



Smiths **STAY SAFE**

Staying COVID-19 Secure: Processes & Procedures

December 2021

VERSION 3.5

Smiths
Motor Group

Sturrock Way, Bretton, Peterborough, PE3 8YL

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Document Versions

This document is to be reviewed at least every six months.

| Version | Date | Amendments | Amended By | Next Review Due Date |
|---------|----------|---|------------|----------------------|
| 1.0 | 07/05/20 | Document creation. | Rob Adcock | 07/11/20 |
| 1.1 | 16/07/20 | Support bubbles added (pg. 5). Face-covering legislation added (pg. 8). | Rob Adcock | 16/01/21 |
| 1.2 | 30/07/20 | Self-isolation duration amended as per Government guidelines (pg. 5). Addition of information about quarantine requirements when returning from overseas (pg. 5). | Rob Adcock | 30/01/21 |
| 1.3 | 13/08/20 | Process relating to the communication of valeting procedures amended (pg. 14) | Rob Adcock | 13/02/21 |
| 2.0 | 19/08/20 | Introduction updated (pg. 4). 'Fitness to Work' section substantially updated (pg. 5-6). Test & trace procedures added (pg. 7). | Rob Adcock | 19/02/21 |
| 2.1 | 23/09/20 | Update of face covering legislation for employees (pg. 10) | Rob Adcock | 23/03/21 |
| 2.2 | 21/12/20 | Review following the introduction of Tier 4 restriction. No major changes required. However, isolation period required when household/bubble member has COVID-19 reduced from 14 to 10 days as per Government guidance (pg. 5) | Rob Adcock | 21/06/21 |
| 2.3 | 29/12/20 | Typo updated (pg. 2) | Rob Adcock | 29/06/21 |
| 3.0 | 13/07/21 | Review and amendments in preparation for removal of legal restrictions on 19 th July 2021 | Rob Adcock | 13/01/22 |
| 3.1 | 13/07/21 | Update to self-isolation requirements (pg. 6, pg. 9) | Rob Adcock | 20/02/22 |

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|-----|----------|---|------------|----------|
| 3.2 | 29/11/21 | Update to face-covering (pg. 13), self-isolation (pg. 10), and testing after travel requirements (pg. 8). | Rob Adcock | 29/05/22 |
| 3.3 | 08/12/21 | Update self-isolation requirements (pg. 10). | Rob Adcock | 08/06/22 |
| 3.4 | 22/12/21 | Update self-isolation requirements after a positive test (pg. 7). | Rob Adcock | 22/06/22 |
| 3.5 | 07/01/22 | Updated information regarding testing when returning from overseas (pg. 8) and PCR test requirements after positive Lateral Flow Test (pg. 9) | Rob Adcock | 07/07/22 |

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

Introduction

Throughout the ongoing COVID-19 (Coronavirus) outbreak, we are here to provide as much support as possible to our staff and customers. .

This document has been produced to identify the risks that could lead to COVID-19 spreading within our workplace and highlight the controls required to minimise this risk. This document has been produced using the latest Government guidance:

- [Shops & Branches](#)
- [Offices & Contact Centres](#)

We will continue to follow HM Government and Public Health England advice whilst providing every possible assistance to our customers. This document will be updated as and when advice provided by The Government, Public Health England, or other bodies changes.

Our primary responsibility is to ensure all customers, employees, and anyone else who visits our business remain safe in the business environment and when using both their and our vehicles.

The ultimate responsibility for ensuring the processes outlined in this document are being followed in each department rests with the departmental manager. Checks must be made at least weekly to ensure that adherence to these processes is on-going.

However, **everyone has a part to play in keeping the workplace safe** during these unprecedented times. If you become aware that any of the processes within this document are not being followed you should raise your concerns to your line manager as soon as possible.

If there is any evidence that there is an outbreak of COVID-19 (as defined under infection control regulations) the organisation will take all actions, including notifications to public health authorities, etc. that are statutorily required of it to control the disease.

How to Stop the Infection Spreading



Wash your hands with soap and water often – do this for at least 20 seconds.



Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.



Use hand sanitiser gel if soap and water are not available.



Put used tissues in the bin immediately and wash your hands afterwards.



Wash your hands as soon as you get to work and back home.



Do not touch your eyes, nose, or mouth if your hands are not clean.

