



Covid-19 Secure Protocols

'The new norm'

*Version 5
January 2021*

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Introduction – our collective responsibility to each other



Dear colleague,

I am delighted to share with you the Marshall 'COVID-19 Secure Protocols'.

This plan is applicable to all Marshall business units, including The Quorum and remote Accounting Centres. First and foremost, please be assured that your health and safety, alongside that of our customers, stakeholders and families, is our **number one priority**.

It is up to ALL of us to enforce this policy and act responsibly towards each other: we are in this together.

The Executive Committee and Ops Board have spent many hours constructing **and revising this plan since the COVID pandemic came to the forefront of our daily lives**.

As you would imagine, given we represent so many different brands, we have been inundated with advice. As you will also appreciate, there are a number of different approaches but what we have been able to do is review every approach, take every part of what we consider best practice and knit it altogether into one 'Marshall' plan.

For this reason, we believe have created an outstanding plan which will deliver on my reassurance about your health and safety being our number one priority. Given the fluid nature of the situation we are constantly reviewing the position **and this document has changed to ensure it always reflects the latest guidance**.

Our plan requires everyone to play their part.

When you read through the plan, you will see that there are many areas that continue to require us to change the way we do things but there is nothing onerous. We therefore expect your full support in ensuring we continue to adapt our methods accordingly to ensure that everyone's wellbeing is protected.

If you have any questions or concerns or indeed ideas, you should raise them with your line manager if you feel able to do so. **You can also raise any feedback, ideas, questions or concerns, confidentially either through our established whistleblowing process (for concerns) or by contacting us on covid19@marshall.co.uk**. You have my personal assurance any concerns will be looked at confidentially.

We are proud of everything our employees have done to help mitigate the effects of COVID-19 so far but as we know, there is still a way to go before we can return to business as usual.

I look forward to catching up with you personally as soon as circumstances allow.

In the meantime, Stay Safe, Stay Positive, Stay Marshall



Daksh Gupta
Chief Executive Officer

Overview

- **Every colleague** has a major part to play in this
- We have a 'new norm' for the foreseeable future
- This is the guide to how Marshall will facilitate Social Distancing and associated measures
- Adherence to this Plan is **mandatory** for the wellbeing of every colleague and customer
- Issuance of appropriate PPE (based on Government guidelines)
- Customers must wear face coverings upon entering the business
- **From 13th January: All colleagues must wear a face covering when away from their workstation. You can only remove your mask when you are at your workstation. This includes desks AND ramps.**
- All sites must display the 'Contact Tracing' Poster at all customer entrances
- The government recommend we should display the poster opposite in our workplaces to demonstrate we have followed this guidance.
- **Heads of Business will sign this and display the signed poster on reception**

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: _____
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

LET'S HELP STOP THE SPREAD OF CORONAVIRUS

Scan this QR code with your NHS COVID-19 App to check-in



Marshall Motor Group Head Office (Q2)
Marshall Motor Group Ltd, 185 The Square, Newark Road, S11 9PL

DOWNLOAD THE NHS COVID-19 APP

Download on the App Store | GET IT ON Google Play

Customer attendance on premises

- Until further notice we must advise our customers that are visiting the premises that we are adopting a **CUSTOMER ONLY** policy – this includes future bookings in progress
- This means only 1 person from the family can attend the premises
- This is regardless of whether it is a Click and Collect purchase or for Aftersales
- However, flexibility can be applied in the case of *exceptional individual circumstances* at the discretion of the site Head of Business

Aftersales

- Please enforce staggered Express Service timing slots
- Please ensure that jobs that will take over 2 hours ARE NOT book in under the guise of Express Service – this includes future bookings in progress
- Jobs over 2 hours must be booked on either the 'Drop and Go' or 'Drop and Collect' option

Sales

- Under no circumstances are Sales customers allowed in the showroom / front of house area
- They can, as a last resort due to poor weather conditions, facilitate there Click and Collect Handover in the workshop.



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Health & Safety

Our commitment to your health & safety

- The health, safety and wellbeing of our colleagues has always been, and remains, our **No. 1 priority** - never more so than during this period.
- We **continually review** official advice and guidance and make changes to our operating procedures where necessary to ensure we are providing our colleagues and customers the safest experience.
- As the situation continues to develop, we will provide **regular updates** to our colleagues as and when this advice and guidance changes.
- The advice and guidance on which this Plan is based comes from a number of different sources but most specifically:
 - **The UK Government**
 - **Health & Safety Executive (HSE)**
 - **Public Health England (PHE)**
 - **Society of Motor Manufacturers and Traders (SMMT)**
 - **British Retail Consortium (BRC)**
 - **National Franchise Dealer Association (NFDA)**



Our principles

In line with **current** Government, HSE and PHE guidelines, our policy for **keeping our colleagues and customers safe in our businesses** focuses on the following three key principles:

1. Social Distancing & Face Coverings

*Maintaining a robust system of social distancing and encouraging **wearing face coverings** for all colleagues, customers and any other 3rd party entering our businesses*



2. Enhanced cleaning & Hygiene

*Maintaining thorough and on-going cleaning processes, and good hygiene behaviours **including deep cleans and fogging where necessary***



3. Personal Protective Equipment

*Ensuring **appropriate** Personal Protective Equipment (PPE) which is **relevant to specific roles and tasks** is made available following a thorough risk assessment of the task or activity being performed*



Social distancing & **face coverings**

- All Managers to adopt a Social Distancing 'champion' role
- Continuing to ensure the Government's guidance on a **minimum of 2 metres** social distancing has been implemented across all of our businesses.
- We have identified this using hazard tape and other markings for our colleagues and customers.
- Heads of Business are responsible for determining the **maximum** number of customers to be present at any one time within the dealership, to ensure it is possible to maintain the social distancing rules.
- **This poster must be displayed at all entrances and the Head of Business must have a robust process in place to ensure this number is not exceeded**
- **If you require the poster please email ppe@marshall.co.uk**



Social distancing - 1 metre plus

- All colleagues **must** maintain a social distance of 2 metres from all other colleagues and customers.
- The only exception to this is in the workshop, when conducting specific tasks that require you to work within this distance. In order to achieve this both colleagues **must** wear a face visor/shield for the entire duration of the task, and only remove it once they have returned to a distance of 2 metres.
- From 4th July, the Government introduced additional social distancing requirements where the 2m social distancing requirement could not be met to 1 metre plus.
- This means, if when performing a specific tasks or activity you need to come within 2 metres of another individual, you can **as long as there are suitable control measures (or mitigation) in place.**
- As a business, we had already identified this and implemented it – specifically in our workshops where certain tasks require two colleagues to work together to perform the task safely.
- If this is deemed necessary in other areas of the business, the manager or Head of Business must contact the HSE team directly via hse@marshall.co.uk to ensure the relevant mitigation is in place.

Provision of fabric mouth-nose-coverings

- From 24th July it became mandatory for all customers to wear a face covering (unless they are exempt) in supermarkets and shops.
- On the 24th September, this mandatory requirement extended to include customer facing colleagues in our business.
- **In light of the new strain of the virus, as of Wednesday 13th January 2021, it is mandatory for all colleagues to wear a face covering when away from their workstation (inc ramps)**
- Therefore, **ALL** colleagues must now wear a face covering (unless they are exempt and have completed the Face Covering Exemption form)
- **Completed Face Covering Exemption forms must be sent to HR**
- To support of this, **we have made available washable mouth-nose-coverings** as required.



