splash resistant)

Follow the steps shown



APPENDIX 2 – Face Mask Guidance

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

Cover mouth and nose with mask and **make sure there are no gaps between your face and the mask**



HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water



Reusable & Washable Face Masks

– worn with the white side facing outwards with the blue cotton layer against your face. Handwash daily in soapy water.

Half Mask **REUSABLE**

GENTLE HAND WASHING AT 35-40 °C



Disposable Mask – worn with the blue side facing outwards and the white layer against your face with the bendable edge at the top to mould to the shape of your nose.



APPENDIX 3 – Washroom/Toilet High Touch Surfaces re-clean Checklist



WASHROOM / TOILET HIGH TOUCH SURFACES RECLEAN CHECK LIST					
Please ensure a Washroom & Toilet 'high touch' surfaces reclean is carried out both during the morning and afternoon.					
Ensure this checklist is displayed in toilet/ washroom area and kept up to date.					
DEALERSHIP: _____					
DAY:	DATE:	AM	PM	CHECKED BY	SIGNATURE
MONDAY					
TUESDAY					
WEDNESDAY					
THURSDAY					
FRIDAY					
SATURDAY					
SUNDAY					
MONDAY					
TUESDAY					
WEDNESDAY					
THURSDAY					
FRIDAY					
SATURDAY					
SUNDAY					
MONDAY					
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SATURDAY					
SUNDAY					
MONDAY					
TUESDAY					
WEDNESDAY					
THURSDAY					
FRIDAY					
SATURDAY					
SUNDAY					
MONDAY					
TUESDAY					
WEDNESDAY					
THURSDAY					
FRIDAY					
SATURDAY					
SUNDAY					
I confirm that the Toilets have been checked/ recleaned, in accordance with Cambria Policy					
Signed by General Manager: _____ Date: _____					

Whilst the above covers most areas, we simply cannot account for every eventuality. However, we expect everyone to apply common sense in avoiding contact where possible and preventing the spread of COVID-19.

Behavioural Safety

The measures necessary to minimise the risk of spread of infection rely on every Associate taking responsibility for their own actions and behaviours.

Please encourage an open and collaborative approach with Associates to ensure that any questions, queries or concerns can be openly discussed and addressed.

The points and processes will be periodically reviewed and updated.

THE GUIDELINES CONTAINED IN THIS DOCUMENT ARE NOT EXHAUSTIVE AND WILL BE REVISED ON A CONSISTENT BASIS IN-LINE WITH PHE & GOVERNMENT GUIDELINES.

IF YOU HAVE ANY SUGGESTIONS TO IMPROVE THE SAFETY AND WELLBEING OF BOTH OUR ASSOCIATES AND GUESTS, PLEASE CONTACT :

GROUP HEALTH & SAFETY MANAGER : MARCUS SMITH

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M: 07500 105491



RESET PLAN

A Guide for Dealerships & Associates during the
Coronavirus (Covid-19) Pandemic