General Guidance

Fitness to Work

For your own protection, and that of your colleagues and customers, you should only attend work if are well enough and it is safe for you to do so.



If you display any **ONE** or more of the following symptoms, **YOU MUST NOT ATTEND WORK:**

- 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 for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- Loss of sense of taste and/or smell.

If you develop any ONE or more of these symptoms, you must arrange for a COVID-19 PCR test to be carried out as soon as possible.

YOU MUST NOT ATTEND WORK until you have received the result of this test and it is negative. Once your test result is known you should contact your line manager as soon as possible before returning to work.



If you receive a positive test result:

- You must remain away from work for **a minimum of 7-days** from the onset of symptoms. You should keep in contact with your line manager throughout your absence from work.

You can end your self-isolation after 7 days IE:

- You no longer have symptoms;
- And you receive two negative lateral flow test results on day 6 AND day 7.

If you continue to experience symptoms or either of the lateral flow test show a positive result, you must continue to self-isolate for the full 10 days.

If a high temperature persists after 10 days, you should contact NHS 111.

You should always speak to your line manager before returning to work.



If you develop COVID-19 symptoms while in the workplace the following process is to be followed:

- Ensure you keep your distance from others, tell your line manager immediately and then go home. You should arrange for a COVID-19 PCR test soon as possible.
- The work area used by the individual displaying symptoms should be left untouched for 72 hours if possible. Where this is not possible, the area must be cleaned down with anti-viral spray/wipes by someone wearing appropriate personal protective equipment.



Time off after testing positive for COVID-19, awaiting test results, or self-isolating will be dealt with under the Company's Absence Policy.



If you, or anyone in your household, has been told to shield during the COVID-19 outbreak or falls into a 'high-risk' group, you must discuss this with your line manager as soon as possible.

Fitness to Work (Continued)

For your own protection, and that of your colleagues and customers, you should only attend work if are well enough and it is safe for you to do so.



Your mental health is just as important as your physical health. If you find that your mental health has deteriorated during the COVID-19 outbreak you should seek the support you are comfortable with:

- Our management teams operate an open-door policy and will be happy to offer help and advice or just someone to talk to.
- You can contact the confidential EmployeeCare support line 24 hours a day, 7 days a week on **0800 917 9330**. You will need to state you work for Smiths Motor Group, but calls are completely anonymous.
- Your GP will be able to offer help and advice and can refer you to specialist services if required.



If you have travelled to a country where the UK Government has imposed quarantine restrictions when visitors return to the UK, you must adhere to these restrictions. **You must not attend work during any quarantine period.**

Those returning from a foreign country must comply with any Government requirements regarding testing (PCR or LFT) when returning from overseas. If you are required to isolate while waiting for test results will need to take this additional time from your annual leave entitlement.

For more details, please refer to the Company's Absence Policy.

Lateral Flow Testing

Lateral flow tests can be used to see if you have COVID-19 and are infectious at a particular moment in time. Their regular use can be helpful in reducing the spread of the disease especially by those without symptoms.



The Government recommends everyone carry out two lateral flow tests a week, 3 or 4 days apart. These tests can be ordered online and delivered to your home for free or can be collected for free from a local pharmacy.

[Click here to order lateral flow tests online.](#)

We strongly recommend all members of staff follow this advice and take a lateral flow test twice a week to reduce the risk of the virus being brought into the workplace unknowingly.



Lateral flow tests are **only be used for those without COVID-19 symptoms**. If you have symptoms, you must arrange for a PCR test to be carried out. This is because it is possible to test negative on an LFT while being infected with the virus, especially early in the infection.



If a lateral flow test you have taken returns a positive result, **YOU MUST SELF-ISOLATE** for the prescribed time period (see pg. 7). If you do not have symptoms, a confirmatory PCR test is not required.

Close Contracts and NHS Test & Trace

The Government's Test & Trace system is designed to slow the spread of COVID-19.



If you test positive for COVID-19:

- You should assist the Test & Trace service by providing details of your close contacts when asked.
- You should inform your line manager of your positive test result so that appropriate action can be taken quickly within the dealership.