Provision of fabric mouth-nose coverings

- Here are a few useful points to remember:
 - The mouth-nose-covering **is not a medical device**.
 - The mouth-nose-covering **is not provided as personal protective equipment**.
 - The mouth-nose-covering **is not intended as protective equipment against infections and other pollutants or as occupational safety**.
 - The mouth-nose-covering **can only be worn over the mouth and nose**.
 - The mouth-nose-covering **should only be used within the business**.
 - The mouth-nose-covering **is not to be shared with other colleagues or household members**.
- In order to support you in using these coverings **safely**, please remember the following:
 - **Wash your hands thoroughly** with soap and water for 30 seconds or use hand sanitiser before putting a face covering on, and after removing it.
 - When wearing a face covering, **avoid touching your face** or face covering, as you could contaminate them with germs from your hands.
 - **Change your face covering** if it becomes damp or if you've touched it.
 - Continue to **wash your hands regularly**.
 - **Change and wash** your face covering **daily**.
 - Wash the covering in line with manufacturer's instructions.
 - **Continue to practise social distancing wherever possible**.



Ventilation of premises

- Government advice regarding ventilation is that the risk can be reduced by increasing the airflow inside buildings.
- This can be achieved by opening windows and doors for example, or by turning up the fans on any mechanical ventilation systems we have (e.g. in showrooms).
- Doors, if not automatic (**excluding fire doors**) may be propped open to:
 - increase ventilation around the property;
 - limit surface contact; and
 - reduce the risk of infection.
- This will also enable us to **maintain social distancing** in those sites where implementing a one-way system is not feasible.
- All doors **must** have touch points cleaned when initially propped open and again when closed at the end of each day.
- In most cases, it should be possible to use the ventilation fans without necessarily having the heating or cooling on but each site will need to look at their own systems accordingly and take advice from one of our ventilation maintenance companies.



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*Good Hygiene &
Cleaning protocols*

Cleaning processes

- The HSE Team have conducted a **full** cleaning risk assessment and created guidance on:
 - *What should be cleaned;*
 - *How often the cleaning should take place;*
 - *How to undertake the cleaning;*
 - *The products used for cleaning;*
 - *The relevant personal protective equipment to be issued and worn during the cleaning process; and*
 - *How to safely dispose of the cleaning waste*
- There are 10 cleaning protocols all of which are available on the G drive. These cover the requirements for cleaning all touchpoints on a regular basis.
- **These protocols must be printed out and made available at point of use.**
- It is the responsibility of **all** of our colleagues to assist in ensuring the regular cleaning of their own workstation at various intervals during the day (this is included within the guidance).



Regular cleaning – Touch points

The following list, whilst not exhaustive, attempts to capture as many contact points as possible **which require regular cleaning**:

- **All** internal and external door handles, push plates or rails
- All light switches
- Doorbells, entry phones and key code system buttons
- Intruder alarm key code buttons
- Handrail and railings on staircases and mezzanine floors
- **All** printers, scanners and any other equipment shared by colleagues
- Thermometers **must** be thoroughly cleaned before and after use
- PDQ machines must be cleaned before use and again before returning it to the base unit by the colleague using it for each transaction.
- Showroom vehicles as per guidelines for:
 - Customer vehicles (as per specific guidelines)
 - Loan and / or courtesy cars (as per specific guidelines)
- Where possible hot desks should not be used and shared areas (such as canteen and colleague rest areas) should be controlled to ensure social distancing can be maintained at all times.
- Your Desk:
 - Desk surface
 - Phone
 - Keyboard
 - Mouse
 - Chair arms and controls
- In kitchens, canteens and other shared areas, the following must be cleaned before and after every use;
 - Taps
 - Kettles
 - Surfaces
 - Fridge door handles
 - Tables
 - Chair arms
 - Vending machines

If you can think of anything that we have missed, let us know at covid19@marshall.co.uk so we can share this best practice with your colleagues.

Good hygiene behaviours

- Good hygiene behaviours are identified as:
 - Regularly washing your hands for **at least 30 seconds** with soap and warm water, especially:
 - upon arrival at work; and
 - before and after every customer interaction.
 - Where soap and warm water are not available, hand sanitisers may be used.





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*Personal
Protective
Equipment*

Personal Protective Equipment (PPE)

- It is our policy to always follow the advice of **Government, The Health & Safety Executive and Public Health England.**
- Their advice is that the use of Personal Protective Equipment (PPE) should always be the **last resort** when managing risks to health and safety.
- In line with this, the HSE Team have identified those activities or tasks which cannot be safely completed without breaking the social distancing rules but which are vital to our operations. **Only in these instances will PPE be issued to those colleagues undertaking these activities or tasks.**
- **In order to fulfil our commitment to you, we have spent over £1 million to date on other control measures and personal protective equipment**



Ordering PPE

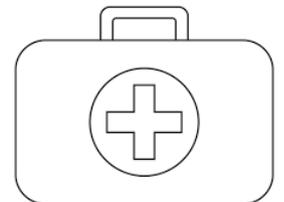
IMPORTANT:

Under no circumstances must PPE be ordered other than the PPE we have mandated to be provided

- All items of PPE must **meet the required standard** - we must not compromise colleagues' health and safety
- It is incumbent on each Head of Business to replenish supplies by **ONLY** ordering through ppe@marshall.co.uk
- All PPE must be ordered **via our Approved Suppliers** where we have completed the necessary checks
- If you have any PPE questions please email ppe@marshall.co.uk
- If we need to order any other items that are not PPE **but are directly related to COVID-19** it is **essential** we **capture these costs** centrally which could benefit the local sites
- For all such purchases please email nonppe@marshall.co.uk for approval and guidance

Colleagues with symptoms

- Colleagues are reminded that the symptoms of coronavirus are;
 - A high temperature
 - A new, continuous cough
 - A loss or change to your sense of smell or taste
- If you have any of these symptoms however mild, you must by law, **self-isolate** for **at least 10 days** from when your symptoms started.
- You should also arrange to have a test to see if you have COVID-19.
- **After 10 days**, if you still have a temperature you should continue to self-isolate and seek medical advice.
- You do not need to self-isolate after 10 days if you only have a cough or loss of sense of smell or taste, as these symptoms can last for several weeks after the infection has gone.
- You **should not** come to work if you have any of these symptoms, however mild.
- If you are at work and start to feel ill with any of the above symptoms, however mild, we reserve the right to send you home and request that you take medical advice



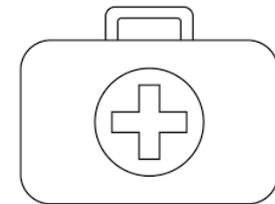
Colleagues with symptoms

- If you live with others, all other household members need to stay at home and not leave the house for 10 days
- The 10-day period starts from the day when the first person in the household became ill or if they do not have symptoms, from the day their test was taken
- If anyone else in the household starts displaying symptoms, they need to stay at home for at least 10 days from when their symptoms appear, regardless of what day they are on in their original 10-day isolation period
- If you develop COVID-19 symptoms again at any point after ending your first period of isolation (self or household), follow the guidance on self-isolation again
- From 28 September, you could be fined if you do not stay at home and self-isolate following a positive test result for COVID-19 or if you are contacted by NHS Test and Trace and instructed to self-isolate



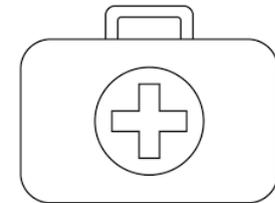
Test results

- If you have a test because you are displaying symptoms and receive a negative test result you may return to work as soon as you feel well enough to do so.
- If you receive a positive test result you will be advised to tell people you've been in 'close contact' with in the past 48 hours. They do not need to self-isolate unless they are contacted by NHS Test and Trace service, but they should take extra care to follow the social distancing and hygiene protocols.
- Where an interaction between 2 people has taken place through a Perspex (or equivalent) screen **i.e Hygiene screen**, this would not be considered sufficient contact, provided that there has been no other contact such as any of those indicated in the following slide.
- **If you are a contact of someone who has tested positive for COVID-19 you will be notified by the NHS Test and Trace service via text message, email or phone and should follow this guidance closely.**
- If all sites and colleagues are continuing to follow the protocols we have implemented above, then no colleagues should come in close contact with each other without additional control measures in place.



