



Project Phoenix

Guidance for dealerships during
Coronavirus (COVID-19) pandemic

A message from Darren



Dear Colleagues,

Over recent months we have all faced enormous challenges in confronting the Covid-19 emergency, but in recent weeks, as the initial nationwide lockdown has begun to ease, it has been hugely encouraging to see a fantastic 'One Team' effort put into re-opening our businesses across the UK

I believe we have created an industry leading environment where our colleagues and customers can feel safe and comfortable and our Project Phoenix guidance has been at the heart of implementing the necessary standards to maintain new health and wellbeing protocols.



The guidance has been constantly updated to reflect the changing advice from the Government and Public Health England and its flexible, pragmatic and proportionate approach has been instrumental in allowing each of our businesses to implement their own bespoke solutions.

Having put so much effort in to successfully establishing a 'new normal' way of operating, it is however now just as important that we remain fully focussed on maintaining these essential best practices in the long term so that we can all continue to stay safe.

So please take the time to review this latest version of the guidance so that we at Sytner Group can play our part in the ongoing fight against Covid-19.

Thanks for all your support. Stay safe,



Darren Edwards
CEO Sytner Group



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Project Phoenix – risk assessment



Where we are

The Coronavirus (Covid-19) pandemic has caused global uncertainty for both businesses and people. Lockdown resulted in the temporary closure of Sytner dealerships earlier this year (with only a small number remaining open using a skeleton workshop team to support key workers).

Despite having now reopened our dealerships, we still cannot go back to 'how things were' and undertaking our job roles in the same way that we used to.

Project Phoenix has been derived using guidance specifically from Public Health England/UK Government, Health & Safety Executive (HSE) and World Health Organisation (WHO), and sets out the **minimum requirements** for our businesses to operate.

It has been formulated and produced by a senior working group across all Sytner Group divisions and a variety of job roles and experience (including Directors, Heads of Business and Heads of Departments). The document has been circulated to colleagues and customers for their valued feedback. The document is also mirrored in the Sytner Group eLearning module for COVID-19 that **ALL** colleagues will undertake (**mandatory**).

Project Phoenix will continue to evolve as a result of new/updated guidance from the UK Government, Public Health England, HSE and World Health Organisation, as well as feedback from colleagues and customers.

The hazard that we are trying to protect against

Project Phoenix is concerned with preventing the spread of Coronavirus (COVID-19) within our dealerships and out into the public domain.

COVID-19 is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can also be transferred to the hands and from there, to other surfaces, where it can survive for a period after transfer. The virus can be spread from person to person.



The symptoms and diagnosis of Coronavirus (COVID-19) have been well publicised over the recent months, so everyone should have clear understanding of the main symptoms i.e. a new continuous cough, high temperature and a loss of taste and/or smell. Although numerous other symptoms have been identified that can be experienced (e.g. sore throat, headaches, etc).

Coronavirus (COVID-19) can be asymptomatic (no symptoms), mild or severe/critical, and whilst many people survive the infection, some may die from the virus, so this is a high hazard that we have to face.

Who could be affected

- Colleagues
- Customers who visit our dealerships
- Visitors to our dealerships
- Contractors on site (including valeters, cleaners, drivers, maintenance, engineers, delivery drivers etc).

Those at specific risk

- Clinically extremely vulnerable, who:
 - receive (or have received) a letter from the Government or;
 - have been told directly by their GP.
- Clinically vulnerable, including:
 - people over the age of 70 or;
 - those under the age of 70 with some underlying health conditions e.g. pregnant females, a weakened immune systems, diabetes, chronic heart disease, being seriously overweight.

Those mentioned above could be potentially be exposed to COVID-19 in our businesses as they may:

- Travel to/from our dealerships in proximity to other people e.g. public transport.
- Require face to face interaction in our businesses e.g. sales executive/service advisor with a customer.
- Share work areas that are in close proximity to others e.g. technicians working on adjacent vehicle lifts in the workshop.

- Share spaces where there are frequent 'touch points' e.g. getting in and out of vehicles, touching vehicle controls and keys, shared break/canteen areas, customer/colleague toilets, shared offices etc.
- NOT be English speaking so may not understand the hazards and risks of COVID-19 in our working environment.

In summary, **anyone** that enters our dealerships could contract (or help spread) Coronavirus COVID-19.

How we can prevent/reduce the spread of COVID-19

We must consider what needs to be done in our businesses to prevent and/or reduce the spread of COVID-19.

Eliminating the hazard in totality is the best way to prevent the spreading of COVID-19, but this is **not** possible in our working environment (or society in general) until, for example, a suitable vaccine is developed on a global scale, so that we all are immune to it. Substituting the hazard is not possible in this situation.

Therefore, as a business, it is imperative that we consider other approaches and controls to help reduce the risk of spreading COVID-19. Whilst every reasonable effort will be made to identify and enable colleagues to work from home where their job role will allow (including colleagues that are that are self-isolating with COVID-19 symptoms and are still able to work), over the coming weeks and months it is expected that Government guidance will change.

The details will no doubt vary in each of the home nations but as and when a return to normal work is envisaged, Sytner expect to follow and support the guidance so long as it is safe to do so.

For those that are working in our dealerships/businesses, the guidelines within this Project Phoenix document identify the specific controls that must be implemented and maintained within each dealership/business.



These controls have been split into colour coded sections, namely:

	<ul style="list-style-type: none"> The 'Project Phoenix Response Team' (PRT).
	<ul style="list-style-type: none"> Training of colleagues.
	<ul style="list-style-type: none"> Dealing with people showing COVID-19 symptoms (or being confirmed as contracted COVID-19)
	<ul style="list-style-type: none"> Personal hygiene standards
	<ul style="list-style-type: none"> Respiratory hygiene standards
	<ul style="list-style-type: none"> Management of sub-contractors
	<ul style="list-style-type: none"> Social distancing (by department)
	<ul style="list-style-type: none"> Facility cleaning
	<ul style="list-style-type: none"> Vehicle cleaning
	<ul style="list-style-type: none"> Personal protective equipment (PPE) and 'other materials' e.g. hand sanitiser.

Next steps - who does what and when is action required by

The Sytner Group portfolio (100+ sites) is diverse in relation to the size of the businesses and number of colleagues employed. Therefore, the guidance and controls in this document have been developed to incorporate a generic view that is required **at minimum**.

The Heads of Business (and supporting management team) for each dealership are responsible for the completion of the associated actions, which must be undertaken as required and on an **ongoing** basis.

The following actions must be completed/undertaken:

1. The appointment of a dealership Project Phoenix Response Team and the ongoing review and appointment of roles.
2. As subsequent versions of Project Phoenix are published (when new guidance is introduced), each section within this document **MUST** be systematically worked through by the PRT, ensuring that **all** site specific controls have been identified and **implemented** in the dealership (so far as reasonably practicable). Naturally, if there are other identified changes/controls required on a site to site basis, then these must also be identified and remedied.

3. All colleague training and communication (as identified in the Training section).

NOTE: Those that do NOT speak English in the dealership must also be considered and an alternative method of communicating the guidance must be implemented.

Ongoing monitoring

It is essential that there is an ongoing monitoring process within each dealership to ensure that standards are being maintained consistently as well as highlight any additional requirements/controls that may be required.