If you know you have been in close contact with a positive case, receive a call from the Test & Trace service to tell you that you have been in close contact, or are 'pinged' by the Test & Trace app:

- You should immediately contact your line manager and let them know the situation.
- You must follow instructions given to you by the NHS Test & Trace service, which may include the following (or a combination thereof):
- Get a PCR test as soon as possible (speak to your line manager about whether you should attend work which awaiting your test result).
- Carry out daily lateral flow tests before attending work for a prescribed period of time.
- Isolate and not attend work for a period of up to 10 days.
- If you have not been contacted by NHS Test & Trace, you should discuss the course of action you should take with your line manager.
- You must keep in regular contact with your line manager during any time away from work.
- If you develop symptoms, you should arrange to be tested for COVID-19 and follow the guidance in the 'Fitness to Work' section of this document.



If you have been in contact with someone who has been asked to self-isolate by the Test & Trace service, but who has not tested positive for COVID-19:

- You should continue to attend work as normal.
- If you have concerns, these should be raised with your line manager.



Where a member of staff has tested positive for COVID-19, the management team will identify those who that individual has been in contact with and carry out a risk assessment to identify the risks of potential spread of infection.

The outcome of this risk assessment will decide further actions, which could include:

- Arranging for all or at-risk staff to be tested for the SARS-CoV-2 virus, either with a PCR test or regular lateral flow testing.
- Ensuring staff who might be a higher infection risk being removed from contact with anyone regarded as being in the "vulnerable" category for the more severe forms of COVID-19.
- Close monitoring of all signs and symptoms of COVID-19.
- The increased use of PPE as appropriate.



Time off after testing positive for COVID-19, awaiting test results, or self-isolating will be dealt with under the Company's Absence Policy.

Social Distancing

Social distancing is key to reducing the risk to yourself and others of contracting COVID-19. It is therefore critical you keep an appropriate distance between you, your co-workers, customers, and anyone else visiting the business.



Where possible, a minimum 2-metre (approximately 6.5-feet) distance is to be maintained between individuals. Where this distance cannot be maintained additional protections must be in place.



Where at all practical, offices should not be shared. Where is this unavoidable, the 2-metre distancing rule is to be applied and staff should sit side-by-side or back-to-back – Never face-to-face unless a Perspex screen or other divider is between them.



Where at all practical, desks and IT/telephone equipment should not be shared. Where this is unavoidable, such items must be cleaned down between users.



Group gatherings in offices, tea rooms, kitchens, etc. are to be avoided.



Movements around the site are to be kept to a minimum – Please use the telephone or Microsoft Teams wherever possible to communicate.



Greeting customers/visitors is to be done without shaking hands or any other physical contact.

Personal Hygiene

The greatest risk of contracting COVID-19 remains from touching an infected hard surface and then transferring this to your mouth/nose/eyes when you touch your face. Government advice continues to be to regularly wash your hands.



Wash your hands regularly with soap and water for a minimum of 20 seconds. Where this is not possible, 70% alcohol hand gel is to be used instead.



Liquid soap must be available in washrooms – Bars of soap are not permitted.



Alcohol-based hand sanitising gel is provided throughout our buildings for use by staff and customers and is to be used regularly.



You should avoid touching your face with unclean hands.



If you need to cough or sneeze, do so into the crook of your elbow or a disposable tissue (throw it away immediately afterwards) and then wash/sanitise your hands.

Personal Protective Equipment (PPE)

We will follow Public Health Guidelines on the wearing of PPE.



A clear plastic 'sneeze guard' has been placed on each customer-facing desk to reduce the risk of airborne particles from coughs and sneezes being passed between individuals.



A re-usable transparent face shield will be available for all employees that wish to wear one.



Disposable face masks will be provided to members of staff who are required to work in close proximity of one another (e.g. two technicians working together to remove an engine).



Unless specifically required for your job, the wearing of gloves is not recommended as regular handwashing is more effective.



From 30th November 2022 the wearing of a face covering again becomes a legal requirement in retail environments within England. Signage in the showrooms will be updated to reflect this and it is expected the majority of customers will comply with this requirement. However, we will not expect staff to police this policy unless they feel comfortable doing so.

The requirement to wear a face-covering applies at all times within customer-facing areas, even if there is a screen between a customer and the member of staff.

Disposable masks will be made available to customers if they have forgotten a face covering.