Close contacts

- A **'contact'** is a person who has been close to someone who has tested positive for COVID-19 **with a polymerase chain reaction(PCR) test.**
- You can be a contact anytime from 2 days **before the person who tested positive developed their symptoms, and up to 10 days after** as this is when they can pass the infection on to others.
- For example, a contact can be:
 - **Anyone who lives in the same household as someone with COVID-19 symptoms or has tested positive for COVID-19**
 - **Anyone who has had any of the following types of contact with someone who has tested positive for COVID-19 with a PCR test:**
 - face-to-face contact including being coughed on or having a face-to-face conversation within one metre
 - been within one metre for one minute or longer without face-to-face contact
 - sexual contacts
 - been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes **(either as a one-off contact, or added up together over on day)**
 - travelled in **the same** vehicle or a plane



Contact tracing via NHS Track & Trace

- Contacts of a person who has tested positive for COVID-19 need to self-isolate at home because they are at risk of developing symptoms themselves in the next 10 days and could spread the virus to others before the symptoms begin
- If you are a contact of someone who has tested positive for COVID-19, then you will be notified by the NHS Test and Trace service via text message, email or phone. If you are notified, please follow the guidance in this document closely.
- If you **have not been notified** that you are a contact, this means you **do not need to self-isolate** and should follow the general guidance, for example, social distancing, hand-washing, and covering coughs and sneezes.
- You will not be able to obtain a test unless you start to display symptoms, and under the new coronavirus law may be fined if they do not stay at home and self-isolate.



Self Isolation

You must self-isolate immediately if:

- You have any symptoms of coronavirus
- You have tested positive for coronavirus – this means you have coronavirus
- You live with someone who has symptoms or tested positive
- Someone in your support bubbles has symptoms or has tested positive
- You are told to self-isolate by NHS Test and Trace or the NHS COVID-19 app
- You arrive in the UK from a country with a high coronavirus risk.



If you think you have been in contact with someone who has coronavirus, but you do not have symptoms and have not been told to self-isolate, continue to follow social distancing and hygiene protocols.



You will need to self-isolate for 10 days if;

- Someone you live with has symptoms or has tested positive
- Someone in your support bubble has symptoms or tested positive
- You have been told to self-isolate by NHS Test and Trace



Travel – *be smart about travelling to work*

The government advice is as follows:

- When travelling on public transport it is mandatory to wear a face covering
- You should continue to **avoid public transport wherever possible**
- If you can, you should instead choose to **cycle, walk or drive**

In addition to this we would suggest that:

- If using public transport and you are not wearing gloves, carry an alcohol-based hand sanitiser and wash your hands regularly
- If driving, keep your car clean and hygienic and do not carry passengers unless from the same household
- If you are driving, your parking arrangements are the same as they were pre lockdown. If you parked off-site pre lockdown you will still park off-site – respecting distancing guidelines.
- When you return to your vehicle to return home please ensure you sanitise your vehicle door handles prior to entry



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Do's and Don'ts

Do's



- ✓ Maintain social distancing (**2 metres**) at all times
- ✓ Follow **one-way systems** where established
- ✓ Wash your hands regularly **for 30 seconds** and after every customer interaction
- ✓ Sneeze / cough in to the **inside of your elbow** or in to a tissue and throw it away immediately
- ✓ Clean your workstations **regularly**, before each use and after every customer interaction
- ✓ Clean your kitchen facilities **regularly** and before each use
- ✓ **Only use** cleaning products which have been approved
- ✓ Only use PPE for tasks and activities where this has been deemed **appropriate**
- ✓ Use PPE in accordance with the training and guidance you are provided
- ✓ **Only purchase** PPE through ppe@marshall.co.uk
- ✓ **Report any concerns** to your Line Manager, Head of Business or to covid19@marshall.co.uk

Don'ts



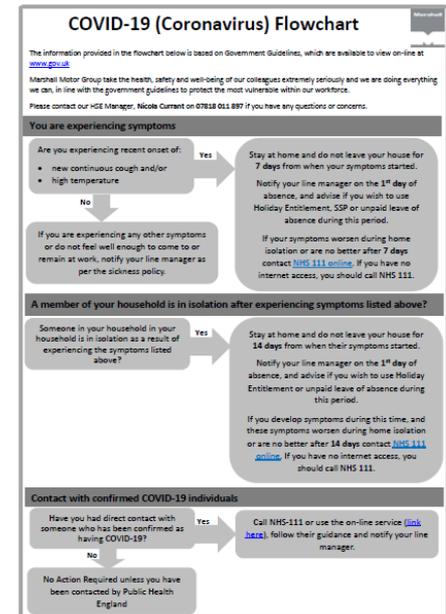
- X Don't come to work if you are displaying **symptoms** of the virus*
- X Don't come to work if a member of your household is **displaying symptoms** of the virus*
- X **Don't touch your face**, even if wearing gloves or a mask
- X Don't shake hands, fist bump or foot tap
- X Don't gather together in **groups**
- X **Don't share** your stationery (pens, etc.) with colleagues or customers
- X Don't use inappropriate cleaning products on vehicles (refer to Vehicle Cleaning Guide)
- X Don't use any furniture or equipment that has been taped off / marked out of use
- X Don't have cloth hand or tea towels available for use
- X Don't offer customers refreshments...and don't drink yours in front of them!
- X Don't have poor canteen hygiene, they must be impeccable all the time

**follow the government guidelines and contact [NHS 111 online](#)*

General guidelines

All colleagues **must observe** the general hygiene rules:

- At all times keep a distance of at least 2m between all parties (customer / colleague or colleague / colleague)
- Greetings to take place **without** a handshake, fist bump, elbow bumps or leg bumps
- Cough / sneeze into the inside of your elbow,
- Regular hand cleaning,
- Avoid touching the face,
- All colleagues must wash their hands for 30 seconds on arrival at the dealership and before / after each customer contact
- Adopting a cleaning regime to ensure we regularly clean / disinfect the surfaces touched by customers and colleagues such as door handles, telephones and toilets
- Avoid any group gatherings – ideally no more than 3 people (2 x customer and 1 colleague) and still at all times keeping 2m away
- Canteen Rota – staggered breaktimes will be introduced
- Canteen hygiene must be impeccable



Health, Safety & Hygiene: Remote COVID-19 audits

- All sites completed **Reactivation Assessments** prior to re-opening in June 2020 to ensure that all of our COVID standards and protocols had been implemented.
- Remote **Health, Safety & Hygiene Audits** were conducted from July across the entire business to ensure the continued implementation of our COVID standards and protocols
- As some of the guidance has changed (face coverings for example) **these ongoing remote audits have recommenced** to ensure that these new changes have been fully implemented along with the ensuring the continued implementation of our on-going COVID standards and protocols.
- These audits are given the highest level of priority by all levels of management across the business and may be subject to an unannounced attendance by a Franchise Director or other Director of the business.