The following must be completed/undertaken:

1. An established **thorough daily monitoring** regime in the dealership to ensure that the controls implemented are adequate, as well as verify that all colleagues and customers are adhering to the required standards. Adjustments may be required and must be implemented.
2. A **monthly** check form should be completed and returned to the Group Health & Safety team at the **start** of every calendar month confirming that control measures continue to be implemented, remain valid and are completed consistently. The monthly monitoring form template will be distributed by Group Health & Safety prior to each monthly submission.
3. It is **imperative** that Heads of Business and their management teams are always aware of new/changing guidelines moving forwards. The most up to date version of this Project Phoenix guidance document will **always** be available on the **Sytner Colleague Hub**.

Additionally, **APPENDIX 5** provides a list of any amendments that have been made since the previous released version, making it easier for everyone to pinpoint new information that they need to be aware of.

It should be noted that the Health & Safety Executive (HSE) is the relevant enforcing authority for the guidelines set by Public Health England, so any non-conformance to the guidelines in this document could result in enforcement action being undertaken against a dealership/business.



Please ensure that we adopt a OneTeam approach, making sure that we operate in a manner to help protect the health and safety of our colleagues, and all those that enter our facilities.

Finally, if there are any queries or concerns, colleagues should raise directly with their line manager for support. Any further questions should be raised via the Group Health & Safety department.

Other key areas of risk – putting our people first

In addition to all of the controls detailed in each section of this document, there are some other key areas of risk where special guidance should be sought from your HR Manager or Divisional Head of HR. These areas include (non-exhaustive):

1. Vulnerable persons
 - a. Clinically extremely vulnerable
 - b. Extremely vulnerable
2. Self-isolation (for those with symptoms directly or for those within their household)
3. Managing sickness and absence
4. Homeworking and flexible/part time working
5. Mental Health and Wellbeing
6. Access to further health e.g. Ben – Support for life, Mind – for better mental health.

Dealership 'Response Team'



Each dealership should have in place a Project Phoenix Response Team (PRT) led by the Head of Business to ensure that the dealership provides for the well-being of our colleagues and customers.

The team should contain representatives (not necessarily managers) from each department and meet as required to fulfil their duties and help maintain standards in the dealership. Any meetings should practice social distancing.

The following topics should be the key focus areas:

- Avoiding and reducing risk of infection in dealerships
 - Dealing with those with Covid-19 symptoms or confirmed with COVID 19.
 - Personal hygiene
 - Respiratory hygiene
 - Management of sub-contractors/3rd parties
 - Social distancing
 - Facilities cleaning
 - Vehicle cleaning
 - Personal protective equipment (PPE) and materials

Roles that are required in the PRT are:

- Personal & Respiratory Hygiene Champion(s).
- Social Distancing Champion(s).
- Keep It Clean Champion(s).

Whilst the PRT has agreed roles and responsibilities to fulfil for the wellbeing of colleagues, customers and those that enter our businesses, Heads of Business and their management team must also ensure ALL of their colleagues are engaged and take responsibility for their actions with regards to the guidance.



Communication to our colleagues is very important.

A COVID-19 eLearning module has been developed to provide the necessary information, instruction and training for all colleagues. The module communicates a consistent message regarding the controls that are in place to secure a safe working environment for our colleagues and customers. The module is **MANDATORY** for **ALL** colleagues to complete.

In addition, on-site training days should be hosted to communicate to any returning or new colleagues the new normal way of working. Colleagues should understand:

1. what is expected of them.
2. the operations/procedures in place for their area of work.
3. that there will be a **zero** tolerance approach to unsafe acts and unsafe conditions that could risk the spread of COVID19.

All returning and new colleagues should be invited BUT the event should adhere to social distancing guidelines.

All of the above measures will help to overcome any anxiety from coming back or starting work as well as encourage feedback.

Refresher training should be held in the dealership for all colleagues on site (following social distancing guidelines, and ideally departmentally) covering:

- Change in Project Phoenix guidelines.
- Changes to UK Government guidelines and Sytner's stance on these.
- Reminders regarding the necessity of colleagues to follow correct social distancing and personal hygiene standards in both their working AND personal environments (e.g. when visiting pubs, restaurants and other social gatherings etc). All colleagues should guard against complacency.
- **Following a deep clean of a premises as a result of a confirmed COVID-19 case.**

Those with COVID-19 symptoms



The PRT should have a strategy to deal with symptomatic colleagues and customers which will include:

- Ensure signs are visible in the workplace reminding colleagues and customers **NOT** to enter the premises if they have COVID-19 symptoms such as a high temperature, a new continuous cough or a loss or change to sense of smell or taste. This includes if a member of their household displays symptoms also.
- Establish an area of the dealership/facility that may be used for isolation.
- Provide a suitable thermometer to be able to check for fever.

If a colleague or customer is (or becomes) **symptomatic** of COVID-19 at the dealership, the guidance below should be followed:

- Isolate the individual in the pre-determined area of the dealership to protect other colleagues and/or customers.
- Symptomatic colleagues should be asked to return home immediately and self-quarantine for the required period as indicated by the latest Government guidelines.
- Symptomatic customers should be asked to leave the business immediately or remain in isolation until they can be collected by a family member.
- The HOB must immediately inform Central HR as well as the Divisional HR team, and complete a short form provided by Central HR to confirm details of the affected colleague.
- Central/Divisional HR will request a COVID-19 test for the colleague, typically for the same day.
- Colleagues should be made aware that they must contact their HOB or line manager to confirm the result.
- Quickly identify all areas/hard surfaces including touch points which could be potentially contaminated i.e. where the person has been. **IMPORTANT** – this could include vehicles.
- Cordon off the areas affected immediately to prevent anyone on site being potentially exposed to COVID-19.

- All identified areas and hard surfaces must be subject to **ENHANCED CLEANING** (see page 32) by the 'Keep it Clean' Champions using a disinfectant product that kills both bacteria and viruses before being used again.

In the event of a colleague/customer (or anyone else who has recently been on site) confirms that they have **tested positive** for COVID-19, the guidance below should be followed:

- You **MUST** inform Head of Health & Safety immediately.
- The HOB must immediately inform Central HR as well as the Divisional HR team, and complete a short form provided by Central HR to confirm details of the individual affected (if not completed already).
- Ensure that the individual is fully aware of how to correctly complete a 'track and trace' survey when contacted by the relevant authority. For example, if they have been in contact with colleagues but have maintained at least a 2m distance, then those colleagues do **not** need to be named on the 'track and trace' system.
- Quickly identify all areas/departments that could be contaminated i.e. where the person has been.
IMPORTANT – this could include vehicles.
- Cordon off the areas affected immediately to prevent any exposure to COVID-19.
- All identified areas or hard surfaces must be subject to **DEEP CLEANING** by the third party appointed by the dealership (refer to guidance in '*Facility Cleaning*' section on page 32).
- **PLEASE NOTE:** There is a Group approved contractor who can undertake this work if required.
- Liaise with Head of Health & Safety prior to arranging the 3rd party visit to the premises to ensure the scope of deep cleaning is agreed.
- DO NOT ALLOW ANYONE in the cordoned off areas until the 3rd party specialist has completed the deep clean.
- Following the deep clean, the areas can be used for business operations immediately.
- The Head of Business should communicate and reassure all colleagues that appropriate actions have been taken by the business (deep cleaning).