The legal requirement to wear a face-covering in retail environments also applies to staff. This emails **ALL** staff must wear a face covering when in customer-facing areas, even if they are seated behind a screen.

We also ask that all employees continue to wear face coverings in the following circumstances:

- When moving customer, demonstrator, or courtesy vehicles around the site these are to be treated as part of the retail environment and masks should be worn.
- For those working alone in offices that are located just off a customer-facing area, there is currently no need to wear a face-covering in these offices. However, this is subject to maintaining a minimum two-metre distance when more than one person is in such an office.

It is company policy that all employees must be wearing a face covering when a distance of at least two metres from another individual cannot be maintained. This includes all non-customer facing areas and even for short periods of time.

Cleaning Regimes

Routine cleaning will be increased within our dealerships to reduce the risk of the virus being transferred on hard surfaces. However, it is not possible to eliminate this risk entirely and increased cleaning frequency cannot replace regular handwashing.



The following areas will be cleaned with anti-viral spray/wipes at least three times per day by designated cleaning staff:

- Door handles
- Chairs and tables in customer waiting areas



The following areas will be cleaned with anti-viral spray/wipes at least twice per day by designated cleaning staff:

- Washrooms
- Kitchens
- Staircase bannisters
- Waste bins in customer-facing areas



The following must be cleaned with anti-viral spray/wipes after each use by the individual using them:

- Shared touchscreens
- Buttons on printers/scanners/fax machines
- iPads/tablets
- Card machines
- Any other item used by multiple individuals



You will be responsible for keeping your own work area clean (anti-viral cleaning materials will be provided), including:

- Customer-facing desks/tables, chairs
- Phones
- Office desks and chairs
- Laptops/PCs

Indoor Environment

COVID-19 is transported between individuals by airborne droplets. Ensuring good ventilation can help reduce its spread.



Where possible, and weather conditions allow, windows should be opened to aid ventilation.



Internal ventilation systems are to be left switched on to improve ventilation in office areas.

Front-of-House

Signage & Guidance

Close interaction between individuals facilitates the spread of the virus. The use of signage and guidance from staff will help customers and other visitors maintain social distancing and reduce this risk.



Signage has been provided at building entrances as well as inside to provide instructional information to customers and visitors.

Customer Waiting Areas

Shared equipment (e.g. seating, tables, etc.) and proximity of people in a customer waiting areas poses a risk of virus transmission. As well as the following, regular cleaning of these areas is important (see the Cleaning Regime section).



All seats must be at least 2-metres apart from one another with designated areas signposted.



Coffee machines are to only be used by staff members wearing gloves and be wiped down after each use. Self-service drinks are to be removed.



No printed material (e.g. brochures and magazines) is to be available in the customer waiting area.



Children's play equipment is to be removed.



Television remote controls are removed, with TVs set to a non-commercial channel.



Disposable cups to be used for customer drinks or china/glass mugs and glasses to be thoroughly cleaned after each use.

Service/Accident Repair Departments

Vehicle Check-In

The process of a customer handing their vehicle over to our custody poses a potential virus transmission risk due to the proximity of the customer and our staff, as well as the handling of items such as keys and paperwork by multiple people.



Vehicle check-in processes will differ by dealership depending on building layout. Please follow the process provided to you by your line manager or head of business.



Avoid asking customers to sign paperwork wherever possible. Where this is not possible, single-use pens are to be used that are to be taken away by the customer.



For customers taking courtesy cars, the online declaration form should be completed prior to visiting the dealership with a remote driving licence check being carried out by the dealership prior to the courtesy car being handed over.



Customers should be made aware that all touch points in their vehicle will be cleaned with anti-viral spray/wipes before it is returned to them.

Vehicle Check-Out

The process handing a vehicle back to the customer poses a potential virus transmission risk due to the proximity of the customer and our staff, as well as the handling of items such as keys and paperwork by multiple people.



Where payment is taken in the dealership, cash is no longer accepted. The card machine must be cleaned after each use.



The following areas of the vehicle are to be cleaned with anti-viral spray/wipes before it is handed back to the customer:

- External and internal door handles
- Steering wheel
- Gear lever
- Handbrake lever/switch
- Seatbelt buckle
- Seat and steering column adjusters
- Column stalks
- Rear-view mirror
- Heating and ventilation controls
- Any other areas that may have been touched while the vehicle has been with us.