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Social distancing

Revised working areas – National Lockdown

- Under the latest National Lockdown all of our Sales operations are Click & Collect only
- There are to be **no Sales customers within the business** under any circumstances
- We are able to continue with our Aftersales Operations
- In order to facilitate a safe waiting environment for our Aftersales customers and discourage potential sales queries we will;
 - reduce the number of vehicles in the showroom (as per matrix below)
 - to avoid customer temptation to view all showroom cars must be covered using a car cover
 - Expand the Aftersales customer waiting in to these areas

Number of Vehicles in showroom (Normal Operating Conditions)	Revised number of Vehicles in showroom (COVID Operating Conditions)
<4	1
6	2
8	3
10	4
>10	5

The working areas

- Review all working areas to ensure we continue to comply with 2m social distancing requirements.
- The review must apply to **ALL** offices and to ensure we comply
 - *Rearrange offices and remove desks, accessory units and showroom cars as required*
 - *Where necessary use meeting rooms as workstations within the sites*
 - *Colleagues should work side by side or facing away from each other rather than face-to-face if possible.*
 - *Where this is not possible use a hygiene screen.*
 - *Ensure there are clear walkways to reception*
 - *Where possible limit access to the buildings to one entrance point*



Customer waiting areas

- Continue to review all customer waiting areas to ensure we comply with social distancing requirements.
- **Rearrange the areas** and where appropriate remove chairs etc. as required
- Any TV remote controls **must** be placed in a **sanitised bag** and controlled by the Head of Business
- Colleagues to be vigilant to ensure that at all times there is **NO literature** on display (e.g. newspapers, magazines, brochures, leaflets etc.)
- All customer waiting areas must be sanitised **immediately after the customer has left**. This is to be done by the member of staff who was handling the customer
- Any children's play areas / kids corners continue to be **closed** and all equipment **removed from display**



Signage

- We have **brand aligned signage** which will clearly display all relevant information.
- This includes (but is not limited to):
 - 3 x 2 metre safety floor markings OUTSIDE the showroom to ensure we don't have a bottleneck
 - A sign at the entrance point ('if you have symptoms' etc.)
 - Social distancing banner with our hygiene and distancing rules
 - The use of safety floor markings to create a **one way system** (where space allows)
 - The use of safety floor markings to clearly show the **2m distancing** from the entrance point – focusing on main reception, service desks etc.
 - Signage on closed/locked doors directing to the usable entrance/exit
 - The use of floor markings to **zone off** front of house and back of house desks, technician ramps, walkways etc. ensuring all have the necessary social distancing requirements
 - Door, desk, window and restroom graphics



Signage examples

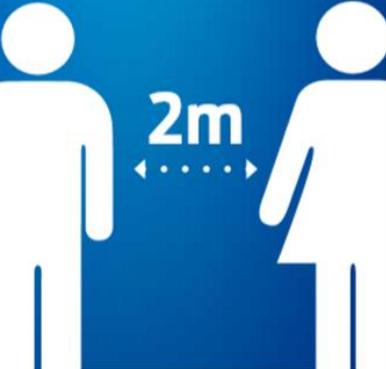
■ Marshall 

SOCIAL DISTANCING

Please help us with social distancing in line with government recommendations on remaining **2 metres apart**.

We have marked the floor to show you where to queue.

THANK YOU



■ Marshall 

IMPORTANT – PLEASE READ

PLEASE **DO NOT** ENTER THIS BUILDING IF YOU OR ANYONE IN YOUR HOUSEHOLD HAS A HIGH TEMPERATURE OR A NEW AND CONTINUOUS COUGH – EVEN IF IT'S MILD.

STOP THE SPREAD OF CORONAVIRUS

PROTECT THE  **SAVE LIVES** 

■ Marshall 

PLEASE USE THE HAND SANITISER PROVIDED ON ARRIVAL AND WHEN LEAVING THE DEALERSHIP.

THANK YOU.



■ Marshall 

SOCIAL DISTANCING



Please help us with social distancing in line with government recommendations on remaining **2 metres apart**.

We have marked the floor to show you where to queue.

■ Marshall

WASH YOUR HANDS

WITH SOAP FOR AT LEAST 30 SECONDS





SOCIAL DISTANCING ■ Marshall **PLEASE WAIT HERE**  **SOCIAL DISTANCING**

PRIOR to ANY customer arrival (other than walk in)

- We must make contact with the customer and explain our social distancing requirements and the changes we have made
- **Ask the customer** if he/she or household relatives have COVID-19 symptoms (fever/cough/cold) or are self isolating. If yes, postpone the booking for 10 days.
- **Remind** the customer that they **must** wear a face covering whilst at site.
- This **must** then be followed up by sending a generic group video
- The video will open with:

'We are really looking forward to welcoming you. Here is what you can expect from Marshall with regards to the Social Distancing measures that we have put in place for our collective wellbeing'



Face coverings for customers

Following the Government announcement from **24th July 2020**;

- It will become **mandatory** for customers to wear a face covering upon entering our businesses
- Sales, Aftersales and Parts customers attending the business by appointment should be reminded prior to their arrival that this is required
- Customers arriving at the site without a face covering must be offered one upon arrival
- Customers may be exempt from wearing a mask. The conditions under which this may apply are listed on the next slide.
- Where a customer states they are exempt, do not challenge them or ask them to prove this. We are operating on trust.
- We anticipate that there may be a small number of customers who, do not agree with this guidance and may refuse to wear a face covering upon entering the business but who are not exempt from doing so. In these instances, you can refuse entry to our premises and contact the police.



Face coverings for customers - Exemptions

Customers do not need to wear a face covering if they have a legitimate reason not to.

This includes:

- young children under the age of 11
- 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 them severe distress
- if they are 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 themselves or others
- to avoid injury, or to escape a risk of harm, and they do not have a face covering with them
- to eat or drink, but only if they need to
- to take medication
- if a police officer or other official requests they remove the face covering



Suppliers

- Contractors have been contacted in writing to advise them of our revised protocols and their need for absolute adherence
- All contractors with a group arrangement have been written to centrally by Procurement
- For all **locally-sourced contractors**, the Head of Business is responsible for writing to the relevant contractor
- A copy of the signed response must be filed for audit purposes
- A template letter has been drafted and is available on the G Drive
- All Supplier review meetings or supplier training sessions must be conducted over platforms such as Microsoft Teams / Zoom – they must not be conducted within our businesses



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*Refreshments /
hygiene*

Refreshments guidelines

We will not be offering customers refreshments

Customers need to be advised of this at booking stage to enable to bring in their own provisions

- Please **turn off** the vending machine
- Please **turn off** the water machine
- Please **remove** all cups from display

Canteen / vending machine hygiene

- All surfaces must be sanitised immediately **before and after** use
- All touchpoints on the items used must be sanitised **before and after** use
- This includes (but is not limited to):
 - Kettle
 - Microwave
 - Hot water machine
 - Toaster
 - Sandwich maker
- Vending machine touchpoints **must be cleaned immediately** before and after use
- **Avoid tea / coffee rounds** – everyone to be self sufficient!