- Following any positive test, temperature checks should be undertaken daily on arrival of all colleagues for a period of 2 weeks.
- Once all actions and tests are complete, the Head of Business will be required to maintain a summary of each COVID incident and supply a copy to the Head of Health & Safety.

The PRT should closely liaise with Central HR to ensure that appropriate contact is maintained and records retained for all colleagues that are awaiting test results or absent from work as a result of COVID-19.

NOTE: All up to date Government guidance can be found at <https://www.gov.uk/coronavirus>



Personal Hygiene



The PRT should ensure the business operates with **high** standards of personal hygiene, and the Personal Hygiene Champion(s) are responsible for reinforcing this message on an ongoing basis.

- Remind colleagues that our 'No Handshake' policy remains in place.
- All colleagues 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.
 - ALL entrances and exits
 - ALL colleague workstations
 - In meeting/training rooms
 - Near toilet areas (customer and colleague)
 - At customer refreshment stations
 - Throughout customer and showroom areas
 - Near workshop wash facilities
 - In break rooms/areas and changing rooms

These should be replenished every night with sufficient stock to last the full working day.

NB – please see **APPENDIX 1** for example of a schematic plan.

- Display posters promoting hand-washing.
- Place surface cleaning wipes on all workstations, tables and in meeting rooms, offices, canteens etc. These wipes should be effective against killing bacteria AND viruses.
- Before and after every interaction with customers, any workstation (including PDQ machines) should be cleaned by the colleague with surface cleaning wipes. These wipes should be effective against killing bacteria AND viruses.
- Customers should be advised that cash payments will not be accepted and only contactless/credit/debit card transactions will be taken.
- Shared workstations will be minimised, but where they remain the workstation, keyboard, mouse, tablet/iPad etc. should be cleaned between user sessions.

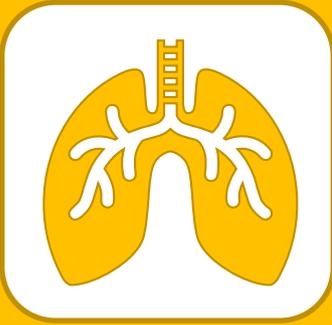
- Disposable nitrile gloves should be made available to anyone who wishes to wear them.
- A suitable number of bins must be in situ around the premises (specifically in sales/showroom and office areas) for the disposal of used nitrile gloves.

Colleagues that wear nitrile 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 them when heavily soiled or damaged/torn.
- Remove gloves safely (see **APPENDIX 2** for good practice).



Respiratory Hygiene



The PRT should ensure that the business operates with high standards of respiratory hygiene, and the Respiratory Hygiene Champion(s) are responsible for reinforcing this message on an ongoing basis.

All colleagues should be reminded to practice good **respiratory hygiene** in the workplace.

Posters promoting respiratory hygiene should be displayed e.g. when coughing/sneezing, colleagues should use tissues to ‘**catch it, bin it, kill it**’.

Face coverings - customers

In England and Scotland (as of 24th July and 10th July 2020 respectively), it is **MANDATORY** for **ALL** customers to wear a ‘face covering’ when entering our dealerships/retail environments.

A face covering does not necessarily have to be purpose made mask.

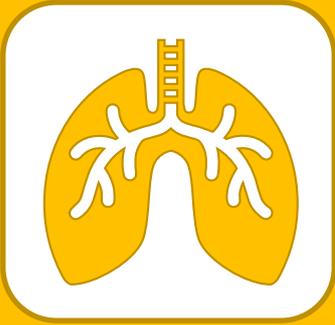
However, to be suitable in the context of COVID-19 it:

- Must cover both the mouth AND nose.
- Can be of a single use or reusable type (dependent on the manufacturers/suppliers design).
- Includes scarves, religious garments and handmade cloth coverings.
- **MUST** securely fit around the side of the face (i.e. it does not just have to be a purpose made mask).

Typically, customers should bring their own face covering to put on prior to entering the premises, and it should be worn at ALL times whilst they remain inside the facility.

However, in the event of customer NOT having a face covering on their person at the time of entering the business, then they should be provided with one. Therefore, supplies of disposable masks should be easily accessible within each dealership/business.

The refusal to wear a face covering in a shop or supermarket (including our dealerships/facilities) by a customer is enforceable by the police. However,



if a customer will not adopt a face covering (and does not have an exemption as identified below), the dealership management/colleagues should encourage compliance with the law, and politely/courteously refuse entry into our facilities.

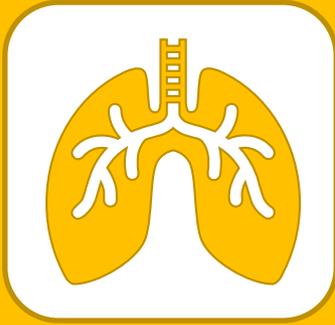
PLEASE NOTE: In accordance with the Welsh and Northern Irish Governments, there is a requirement to wearing face coverings on public transport **ONLY**. However, they strongly advised that people think about using face coverings in particular circumstances, enclosed spaces or where 2m social distancing cannot be achieved. But, there is no mandatory requirement in place currently for a face covering to be worn (customers or colleagues) in our businesses in Wales or Northern Ireland.

Face coverings - colleagues

Based on latest Government guidance (England and Scotland), it is **NOT** compulsory for our colleagues inside dealerships to wear face coverings. But businesses (in England and Scotland) are recommended to 'encourage' their use.

Within our English and Scottish dealerships/businesses, the following guidelines **should** be adopted.

- Retail/sales/service reception/greeting/parts sales etc
 - Colleagues will **NOT** be required to wear a face covering when undertaking their 'general' duties.
 - **HOWEVER**, when colleagues are communicating with customers at any time, they **WILL** be required to wear a face covering.
 - Where physical screens (or other controls) are in place, colleagues **MUST** still wear their face covering during the customer interaction.
- Non customer facing activities
 - Colleagues working in non-customer facing areas e.g. workshop and offices are **NOT** required to wear a face covering.
 - The only exceptions are covered in the '**Special Guidance**' section (on page 29) e.g. road tests with 2 or more people, apprentices and mentors in close working proximity, or where



2 colleagues have to work in close to each other on a specific task/activity. In these situations, a face covering IS required.

- Wales/Northern Ireland
 - Colleagues will **NOT** be required to wear face coverings.
- To support this approach, each colleague will be provided with a suitable face covering

Exemptions for face coverings

Government guidelines have identified specific situations where a customer onto our sites 'may' be exempt from wearing a face covered. The circumstances are for health, age or equality reasons, whereby people are not expected to wear face coverings.