Follow the vehicle check-out process provided to you by your line manager or head of business. This may vary by business based on the building layout.



Where the customer has an email address, and systems allow, paperwork (such as invoices) are to be emailed to the customer.



The following areas of returned courtesy cars are to be cleaned with anti-viral spray/wipes by the valeting team before being issued to another customer:

- External and internal door handles
- Steering wheel
- Gear lever
- Handbrake lever/switch
- Seatbelt buckle
- Seat and steering column adjusters
- Column stalks
- Rear-view mirror
- Heating and ventilation controls

Workshops

General Guidance

There is a risk of virus transmission when working on a vehicle used by someone infected with COVID-19. The primary area of risk comes from touching a contaminated surface and then touching your nose/mouth/eyes.

A risk also arises from the sharing of specialist tooling or the need to work closely with another person to carry out certain repairs.



A new pair of gloves must be put on before entering the vehicle. These must be removed and disposed of safely once work is complete.



Main vehicle touchpoints must be wiped down with anti-viral spray/wipes when first getting into a customer's vehicle.

- External and internal door handles.
- Steering wheel
- Gear lever
- Handbrake lever/switch
- Seatbelt buckle
- Seat and steering column adjusters
- Column stalks
- Rear-view mirror
- Heating and ventilation controls
- Any other areas that may have been touched by the customer that you are to work on.



Protective covers must be applied to the:

- Driver's seat
- Steering wheel
- Gear lever

This is to be carefully removed and disposed of once the vehicle has been parked, prior to removal of gloves.



Air conditioning/heating/fans are to be switched off and windows opened prior to the vehicle being driven to the workshop.



Tools are not to be shared unless unavoidable. Where the sharing of tooling is required, they must be cleaned with anti-viral spray/wipes after each use.



Where the social distancing guidelines cannot be followed in full, you should work back-to-back



Where work necessitates working in pairs/groups and 2-metre social distancing cannot be maintained the following PPE must be worn:

- Face mask
- Transparent face shield

Parts Departments

In-Dealership Operations

The handling of items by multiple individuals poses a risk of COVID-19 transmission where droplets containing the virus may be on such items.



Disposable gloves should be worn when handling incoming stock. These must be removed and disposed of safely.



Social distancing of at least 2-metres must be maintained when parts are being passed from the parts department to a technician.



Where payment is taken in the dealership, cash is no longer accepted. The card machine must be cleaned with anti-viral spray/wipes after each use.



Where parts are being collected from the dealership, they should be placed in a designated place. The staff member should then step back before the customer steps forward to pick up the item(s).

Trade Operations

The handling of parts and proximity to others during trade parts operations poses a potential risk of COVID-19 transmission.



Social distancing must be adhered to during vehicle loading. Drivers and any other staff involved in vehicle loading are to clean their hands with alcohol-based hand sanitiser once loading is complete.



Deliveries must be completed while adhering to social distancing:

- If possible, delivery drivers should not enter buildings, with parts being delivered outside in the open air. Drivers are to call the customer upon arrival at the customer's site rather than entering reception.
- Parts should not be handed directly to a recipient; the parts should be placed in an appropriate area and the driver should step away before the recipient steps forward.
- Photographs should be taken to prove delivery, rather than asking for a signature.



Van drivers are to clean their hands with alcohol-based hand sanitiser after every delivery.



Parts van touchpoints must be wiped down with anti-viral spray/wipes at the end of each day, or if there is to be driver change part-way through a day.



Customers are to be made aware of new delivery processes by telephone prior to receiving a delivery.

Sales Departments

Sales showrooms remain closed by Government Order. Some processes in this section are subject to the Government allowing showrooms to reopen.

Showroom Areas

There may be a risk of COVID-19 transmission in showroom environments due to the proximity of staff and customer as well as the touching of hard surfaces in and around display, demonstration, and used vehicles.



All vehicles in the showroom are to be locked and only opened upon request.



Before entering a vehicle, customers and staff must clean their hands with the provided alcohol-based hand sanitiser.



A member of staff is to accompany the customers while they are viewing vehicles, ensuring that social distancing is maintained.