PLEASE NOTE - if a robust cleaning regime is not in place and adhered to, we will have no alternative but to close canteens for colleague use

Toilets

- Display guide sheet emphasising the need to wipe down all touch surfaces before and after using the facility. Use a disinfectant wipe and dispose of in the waste bin after opening the door to exit
- We will utilise liquid soaps (solid soaps not recommended) and carry out hygienic hand drying using hand dryers or disposable paper towels- we must **NOT** use cloth towels
- An **hourly checking rota** must be introduced by the Head of Business
- Check toilets to ensure cleanliness and that there is sufficient stock of soaps, paper towels and toilet rolls
- Checking sheet will be **visible** within toilet facility and **signed** to indicate facility has been checked on an hourly basis
- Restroom graphics will be on display to reminder to wash your hands for at least 30 seconds





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Parking

Parking

- Given site constraints at many dealerships, it is not practical to implement a 'leave every other space free' policy at all sites as this would not be workable
- If parking is limited, ask customers and staff to park in only one direction to provide approx. 2m between drivers' doors
- It is incumbent on sites that are limited on parking to **remove cars** from the parking area to the rear of the building as quickly and safely as possible
- Sites that do have the space can make a decision at local level to introduce a 'leave every other space free' policy although we do not deem this to be necessary



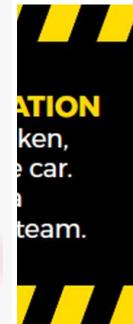
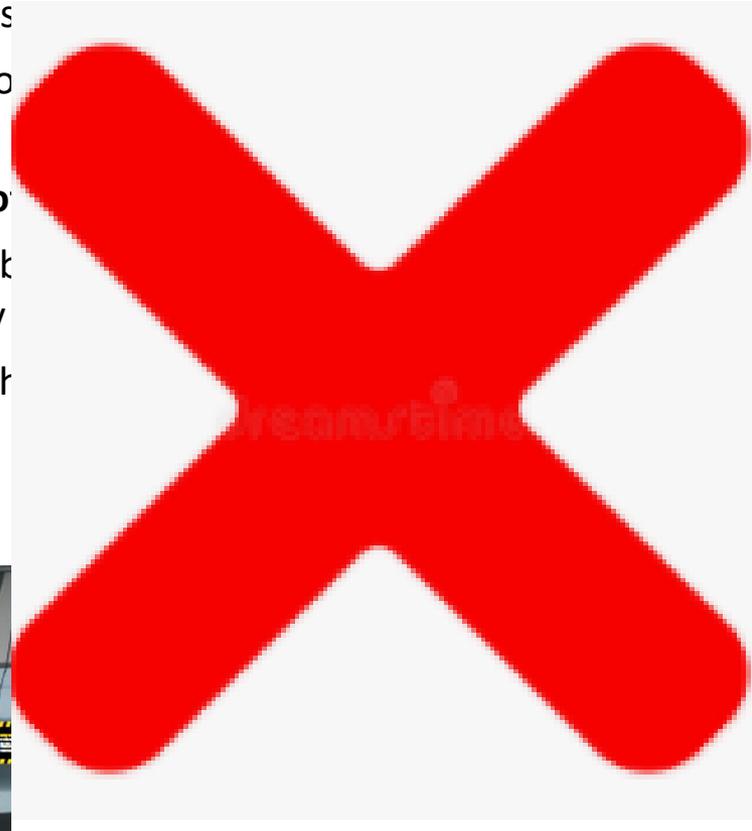
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*New Sales
processes*

Visual seal process

Under the latest National Lockdown all of our Sales operations are Click & Collect only

- Head of Business and Sales Managers are tasked with launching a **visual seal process** for all display vehicles
 - This is confirmation of the car
 - **This applies to both**
 - Once the car has been sanitised again by
 - Once the vehicle has
- Completed on the **INTERIOR** of
- If the seal broken it must be
ring or driven the car
- 'al sticker' **must be applied**



Showroom

Under the latest National Lockdown all of our Sales operations are Click & Collect only

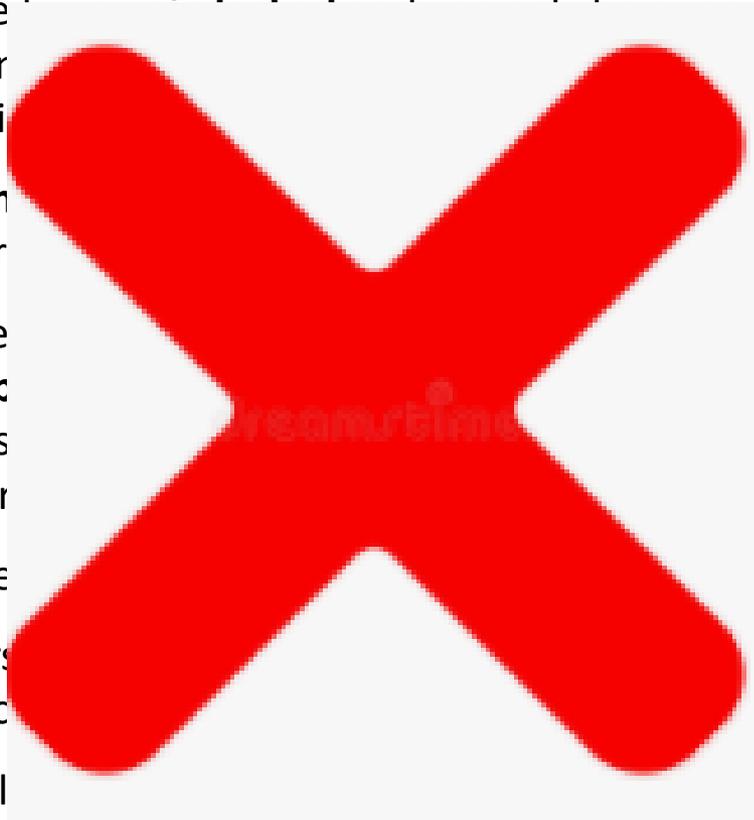
- Head of Business is responsible for determining the maximum number of customers to be present in the showroom, to ensure it is possible to maintain a 2m distance between desks – move (or remove) desks and ensure 2m is in front of the desks
- In the showroom, desks should be spaced so that a 2m distance is maintained between desks – move (or remove) desks and ensure 2m is in front of the desks
- **Regularly** sanitise desks and surfaces
- Introduce the **visual queue** to ensure a 2m distance between customers
- Showroom cars are sanitised after a customer has approached a Sales Executive
- The Sales Executive sanitises the car after a customer has approached a Sales Executive
- The Sales Executive sanitises the car after a customer has approached a Sales Executive
- Sales Executives are sanitised after a customer has approached a Sales Executive
- Sales Executives are sanitised after a customer has approached a Sales Executive
- Implement all H&S cleaning guidelines



Used cars

Under the latest National Lockdown all of our Sales operations are Click & Collect only

- Used cars are delivered to the customer after a customer has collected the keys (which are held by the Sales Executive) and the customer has signed the paperwork.
- Regularly sanitise the car and the keys before handing them to the customer.
- The Sales Executive is responsible for ensuring that the customer has signed the paperwork and that the car is ready for collection.
- Introduce the customer to the car and the keys before handing them to the customer.
- Sales advisors are not to enter the interior of a car.
- Implement all other measures to ensure the safety of the customer and the Sales Executive.



Moving vehicles around showroom and forecourt

Any vehicle movements on site, must as a minimum have the following areas cleaned **before and after** each move:

Drivers Door / Seat

Door handle and release

Steering wheel, including horn and infotainment controls

Control stalks

Ignition and power button

Keys

Seatbelt and clips

Seat adjustment control

Head rests

Dashboard

Gear stick

Doors

Door handles

This cleaning process is for Sales colleagues only when having to move cars, which are located within the showroom or on the forecourt (i.e. Marshall Vehicles for Sale).