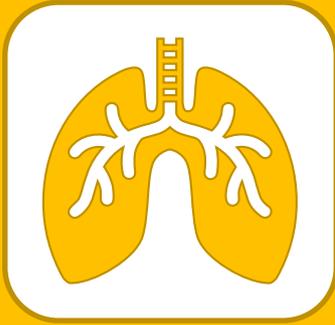
A face covering is NOT required for any of the legitimate reasons including:

- young children under the age of 11 (age 5 in Scotland)
- someone not being able to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability.
- if putting on, wearing or removing a face covering will cause the individual severe distress.
- if an individual is travelling with or providing assistance to someone who relies on lip reading to communicate.
- to avoid harm or injury, or the risk of harm or injury, to the individual or others.
- to avoid injury, or to escape a risk of harm, and the individual does not have a face covering with them.
- for someone to eat or drink, **but only if an individual needs to.**
- someone that needs to take medication.
- if a police officer or other official requests an individual remove their face covering.

Dealership management and colleagues should be aware of the above exemptions and act accordingly i.e. individuals should not be refused entry onto site and do not have to be issued with a face covering.

Limitations on face coverings

Maintaining social distancing, personal hygiene standards and facility cleaning/disinfecting remain **the most effective** means to reduce the risk of



COVID-19 and must NOT be ignored just because a face covering is being worn. Therefore:

- Colleagues MUST ensure that they continue to:
 - Follow social distancing rules (2m) where possible.
 - Maintain excellent personal hygiene standards i.e. regular washing and sanitising of hands etc.
- Baseline and enhanced cleaning regimes MUST remain in place

Symptomatic people and face coverings

If a colleague, customer or visitor to site is symptomatic of COVID-19 (e.g. continuous cough, high temperature, loss of taste/smell), it is not acceptable to be in our businesses (or out in general public) even with a face covering.

Those symptomatic MUST self-isolate as per the Government guidelines (covered in '**Those with COVID-19 symptoms**' on page 11).

Disposable masks

Whilst every colleague will be provided with a reusable mask, disposable paper masks can also be made available if requested by certain colleagues including:

- See **APPENDIX 3** for guidance on the usage of disposable masks.

Hygiene, Storage and Cleaning

- When using face coverings (including disposable masks), it is still essential that good hygiene practices are observed i.e. washing hands before putting on etc and ensuring that face coverings are stored correctly and washed regularly (if not single use)

See **APPENDIX 4** for guidance on how to wear a non-medical fabric mask.

A suitable number of bins must also be in situ around the premises (specifically in sales/showroom and office areas) for the disposal of used **single use/disposable** face coverings/masks.

Colleagues 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 Sytner Minimum Requirements.

Management of sub-contractors



There will be individuals who are not Sytner colleagues but do attend and/or are based at our dealerships to undertake specific job activities. These include (but not limited to) :

1. 'Quasi' colleagues, such as valeters, tyre fitters and dent removal/cosmetic repair technicians who work 'in house' during business hours.
2. People on site for periods of time, such as Zurich engineers, ramp/equipment maintenance engineers, electricians, fire system maintenance engineers, auditors (non-exhaustive).

NOTE: This section does NOT include customers and general site visitors.

Individuals working on our premises can put our colleagues, customers and themselves at risk of COVID-19 if the correct controls and procedures are not in place, understood and followed.

Therefore, the PRT should ensure that suitable arrangements are in place with each subcontractor on site, specifically their adherence to the Project Phoenix guidelines at ALL times.

For all subcontractors, it is essential that:

- A COVID-19 risk assessment has been received from the subcontractor PRIOR to any work being completed on site.
- The latest version of the 'Project Phoenix – Guidance for dealerships' has been provided to the subcontractor (the manager or most senior person), stipulating the necessity for each of their colleagues working on site to fully understand and adhere to standards.
- A signed acknowledgement should be obtained confirming receipt and understanding of the document.

NOTE: In the event of any differences in the risk assessments, the Project Phoenix document remains the absolute MINIMUM requirement for people working on our sites. If subcontractors choose to go 'above and beyond' this standard, then this will be acceptable.



Other considerations:

- The behaviour of each sub-contractor remains the responsibility of the subcontractor management. However, subcontractors on site should be supervised, observed and monitored to ensure adherence to Project Phoenix guidelines.
 - For larger dealerships, it may be appropriate to appoint a dedicated ‘Contractor Champion’ that is part of the PRT to supervise/monitor, ensuring that the correct standards are being followed.
 - For smaller dealerships, an existing PRT member could take responsibility for the supervision, monitoring and observation of subcontractors.
 - Colleagues should be reminded of the relevant site contact (i.e. Contractor Champion or PRT member) to raise/escalate concerns if they observe any subcontractor NOT conforming to the Project Phoenix standards.
- The subcontractors management remain responsible for the provision of suitable PPE (such as face masks/coverings and gloves) and relevant materials (such as anti-bacterial/viral wipes and sprays) to reduce the risk of spreading COVID-19.
- IF, suitable PPE and materials (**as identified in the ‘PPE and Materials’ section on page 37**) are not in situ at any point, then the Head of Business/PRT should provide any missing/additional elements for the subcontractors until they supply their own.
- All subcontractors should receive suitable information and training to fully understand the correct procedures when working on site. It remains the responsibility of the subcontractors management (in the first instance) to provide all relevant training and communication.
- This should also include those individuals who do NOT speak English as their 1st language.
- For those on site for prolonged periods, it could be appropriate to include those individuals in dealership specific training sessions.
- Inter departmental movements should be avoided where possible, so that subcontractors remain in their own specific work areas (with access to welfare facilities) when on site.
- Subcontractors may/will use the dealership break room facilities, so must be included in any scheduled staggering of breaks/lunches with other dealership colleagues.



- For those arriving to complete work on specific days (e.g. ramp engineers, electricians), the relevant PRT member (or Contractor Champion) should conduct a brief overview of Project Phoenix and dealership specific controls that must be adhered to.
- An agreed communication process should be in place with any incumbent subcontractor (e.g. valet, tyre fitting) to ensure that any concerns/issues/queries with regards to Project Phoenix can be raised.

IMPORTANT NOTE:

- Valeters **MUST** fully understand the Project Phoenix requirements with regards to 'comprehensive vehicle cleaning' and 'vehicle recleaning' procedures if they are to be undertaking these activities.

Social Distancing



The PRT should ensure the business operates in a manner to meet Social Distancing guidelines for colleagues and customers, and the Social Distancing Champion(s) are responsible for reinforcing these guidelines on an ongoing basis.

Where it is not possible for colleagues to work from home, our customers and colleagues need, where possible, to maintain a **2m distance** between one another and avoid gathering in groups.

Although there is Government guidance allowing businesses to operate with '1m plus' distancing, the Group's policy is that we will continue to follow the 2m rule wherever possible, and with very few exceptions which are specifically noted in the **Special Guidance section (see page 29)**.

Dependent upon the physical characteristics of each facility/dealership, this may involve:

Customer facing areas

- Customer entrance (pinch point)
 - One way system – reduce the flow of customers through the front door (see **APPENDIX 1** for example).
 - Ensure entrance is clear from obstruction e.g. parked cars.
 - Car park host - providing customer direction and ensuring distancing.
 - A 'customer capacity' for the dealership should be considered.
 - Colleagues should use alternative entrance and exits if possible.
 - Business only deliveries to work – no private deliveries.
 - All deliveries to be directed to alternative point – avoid customer areas e.g. send direct to parts department.
 - Customer signposting
 - directional.
 - highlighting what 2m looks like.
 - throughout dealership.