The following areas of display vehicles must be cleaned with anti-viral spray/wipes after each customer (if not covered with a disposable cover):

- Steering wheel
- Exterior and interior door handles
- Handbrake lever/switch
- Interior grab handles
- Seat and steering column adjusters
- Column stalks
- Touchscreens
- Rear-view mirror
- Any other areas touched by the customer



Staff and customers must not sit in a vehicle at the same time as social distancing cannot be maintained. Features are to be explained from a distance or by using technology.



Printed brochures are not to be provided. Customers asking for more information should be directed online or emailed an electronic brochure.

On-Site Vehicle Movements

The touching of surfaces touched by others could pose a risk of COVID-19 transmission when moving vehicles around the site.



Delivery drivers are to be directed to park vehicles in areas where they will then not need to be moved again.



Deliveries should no-longer be signed for if possible. Where signatures are required, your own pen must be used. After signing, clean your hands.



Keys must be disinfected with anti-viral spray/wipes before being placed in the key cabinet.



Prior to entering a vehicle, your hands must be cleaned using alcohol-based hand sanitiser. This process is to be repeated once you have exited out of the vehicle.

Sales Consultations

Carrying out sales consultations carries a risk of virus transmission through proximity of staff and customers, as well as the touching of shared items and surfaces (e.g. vehicle interiors).



Driving licence checks should be carried out remotely where possible to reduce physical contact.



Test drives must be unaccompanied as it is not possible for staff and customers to remain socially distant in these circumstances.



The following areas of a vehicle must be cleaned with anti-viral spray/wipes after each test drive (if not covered with a disposable cover):

- Steering wheel
- Exterior and interior door handles
- Handbrake lever/switch
- Interior grab handles
- Seat and steering column adjusters
- Column stalks
- Touchscreens
- Rear-view mirror
- Any other areas touched by the customer

For vehicles in use by staff, the areas above must be cleaned with anti-viral spray/wipes before a customer views the vehicle or takes a test drive.



Cash will no longer be accepted for deposits; payments should be made remotely by bank transfer if possible. Where card payments are made in the dealership, the card machine must be cleaned with anti-viral spray/wipes after each use.



Where possible, all documentation (e.g. finance quotes, order forms, etc.) is to be sent to the customer electronically.

Vehicle Handovers – At Dealership

Vehicle handovers carry a risk of virus transmission through proximity of staff and customers, as well as the touching of shared items and surfaces (e.g. vehicle interiors).



As much of the handover process as possible is to be carried out prior to the customer's arrival at the dealership.



All vehicle contact surfaces should be disinfected with anti-viral spray/wipes immediately prior to hand-over. Air conditioning/heating/fans should be switched off.



Staff and customers are not to sit in vehicles at the same time as it is an enclosed space and social distancing would not be possible. The presentation of functions is to be facilitated by video where possible.



Single use or sanitised pens to be used where signatures are still required.



Photographic evidence of vehicle condition should be used in preference to a signature on a delivery sheet.



Where possible, all documentation (e.g. finance quotes, order forms, etc.) is to be sent to the customer electronically.



All contact surfaces of a part-exchange should be disinfected with anti-viral spray/wipes before moving. Air conditioning/heating/fans should be switched off and windows opened while moving the vehicle.

Vehicle Handovers – Home Delivery

Vehicle handovers carry a risk of virus transmission through proximity of staff and customers, as well as the touching of shared items and surfaces (e.g. vehicle interiors).



As much of the handover process as possible is to be carried out prior to the vehicle's delivery to the delivery address.



All vehicles being delivered to a customer should have disposable covers fitted for the journey to the delivery address (where practical for driving) and be disinfected with anti-viral spray/wipes immediately prior to hand-over. Any disposable covers and materials used for cleaning should be double-bagged and returned to the Dealership for disposal.



Staff and customers not to sit in vehicles at the same time as it is an enclosed space and social distancing would not be possible. Sales presentation of functions to be facilitated by video where possible.



Single-use or sanitised pens where signatures are still required.



Journeys to and from the delivery address must be carried out while adhering to social distancing guidelines.



Photographic evidence of vehicle condition should be used in preference to a signature on a delivery sheet.



Where a part-exchange vehicle is to be returned to the dealership, contact surfaces should be disinfected with anti-viral spray/wipes before moving and disposable covers should be fitted (where practical for driving). Air conditioning/heating/fans should be switched off and windows left open (if weather conditions allow).