Test Drive Process – TEMPORARY process change

Under the latest National Lockdown all of our Sales operations are Click & Collect only

- Given the complex process has been
- Covers all demon
- **Specifically exclu**
- registered to Mar
- New Phoenix adr
- **ALL demonstrati**
- **Loan by the Head**
- Customer Insuranc
- Age restrictions a
- Management app
- Driving Licence &
- **Please familiaris**
- **document**



ve
ves
ehicle
VI-

	No Risk Reducer	Risk Reducer
Maximum responsibility	£1000	£250
Only cost	£0	£12.00

**** Ages >30 -75 for Performance vehicles**

Handovers – revised processes

Under the latest National Lockdown all of our Sales operations are Click & Collect only

- Handovers must **always** be made **fully respecting** the **social distancing guidelines**
- **Paperwork must only be passed over in sanitised plastic wallets with clear markings on where to sign**
- These processes **must** be undertaken in **every** instance
- Colleagues **will not** deliver cars remotely due to social distancing regulations
- Until further notice we will utilise Movex for remote handovers which will be undertaken on a single bed transporter. **We will invoice the customer at cost price the charge we incur from Movex. This cost will be £2 per mile.**
- For a remote delivery Sales Executives **must offer** either a pre-recorded handover of their vehicle or a live handover running through the controls (e.g citNOW 'live')
- Example videos: <https://video.citnow.com/vpXFNT5w8z8> or https://video.citnow.com/vpMxzKBqM_m

Key safety / protection

- Wearing gloves, the keyholder **must ensure** that the keys are sanitised, tagged and then placed in a clear ziplock bag
- Prior to handing the ziplock bag over to another individual the bag **must be sanitised**
- Opening stock will be provided but thereafter it is incumbent on the Head of Business to replenish via ppe@marshall.co.uk





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*Payments and
signatures*

Payment options

- We will **no longer** be accepting **cash payments**
- This needs to be communicated to customers
- Where we use the PDQ machines it is essential that the colleague who uses the PDQ machine **sanitises it** before returning it to the base unit
- Implement H&S cleaning guidelines



Customer signatures

- If signatures are necessary, **utilise the space** at the bottom of the Hygiene Screens
- If the customer does not have their own pen, offer a disposable ballpoint pen that has already been placed in a bag
- Do not offer the customer a pen **that is not in a sanitised bag**
- Ask the customer to either take the pen **home** with them or ask them to **dispose** of the pen immediately after use in the bins provided
- If the customer is asked to 'digi sign' anything on a tablet or computer then the machine must be sanitised by the colleague **immediately after use**





Sales priorities

- Under the latest
National Lockdown all of
our Sales operations are
Click & Collect only

Site Preparation – New Cars

Under the latest National Lockdown all of our Sales operations are Click & Collect only

CHECK

- New Car Showroom – set up to reflect 2m Social Distancing rules with the right cars on display (HOB)
- New Vehicles on display to be **locked**
- **Reduce the number of vehicles in the showroom (as per slide 33)**
- Visual seal process has been completed
- All COVID-19 Signage and New POS in place
- Position all desks (>2m Distance between workstation areas)
- PPE Stations set up in all customer facing areas
- Ensure plan in place with Aftersales for sold PDI's (HOB)



Site Preparation – Used Cars

Under the latest National Lockdown all of our Sales operations are Click & Collect only

CHECK

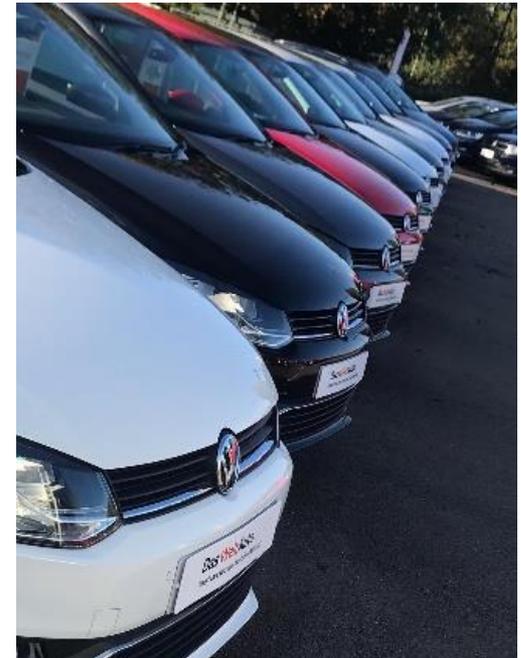
- Get all Used cars back on display
- Condition check of all stock (SM)
- Battery check on all used stock
- All vehicles locked & keys disinfected
- Any outstanding prep work to be completed within **72 hours** (HOB)
- Visual seal process has been completed



Vehicle and Parts stock checks

Under the latest National Lockdown all of our Sales operations are Click & Collect only

- Complete a full Vehicle stock and Parts stock check
- Dealership Accountant + 1 to be responsible
- All 3rd Party & Remote Compounds to be checked
- Full reconciliation back to VSB
- Sign off required by Accountant



Stock Management

Under the latest National Lockdown all of our Sales operations are Click & Collect only

- All Used Stock to be re-priced using Market Pricing - M-Control AND CAP
- Refresh all Used Car Photos with Covid Banners
- Complete CitNow Videos of entire Used Car Stock – Best Practice
- Engage with Manheim on unsold stock at auction
- Push any physical onsite stock to auction



Enquiry management

- All eMAX leads to be followed up via telephone or Teams
- **Utilise the new Virtual Appointment process (if you are unaware of process please speak to your SDM)**
- TM to contact all OEM Finance Co & Santander to close down all Finance Expiries
- If not as above on OEM systems - list of all finance extensions
- Resolicit all Valuation Leads
- Close down all OEM leads



Training

- Online training for Sales Teams in use of digital
- Zoom/CitNOW/Teams (Academy)



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Learning and
Development
Academy



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Aftersales

Service & Bodyshop

7 Point Customer & Vehicle Handling Guide



Objective

To offer a 'Contactless & Safe' Service and Repair experience

- By prior appointment we will book vehicles in at a convenient date and time
- The customer will bring in their vehicle to one of our manufacturer approved workshops at a pre-arranged time to 'hand-over' – service by appointment basis
- Alternatively, we will collect & deliver it*
- We will keep in touch via phone or email to suit the customer
- As required** we will furnish the customer with a loan vehicle which will have been cleaned and sanitised prior to hand-over
- A complimentary "Visual Health Check" will be carried out on the customers vehicle and a personal video will be sent to them
- Once any work is completed, we will clean and fully sanitise their vehicle in readiness for their collection at a pre-appointed time
- All payment transactions will be electronic only – no cash

*** Not available until further notice ** Subject to availability**



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Booking stage

Booking Stage & Preparation for On Site Arrival

- It is important that the **revised** service and bodyshop booking guide is followed at all times
- All customers to be dealt with on a '**service by appointment**' basis only to comply with Government guidelines
- Importance of this to be emphasised to customer during the booking and pre-call
- **Ask the customer** if he/she or household relatives have COVID-19 symptoms (fever/cough/cold) or are self isolating. If yes, postpone the booking for 10 days.
- **Advise the customer that only the driver should attend the service appointment (exceptional circumstances at the discretion of the HoB)**
- Remind customers that it is now mandatory for them to wear face coverings **at all times when on our premises.**
- We are to send either an e-mail or video communication to the customer prior to the appointment confirming process on site when they arrive (i.e. into Drive-In Service Lane or allocated parking area)

Booking Stage & Preparation for On Site Arrival

- **Non-cash** transactions must be emphasised
- There will be **no customer refreshments** available
- On site team all to be aware of who is booked in and their allocated **appointment time**
- Customer to be advised during pre-call:
 - *Fixed appointment time i.e. like Doctors, Golf tee off etc.*
 - *Identified parking bay to leave vehicle in*
 - *Process on site when they arrive*
 - *It is now mandatory for them to wear face coverings **at all times on** our premises*
- Service department colleagues to be issued an “Arrival pack” in a plastic container containing:
 - *Disinfectant spray & wipes & Disposable seat and steering wheel cover*
 - *Latex/nitrile gloves (to be used at appropriate times & check for latex allergies)*
 - *Clear plastic ziplock bag for customer’s key(s) and key tag(s)*
 - *Refuse sacks*

Cleaning & Disinfection Routine – Customer Handover To Us

Use a sanitiser **not based on alcohol or isopropyl**. Be thorough, especially on uneven surfaces. Work on all hand contact zones inside and outside the car.