- Reception
 - Installation of movable/temporary protective screens (see **APPENDIX 1** for example of locating them).
 - Supply of nitrile gloves for customers who wish to use them.

- Customer waiting area
 - Tables/chairs should be placed 2m apart.
 - Control use by waiting aftersales customers due to significantly reduced capacity.
 - Where customers are permitted to wait, consideration should be made:
 - Managing waiting occupancy (based on size of dealership).
 - Using a diary system to generate a manageable ‘flow’ of waiting customers.
 - Ensuring that the waiting area considers social distancing
 - and is subject to regular ‘**enhanced cleaning**’ procedures between customers (**see page 32**).
 - No colleague use of customer toilet facilities.
 - Customer numbers using facilities should be controlled and manage any queues/distancing.
 - Directional customer signposting – from ALL customer ENTRANCES to EXITS.
 - ⊖ The serving of refreshments should be avoided where possible, especially where customers are required to wear face coverings (i.e. in England and Scotland).
 - Customers should only remove face coverings if there is a specific ‘need’ for food and/or drink.
 - In the great majority of cases, customers visiting our premises do not ‘**need**’ to eat or drink, (unless there is a medical reason to do so).
 - For dealerships serving refreshments this should be managed with careful consideration, for example:
 - Serving hot drinks in disposable cups.
 - Serving cold drinks in bottles/cans and disposable cups.





- Adopting cleaning/hygiene measures on coffee machines, preparation/serving surfaces, cups etc. Also ensuring suitable disposal of waste.
 - Only serving snacks (e.g. cakes, biscuits & cereal bars) in individually wrapped packets.
 - NO food preparation/cooking should be undertaken.
 - NO food in open packaging must be served.

- Sales/showroom
 - Install movable/temporary protective screens on a selection of customer facing workstations.
 - **Or** ensure tables/chairs used are at least 2m apart.
 - Children’s play areas should be closed off/taken out of use.
 - Reduce quantity of cars in showroom to ease congestion.
 - Keep cars (new and used, inside and outside) locked and with windows closed once sanitised and on display.
 - Convertible roofs on vehicles should be kept closed at all times.
 - Ensure colleagues and customers wear gloves when viewing a car and handling keys. At no point should colleagues and customers be inside the vehicle at the same time.
 - After each viewing remove ‘Sanitised’ hanger and re-lock.
 - Keep it Clean Champions to re-clean (major touch points only e.g. keys, door handles, steering wheel, gear control, parking brake, column stalks). **see ‘Vehicle re-cleaning’ on page 36.**
 - Traditional test drives and handovers would inevitably and unavoidably breach the 2m distancing guideline. New procedures for these have been developed - **see ‘Special Guidance’ section below**

- Service/after sales reception
 - Install movable/temporary protective screens on a selection of customer facing workstations.
 - **Or** ensure tables/chairs used are at least 2m apart.
 - Make specific appointment times to space out visits.
 - Minimise use of loan vehicles.

- Where loan vehicles are provided, a considered process must be established and followed to respect the hygiene and social distancing issues that will arise.
- Encourage de-cluttering of customer vehicles (and key rings).
- Minimise collection and delivery - give priority to vulnerable customers.
- Where collection and delivery is undertaken, a considered process must be established and followed to respect the hygiene and social distancing issues that will arise.
- Upon arrival, disinfect cars on major touch points (gloves to be worn to take keys/docs) e.g. keys, door handles, steering wheel, gear control, parking brake, column stalks, and then fitted with seat/floor cover.
- **NOTE:** Customers should have received the standard Sytner COVID-19 video as part of their service booking to explain procedures in place to keep them safe when bringing in their vehicle.

Colleague work areas

- Workshop/bodyshop
 - Dependent on weather consider leaving external doors open to promote good ventilation (where security/safety allows).
 - Colleagues to wear disposable nitrile gloves at all times and change between each job.
 - Workshop/bodyshop colleagues to plan work to maintain 2m distance from other colleagues.
 - In most cases this should not require leaving work bays empty or significantly altering the working environment.
 - Technicians should use their own tools wherever possible.
 - Special/diagnostic/shared equipment issued and disinfected between each use.
 - Visits from mobile tool/trade sales representatives (e.g. Snap on) should be discouraged BUT where such visits are required the representatives must be made fully aware of the dealership specific controls/procedures in place.
 - Suitable supervision and monitoring of these individuals should be made and records of their visits kept to ensure that they are in full compliance.

- This is particularly relevant for apprentices and their mentors.
(see 'Special Guidance' section below).

- Parts/deliveries generally
 - Have a strategy to receive deliveries, ideally without the delivery driver leaving their vehicle.
 - Where drivers must leave their vehicle they should be instructed to follow the personal hygiene and social distancing measures that apply to all other visitors.
 - Only handle deliveries (parts, consumables, cars, parcels etc) with gloves (to be worn at all times).
 - Eliminate shared workstations/phones.
 - Develop teams/specific tasks to plan responsibilities to maintain 2m distance from colleagues.
 - Consider closing workshop parts counter and deliver parts to technicians to avoid foot traffic/queuing.
 - Encourage online ordering/delivery and close retail counter.
 - But where not possible, ensure 2m distancing at retail counters and consider adding temporary protective screens.
- Offices
 - Continue to encourage/facilitate homeworking wherever possible to reduce density of occupation.
 - Use alternate computer workstations if desks are less than 2m wide.
 - Stagger desk usage where colleagues face one another.
 - Clean shared workstations before and after use with surface cleaning wipes. These wipes should be effective against killing bacteria AND viruses.
 - Offices that do not allow 2m distancing should be limited to 1 colleague and the capacity displayed on the door.
- Meeting rooms
 - Meetings should be kept to an absolute minimum and should always follow 2m social distancing guidelines.
 - The capacity of each meeting room should be clearly displayed on the entrance door.
-



- Valeting
 - Colleagues/contractors to wear disposable nitrile gloves at all times.
 - Valet colleagues/contractors to plan work to maintain 2m distance from colleagues.
 - In most cases this should not require leaving work bays empty or significantly altering the working environment.
 - Where offered, wash/clean processes will be adapted to meet minimum standards detailed in **Comprehensive vehicle cleaning guide (see page 35)** before cars are returned to customers.

- Toilets
 - Consider how to manage usage and maintain distancing.
 - Consider closing (with hazard tape) alternate urinals and hand basins.

- Canteens/break rooms
 - The capacity of each canteen or rest area should be clearly identified (reflecting 2m distancing guidelines) at the entry to each facility, and where necessary alternative facilities (e.g. meeting rooms) to be provided.
 - Encourage colleagues to bring their own food (keep ideally in own cool bag), stay on site and avoid using local shops/food delivery services (which should NOT be permitted on site).
 - Control the numbers using each facility.
 - Colleagues with personal desks should be allowed to eat at their workstation to facilitate this if required.
 - 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 2m distance.
 - Control the number of people using these facilities at any one time.



- General
 - Consider staggered arrival times to limit congestion/queuing in changing rooms and toilet areas.
 - Stagger break times to limit numbers congregating (paying particular attention to smoking areas).
 - Encourage/continue home working/digital meetings etc.
 - Encourage colleagues (if possible) to drive, cycle or walk to work that does not require social distancing to be compromised.
 - Discourage colleagues from car sharing and to avoid public transport (or ensuring that social distancing measures are followed if unavoidable). As per the Government guidelines, a face mask/covering must be worn on public transport.
 - Colleagues must refrain from traveling between departments. They should remain in their own immediate team/vicinity e.g. workshop technicians in their ramp area, not walking around the department unnecessarily. Colleagues should use other forms of communication to liaise with other colleagues based in other parts of the business e.g. telephone, radio etc.
 - Ensure that all contractors and visitors on site are made fully aware of the dealership specific controls/procedures in place. Suitable supervision and monitoring of these individuals should be made to ensure that they are in full compliance.
 - Discourage visits from OEM partners.

Special Guidance

Wherever possible it is our policy to operate with 2m social distancing. This guidance details the **ONLY** circumstances where this policy will be relaxed.

In line with Public Health England (PHE) guidelines, where this policy is relaxed in relation to a particular activity (and that activity needs to continue) we will take all mitigating actions possible to reduce the risk of transmission.

- In the workplace generally
 - On occasions, it may be essential for two colleagues to work closely together to carry out a task. In these situations, specific authorisation must be sought from line managers who will

provide face masks and work with colleagues to minimise the time required.

- Apprentices/mentors
 - Increase time allocated per week for apprentice to catch up/get ahead of allocated coursework (home based where possible).
 - Sharing of tools should be avoided.
 - Minimise the frequency and time spent within 2m of each other (where possible).
 - Where this cannot be avoided, then both the mentor and apprentice should wear a face mask/covering at ALL times when in closer proximity with each other.
 - 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).
 - Regularly wash hands and sanitise and change nitrile gloves frequently.
- Test drives
 - Test drives of demonstration and used vehicles may continue on an unaccompanied basis where possible (subject to all necessary driving license and insurance documentation being completed).
 - If accompanied test drives are unavoidable, then these should be no longer than 15 minutes duration, with both the sales colleague and customer wearing both a face mask/covering and nitrile gloves.
 - No other passengers should be allowed in the vehicle, and where possible, the sales colleague should sit in the rear seat behind the passenger seat i.e. diagonally spaced from the driver.
 - Customers taking vehicles for unaccompanied test drives should be requested to wear disposable face masks and nitrile gloves for the duration of the test drive.
 - Upon completion of the test drive, the vehicle should be re-cleaned in accordance with the guidance on '**vehicle re-cleaning**' on page 36.



- Handovers

- A process should be followed to minimise contact during the handover process (e.g. send video guide in advance).
- Weather permitting, consider undertaking handovers outside.
- Handovers should be completed by specific appointment only (as normal BUT a strict timetable should be encouraged).
- Where a home delivery service is provided, a process should be followed including:
 - The driver and passenger (both colleagues) should wear masks and nitrile gloves
 - The passenger should (if possible) sit diagonally behind the driver (on the back seat).
 - Handover should be completed with the sales executive PRIOR to the deliver, ideally via a 'virtual' method.

- Road Tests

- Where road tests are required by 2 technicians or a technician and customer, then these should be no longer than 15 minutes duration, with both parties wearing a face mask/covering and nitrile gloves.
- One party should sit in the rear seat behind the passenger seat i.e. diagonally spaced from the driver where possible.



Facility Cleaning



The PRT should continue to follow a process to deal with **CLEANING AND HOUSEKEEPING** of facilities and vehicles.

As part of the process it is important that the PRT consider the contamination and regular disposal of cleaning cloths/mops/materials to stop the spread of infection.

Baseline cleaning

In relation to our facilities, a cleaning regime should continue whereby, between each working day, the buildings and their contents are cleaned to a **baseline** level.

Household cleaning products (typically soap/mild detergent based) and disinfectants are generally intended to reduce/kill bacteria and viruses (dependent upon product used) 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.

Enhanced cleaning

The 'Keep It Clean' Champions are to consistently follow a regime to undertake an '**enhanced**' clean throughout the facilities at **regular** intervals throughout the 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 'disinfecting' product which uses chemicals to kill bacteria and viruses on those surfaces (as opposed to cleaning' products). It will not typically be acceptable to deliver enhanced

cleaning by making all colleagues responsible for the process.



Areas to focus on include:

- Handrails
- Door handles/push plates
- Light switches
- Toilet facilities
 - 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
- Customer hospitality area
- Customer lounge furniture (e.g. chair arms/table surfaces)
- Desk phones
- Printers/copiers/fax machines

NB This is not intended to be an exhaustive list.

Training should be provided for members of the 'cleaning team' to avoid any inappropriate use/application/mixing of chemicals used in the process. The preference is to buy 'trigger sprays' and avoid the decanting of hazardous substances/cleaning chemicals.

Deep cleaning

In the event that someone is confirmed with COVID-19, it is essential to follow the **deep cleaning** procedures established in the dealership/business. This will reduce the risk of passing COVID-19 onto other colleagues and customers etc.

It is essential that the PRT establish the affected areas and cordon off all areas accordingly prior to deep cleaning commencing.

The deep cleaning process must **NOT** be completed by our colleagues, and it is strongly recommend that a provider of such a service is identified in advance in your locality to call upon 'as and when' needed. These people must be fully competent, trained and adhere to the Government guidelines e.g. PPE, waste etc. If necessary, the Group has a preferred supplier.

If you have a case and need to carry out a deep clean exercise, **YOU MUST** inform Head of Health & Safety to agree the scope of work before it commences, as this typically does not mean the entire facility will require closing.

If there is a requirement for deep cleaning, then an internal audit/check may be completed by the Internal Audit team or Head of Health and Safety to ensure that all standards have been met with regards to Project Phoenix.

Vehicle cleaning



Comprehensive vehicle cleaning

Cars on display in the showroom should be cleaned each evening, every vehicle for sale/demonstration should be cleaned before being placed on display and service cars should be cleaned before being returned to customers, in accordance with the standards below.

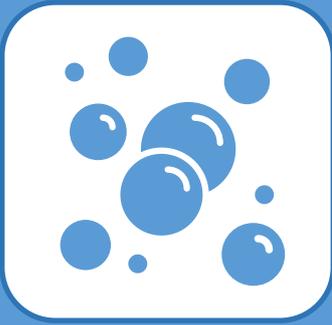
These vehicles should be treated with a **disinfectant** product as follows:

- Windows (inside)
- Doors handles (in and out)
- Boot handle/button
- Steering wheel
- Dashboard
- Gear control
- Seat faces
- Seat belts/buckles
- Buttons
- Infotainment screens
- Column stalks
- Grab handles
- Seat adjusters
- Cubby/glove box handles
- Arm rests
- Air vents and controls

This treatment regime should also apply to new and used vehicles before handover to the customer.

There are a number of 'sanitiser bomb' products available. In most cases these are either air freshener or anti-bacterial (NOT anti-viral) in nature and therefore not a substitute for physically cleaning the interior surfaces as described above.

Only where these products have disinfecting properties might their use be appropriate.