Key



- The car key - disinfection and safe handover

Exterior

- Door handles and door frames
- Luggage compartment handles, inside and out



Interior

- Armrests
- Buttons and all switches (inc AC/Ventilation controls)
- Centre display
- Door handles
- Glovebox
- Rearview mirror
- Safety belts
- Service booklet
- Steering Wheel & Shift knob





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On site arrival

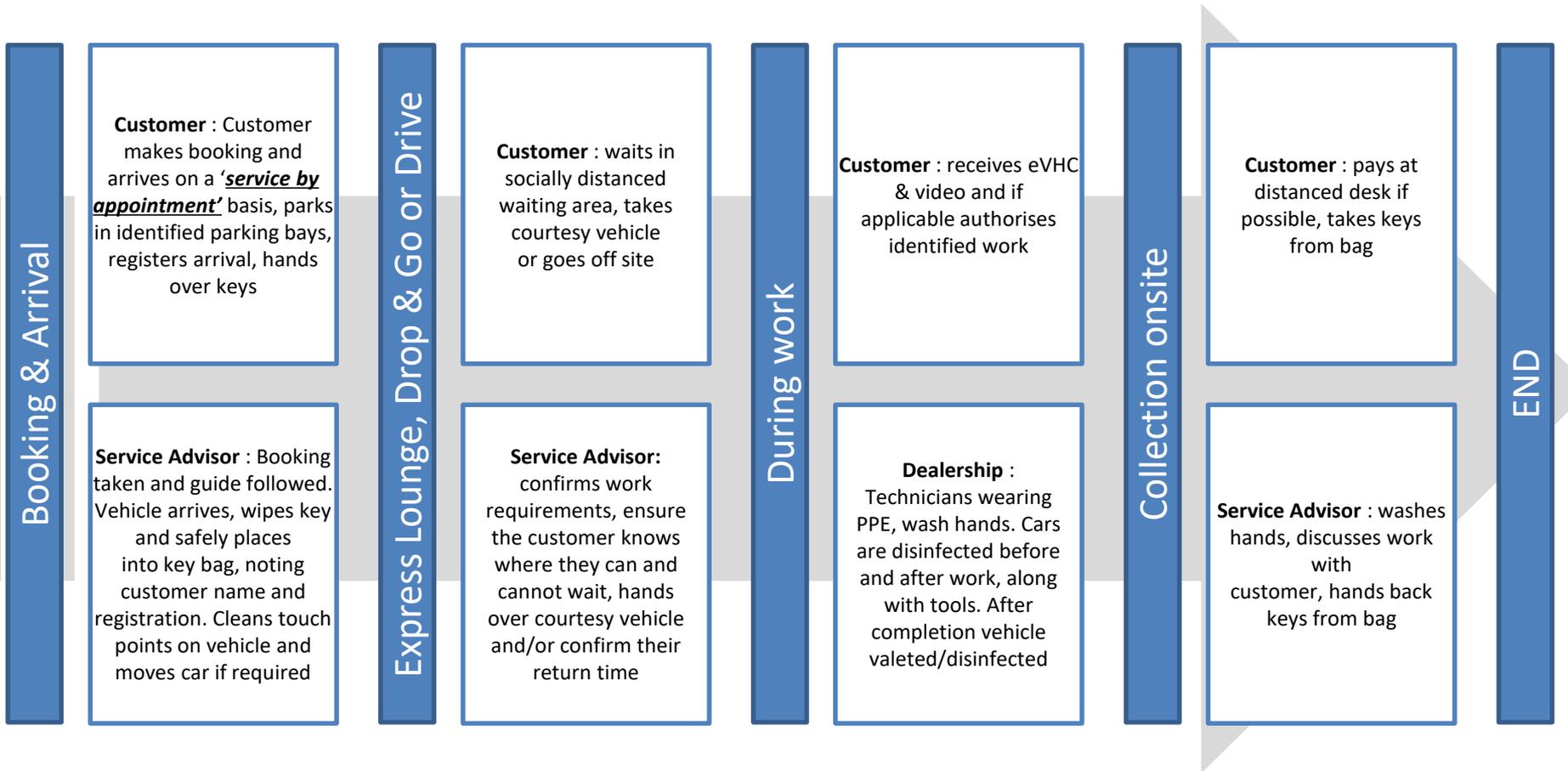
On Site Arrival – Identified Parking Bay or Drive-In Service Lane

- Customer to contact retailer and confirm their ETA
 - *We MUST reiterate process for their arrival on site and Government guidelines between customer and retailer colleagues to be followed at all times*
- Customer to arrive at **pre-appointed time** into the identified parking bay or Drive-In Service Lane
- Customers must wear a face covering **at all times when on** the premises.
- Social distancing to be in place following Government guidelines between Customer and Service Advisor at all times
- Service Advisor to collect and **wipe down customer's key** using disinfectant and wipes and place into clear ziplock bag with key tag details
- Service Advisor to undertake normal process explaining any required work detail – emphasising electronic nature of any correspondence, videos and later payment options
- At this point specific appointment time to be created for customer to return to collect vehicle
 - *If the repair is open ended then this can be done later over the phone for the relevant day*

On Site Arrival – Identified Parking Bay or Drive-In Service Lane

- If the customer is having a replacement vehicle this is to be ready within close proximity to the **designated** parking bay or in the Drive-In Service Lane and fully cleaned and sanitised with relevant seat covers/steering wheel covers/sanitised tags in place
- Customer to be walked out to vehicle and any explanation to be done within the relevant distancing guidelines
- Service Advisor to put on fresh latex/nitrile gloves prior to touching customer's vehicle
- Service Advisor to collect and wipe down customer's key using disinfectant and wipes and place into clear ziplock bag with key tag details
- Service Advisor wipes down vehicle driver's door handle (interior & exterior), steering wheel, gearlever, light/wiper switches and any other vehicle controls they may need to use
- Turn off climate control to restrict air movement within vehicle
- Service Advisor fits seat and steering wheel cover and delivers vehicle to cleaning bay

Aftersales – Servicing and Workshop Process





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Vehicle repairs

Vehicle Repair – Vehicle Technicians

- Vehicle Technician to be issued a VTP (Vehicle Technician Pack) to include:
 - *Disinfectant spray & wipes*
 - *Disposable seat covers/steering wheel covers/disposable mats*
 - *Latex/nitrile gloves to be used at appropriate times (check for latex allergies)*
 - *Clear plastic ziplock bag for customer's key(s)/key tags/associated items*
 - *Workwear – either disposable (where available) or fabric - if fabric MUST be laundered regularly*