Other methods of disinfecting vehicles (e.g. electrostatic guns) may be identified and in each case it is the responsibility of the PRT to confirm their efficacy and to undertake any necessary risk assessments/training to ensure their safe use.

Once this work has been completed a 'this vehicle has been sanitised' mirror hanger should be displayed.

Vehicle re-cleaning

Every vehicle for sale/demonstration (new or used/showroom or external) will have a mirror hanger confirming sanitisation has been carried out.

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.

Keep it Clean Champions must carry out a re-clean using a **disinfectant** product (major touch points only e.g. keys, door handles, steering wheel, gear control, parking brake, column stalks).

NB 1 – the above are **not** exhaustive lists.

NB 2 - most disinfectant products can clean a vehicle interior without damage BUT some alcohol based cleaners MAY damage leather, some bleach based products MAY damage upholstery and some ammonia based products MAY damage touchscreens. Therefore, it is important that appropriate training is provided to the relevant members of the 'cleaning team'.

NB 3 - If a vehicle may have been exposed to someone with the virus, it should not be moved and the same **deep cleaning** process followed as for our facilities.

Personal protective equipment (PPE) & materials



The PRT should plan to secure all necessary supplies to protect colleagues and customers.

Supplies of goods/consumables (i.e. sneeze guards/PPE/cleaning kit) should be coordinated and approved by Divisional Management Teams before orders are placed.

PPE

<ul style="list-style-type: none"> • Nitrile gloves
<ul style="list-style-type: none"> • Disposable masks
<ul style="list-style-type: none"> • Reusable face coverings

Materials

<ul style="list-style-type: none"> • Hand sanitiser dispensers
<ul style="list-style-type: none"> • Sanitiser refills (60% alcohol content MINIMUM)
<ul style="list-style-type: none"> • Antibacterial sprays and wipes (must kill bacteria and viruses)
<ul style="list-style-type: none"> • Perspex protection screens
<ul style="list-style-type: none"> • Floor signage – footprints/distance
<ul style="list-style-type: none"> • Window signage
<ul style="list-style-type: none"> • Steering wheel and seat covers
<ul style="list-style-type: none"> • 'Test drive READY' • 'Vehicle collection READY' • 'This vehicle has been SANITISED' hangers/stickers
<ul style="list-style-type: none"> • Disposable steering wheel/seat covers
<ul style="list-style-type: none"> • People counter clicker
<ul style="list-style-type: none"> • Bottled water
<ul style="list-style-type: none"> • Infrared thermometer

Summary



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 colleague taking responsibility for their own actions and behaviours.

This is relevant in both their working AND personal environments, with the latter increasingly important as the UK lockdown is relaxed moving forwards.

Following good practices inside dealerships to prevent the spread of COVID-19 must NOT be compromised if colleagues are visiting pubs, restaurants and other social gatherings and not following the Government social distancing and personal hygiene guidance.

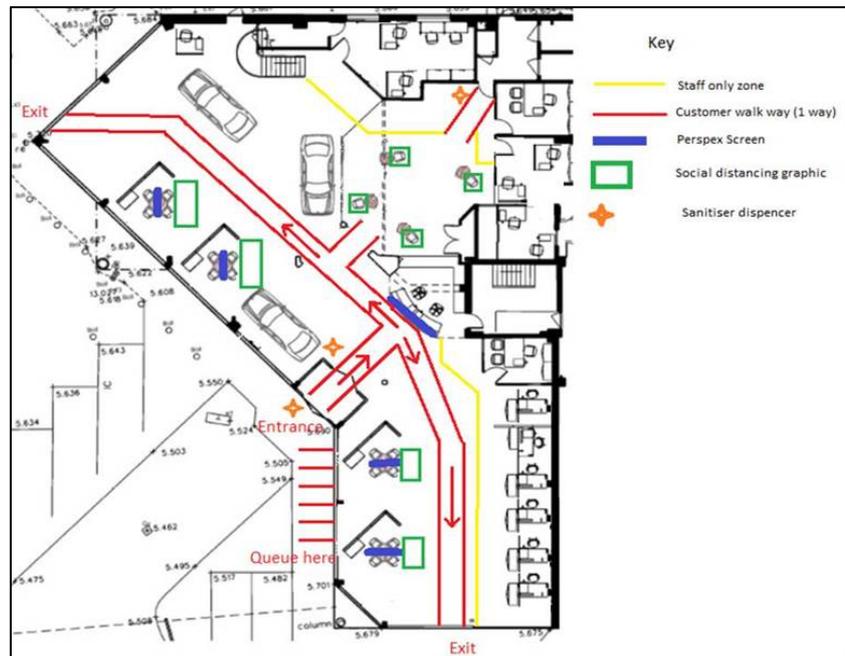
Please encourage an open and collaborative approach with colleagues to ensure that any questions, queries or concerns can be openly discussed and addressed.

The PRT should periodically review the points covered in this policy and update as necessary.

APPENDIX 1 – example showroom plan

Example showroom plan showing:

- 'colleague only' zone
- pedestrian (customer) flow,
- location of Perspex screen(s)
- location of 'social distancing' graphics
- location of sanitiser dispenser.



APPENDIX 2 – removal of single use gloves



Health and Safety Executive

Correct removal of gloves

Single use gloves (splash resistant)

Follow the steps shown



APPENDIX 3 – using disposable masks

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**



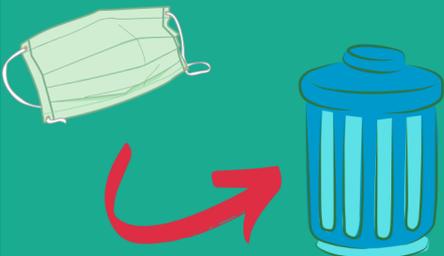
HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

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



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

Replace the mask with a new one as soon as it is damp and do not re-use single-use masks



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

To remove the mask: **remove it from behind** (do not touch the front of mask); **discard immediately in a closed bin;** clean hands with alcohol-based hand rub or soap and water



APPENDIX 4 – How to wear a non-medical fabric mask/covering safely

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

Do's →

-  Clean your hands before touching the mask
-  Inspect the mask for damage or if dirty
-  Adjust the mask to your face without leaving gaps on the sides
-  Cover your mouth, nose, and chin
-  Avoid touching the mask
-  Clean your hands before removing the mask
-  Remove the mask by the straps behind the ears or head
-  Pull the mask away from your face
-  Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it
-  Remove the mask by the straps when taking it out of the bag
-  Wash the mask in soap or detergent, preferably with hot water, at least once a day
-  Clean your hands after removing the mask

Don'ts →

-  Do not use a mask that looks damaged
-  Do not wear a loose mask
-  Do not wear the mask under the nose
-  Do not remove the mask where there are people within 1 metre
-  Do not use a mask that is difficult to breathe through
-  Do not wear a dirty or wet mask
-  Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.



APPENDIX 5 – version control

The below table highlights any 'significant' changes that have been made between version releases of this document.

Date of release	Version number	Changes from previous version
24/4/20	V1	First production version
30/4/20	V2	<ul style="list-style-type: none"> • H&S Considerations <ul style="list-style-type: none"> ○ Nominated responsible persons ○ Validation of first aiders, fire marshals and fire officers once fully operational • Other minor wording changes
12/5/20	V3	<ul style="list-style-type: none"> • Addition of 'Risk Assessment' section (p3 – p8) • H&S considerations <ul style="list-style-type: none"> ○ Caution with flammable hand sanitisers (p12) • Training <ul style="list-style-type: none"> ○ Detail regarding eLearning for colleagues (p13) • Those with COVID-19 symptoms (p14) <ul style="list-style-type: none"> ○ The PRT retaining records of colleagues absent from work with COVID-19 symptoms (and who to inform) ○ Information regarding colleagues getting tested ○ Addition of Government guidance website • Personal hygiene <ul style="list-style-type: none"> ○ Hand sanitiser in meeting/training rooms (p15) ○ Customers can only use contactless/credit/debit card transactions not cash (p15) • Respiratory hygiene <ul style="list-style-type: none"> ○ Addition of latest information for using of face coverings (p17) • Social distancing <ul style="list-style-type: none"> ○ Closure of children's play areas (p19) ○ Customer should receive video when booking in work for dealership (p20) ○ Deliveries ideally without driver leaving vehicle. If not possible, follow personal hygiene and social distancing standards (p21) ○ Encourage colleagues (if possible) to drive, cycle or walk to work that does not require social distancing to be compromised (p23) ○ Discourage colleagues from car sharing and to avoid public transport (p23) ○ Colleagues should refrain from unnecessary travel between departments, and use other forms of communication where possible e.g. telephone (p23) ○ Contractors and visitors on site must be made fully aware of the dealership specific controls/procedures in place. Suitable supervision



		<p>and monitoring of these individuals should be made (p23)</p> <ul style="list-style-type: none"> • Facility cleaning <ul style="list-style-type: none"> ○ As part of the strategy it is important that the PRT consider the contamination of cleaning cloths/mops/materials so that bacteria is not allowed to build up and spread (p25) • Vehicle cleaning <ul style="list-style-type: none"> ○ Minor amends of specification of vehicle cleaning and recleaning (p28)
29/6/2020	V4	<ul style="list-style-type: none"> • Those with COVID-19 symptoms (p14) <ul style="list-style-type: none"> ○ Changes to wording where a colleague/customer has been confirmed as having COVID-19 ○ Advise Head of Health & Safety immediately ○ Ensure the affected colleague understands correctly how to complete a track and trace survey. ○ The Head of Business should communicate and reassure all colleagues that appropriate actions have been taken by the business (deep cleaning). ○ Temperature checks should be undertaken of all colleagues for a period of 2 weeks following the confirmed positive test. ○ Reminder note on the HR process for symptomatic colleagues who are sent home, or phone in with symptoms. Thereafter, requesting tests, identification of close contact with other colleagues, compliance with Project Phoenix and information to be provided re track and trace. (p15) • Personal hygiene <ul style="list-style-type: none"> ○ Referral to specific 'surface cleaning' wipes and that the wipes should be effective against killing bacteria AND viruses (p16). • Social distancing <ul style="list-style-type: none"> ○ Adding wording stating that whilst Government guidance allowing businesses to operate with '1m+' distancing, the Group policy is for the continuation to follow the 2m rule. • Social distancing – showrooms <ul style="list-style-type: none"> ○ Reference to keeping convertible roofs on vehicles closed at all times (p20) • Social distancing – colleague work areas <ul style="list-style-type: none"> ○ Referral to specific 'surface cleaning' wipes and that the wipes should be effective against killing bacteria AND viruses (p22). • Social distancing – general <ul style="list-style-type: none"> ○ Stricter guidance regarding colleagues avoiding moving between departments and keeping within their own team/cluster areas. (p24) • Facility cleaning



		<ul style="list-style-type: none"> ○ Minor wording changes (p26) ○ Enhanced cleaning – use of trigger sprays instead of decanting hazardous substances (p26) ○ Deep cleaning – adapted wording based on latest Government guidelines and updated Sytner standards (p28) ○ Deep cleaning - Confirmation that the Group has a preferred supplier) (p28) ○ Deep cleaning - If you have a case and intend to carry out a deep clean exercise, YOU MUST inform Head of Health & Safety to agree the scope of work before it commences (p28) ● Personal protective equipment and materials <ul style="list-style-type: none"> ○ Addition stating that surface wipes must kill bacteria AND virus'. (p32)
	V5	<ul style="list-style-type: none"> ● General <ul style="list-style-type: none"> ○ Minor wording changes throughout document (tidy up) ○ Removal of actions and wording relating to preopening/initial activities as businesses are now open. ○ Removal of H&S and dealership re commissioning of building guidance. This is now a separate document. ● Project phoenix risk assessment <ul style="list-style-type: none"> ○ Refresh of actions to remove ones already completed and no longer relevant. (p6) ● Dealership response team <ul style="list-style-type: none"> ○ Addition of wording relating to colleagues taking responsibility for their own actions with regards to Project Phoenix. (p9) ● Training <ul style="list-style-type: none"> ○ Wording added around when refresher training for colleagues is required. (p10) ● Those with COVID-19 symptoms <ul style="list-style-type: none"> ○ Updated and more detailed wording on procedures for confirmed cases of COVID-19. (p11) ● Respiratory hygiene <ul style="list-style-type: none"> ○ Whole section updated to include new requirements for face coverings. (p18) ● NEW SECTION ADDED – Managing subcontractors. (p20) ● Social distancing <ul style="list-style-type: none"> ○ Customer waiting area – guidance around where customers are now permitted to wait in the dealership i.e. managing waiting occupancy, using a diary system, social distancing rules, regular enhanced cleaning. (p24)



		<ul style="list-style-type: none"> ○ Serving of refreshments should be avoided where possible, unless customers specifically 'need' them. (p24) ○ Where refreshments are served – consider controls such as serving hot drinks in disposable cups, serving cold drinks in cans/bottles with disposable cups, cleaning/hygiene on coffee machines and equipment, disposable of waste, snacks served only in individual wrappers, NO food preparation or open wrappers. (p24) ○ Workshop/bodyshop – visits from tool/trade sales representatives (e.g. Snap On) should be discouraged, but where visits are completed, these individuals need to be made fully aware of the dealerships controls AND visits should be supervised with records of their visits retained on site. (p26) ○ Valeting- where wash/cleaning is offered, the processes need to be adapted to meet minimum standards (comprehensive vehicle cleaning guide). (p28) ○ Special guidance - where possible, keep 2m social distancing, but some circumstances where the policy may be relaxed where it cannot be avoided: <ul style="list-style-type: none"> ▪ Workshop mentors & apprentices- face masks/coverings in close proximity at ALL times. (p30) ▪ Accompanied Test drives – are now permitted, but should be no longer than 15 minutes, with the driver and sales executive wearing face mask/covering and nitrile gloves, and sales executive ideally sitting on back seat diagonally opposite the customer. (p30)) ▪ Home delivery procedures – the driver and passenger should wear face masks/coverings and nitrile gloves, with the passenger sitting on the back (p31). ● PPE and materials <ul style="list-style-type: none"> ○ Addition of reusable face coverings (at least 2 per colleague) is required. ● Appendix 4 <ul style="list-style-type: none"> ○ How to wear a non medical fabric face mask/covering guidance
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