Repair – Workshop

- A Vehicle Technician **must work alone** and keep sole use of ramp
 - At end of shift work or change of Vehicle Technician the bay should be cleaned as per Government advice
 - Using a disposable cloth, first clean with warm soapy water
 - Disinfect all surfaces with cleaning products normally used in this area
- Pay particular attention to the **frequently** touched areas and surfaces such as:
 - *Diagnostic Machine connections, screens and keyboards*
 - *Special/Shared or bay specific tooling & USB sticks*
- Workshop layout
 - **Alternate** ramps to be used
 - *1 non-operational bay assigned to each ramp*
 - *Workshop Control/Service Manager to control the above*
 - *Non-operational bay to be used for parts, tools & associated items for jobs technicians are working on*

Repair – Workshop

- Keys should be left bagged and in vehicle at all times
 - *“traditional” keyed vehicles, key should be disinfected and left in ignition position ‘0’*
- Vehicle Technicians are **strongly recommended** to wear gloves at appropriate times
 - *Must not touch face/eyes until gloves disposed of and hands washed*
- Once job has been completed by Vehicle Technician
 - *Quality Checked to ensure service/repair has been completed as per booking*
 - *Deliver job pack to Workshop Control*
 - *Deliver car and key(s) to valet bay*
 - *Previously fitted interior protection to be discarded*

Collection Preparation – Base Level Vehicle Clean

Basic Vehicle Cleaning Checklist

Driver's Seat

- Steering wheel, including horn and infotainment controls
- Control stalks
- Ignition and power button
- Keys

Dashboard

- Air vents – passenger and central
- Gear stick
- Infotainment/radio
- Heating controls

All Seats

- Seatbelts and clips
- Seat adjust controls
- Window switches
- Interior lights
- Grab handles

Boot

- Parcel shelf
- Boot floor tab

Other

- Glove box
- Central storage
- Cupholders
- Bonnet release lever



Collection Preparation – Car Clean Interior

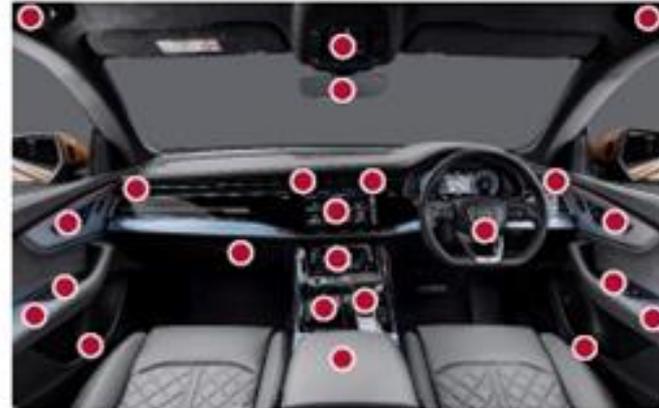
Please see below the 25 vehicle touch points that need to be sanitised.

Exterior

● Door handles (front and rear) ● Door frames ● Fuel & AdBlue caps ● Boot handles (inside and out) & Boot close button ● Boot lid edge

Interior

● Door handles ● Window switches ● Door pockets ● Door and centre armrests ● Grab handles ● Seatbelts & clips ● Seat control buttons/handles ● Steering wheel & control stalks ● Bonnet release handle ● Air vents ● Centre display ● Heating controls ● Buttons & switches ● Shift knob ● Cup holders ● Rear-view mirror ● Interior lights ● Glove box ● Service booklet ● Boot floor tab



Test disinfectant prior to use on suitable test samples to ensure no damage to visible surfaces

Collection – On Site

- Customer returns at agreed appointment time
- Customers must wear a face covering **at all times whilst on** the premises.
- Handover of invoice/eVHC documents to be put in plastic bag or emailed to customer
- Customer to pay via card mechanism or over the telephone
- Customer to be shown to vehicle, following Government guidelines on distancing, and explanation of actions taken whilst vehicle was at the retailer in relation to sanitisation of vehicle and touch points
- Any replacement/retailer vehicle that has been used to be cleaned/disinfected as per car clean process

Collection – C&D

- C&D Driver to hand car back following social distancing principles
- Driver to wear latex/nitrile gloves (must check for latex allergy)
- Vehicle to have all touch points cleaned upon arrival at customer's location
- Key(s), driver's door handle (interior & exterior), steering wheel, gearlever, light/wiper switches and any other vehicle controls they may have used
- Payment/paperwork to be left in the vehicle or to be electronic and already sent to customer
- C&D operative to repeat vehicle hygiene process on any customer used loan vehicle which is being returned
- Any replacement/retailer vehicle that has been used to be cleaned/disinfected as per car clean process



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Parts

Counter & Parts Sales Best Practice

- Handling Customer Expectations

- *Where possible, conduct enquiries over the phone, and manage expectations for collection*

- Handling parts and paperwork

- *Customers must wear a face covering **at all times whilst on** the premises.*
 - *During delivery and counter transactions, make sure that no goods are physically handed over to the customer without maintaining at least two metres distance at all times. There should instead be a set drop-off point agreed in advance. Make sure to **follow government guidance**.*

- *Wherever possible eliminate paperwork throughout the transaction*

- Handling cash

- *Cash and cheque payments are no longer accepted and all payments will be requested at the point of order*

- Physical barriers

- *Other industries have installed protective barriers at points of transaction, and can be reviewed, where appropriate*

Parts Departments & Trade Parts Centres

- **Relevant PPE must be worn** when visiting a customer's site - gloves and mask's to be available in the van if the situation requires them
- All contact areas on the inside and outside of vans must be wiped down when returning to the centre, every time
- **One use** seat covers must be replaced when the van returns to the centre
- Front counter collections are to be non-contact, a sign/line showing the distance of 2 meters to be visible for customers to stand behind. Items placed on the counter and step back allowing the customer to collect the item. Only 1 customer in the front counter area at any time.
- If a Parts Advisor/Parts Sales Executive leaves the sales office they must sanitise their hands on return
- Picking – only one colleague allowed in a bin aisle at any one time

Parts Deliveries

- Delivery drivers should make sure that **no goods** are physically handed over to the customer. There should instead be a set drop-off point agreed in advance
- After making themselves known, the driver should **maintain** a safe distance from the entrance and oversee the delivery of the goods. The goods should not be left unattended. The driver should not enter the customer's property.
- **Sensible** steps such as setting an approximate delivery time and a contact number should be taken
- Hand-sanitiser should be carried at **all times** and used after each delivery

From: <https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance>

In the Warehouse & Sales Office

- Logistics businesses play an important role in ensuring goods can get to where they are needed and they can continue to operate if they do so in accordance with the social distancing guidelines wherever possible
- If a two-metre distance cannot be maintained, employees should work **side-by-side**, or facing away from each other, rather than face-to-face
- Where feasible, put up signage and floor markings in the warehouse, encouraging a two-metre distance from colleagues



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Updates / changes

Updates:

19th May 2020

Slide 18 – symptoms updated to include a loss of, or change in, your normal sense of taste or smell (anosmia)

17th July 2020

Slides 4, 33, 62, 69, 70, 73, 87 & 90 – mandatory requirement that all customers must wear face coverings upon entering our business from 24th July

Slide 9 – new slide explaining the 1metre plus social distancing requirement

Slide 16 – confirmation that face coverings are not mandatory for colleagues from 24th July

Slide 20 – mandatory requirement of face coverings on public transport

Slides 34 & 35 – new slides explaining the mandatory requirements for customers to wear face coverings and the exemptions to this rule

3rd November 2020

Slide 4, 16 – mandatory requirement for all customer facing colleagues to wear face coverings from 24th September

Slide 4 - addition of the legal requirement from 24th September to display QR code 'Contact Tracing Poster'

Slide 7 – update to 3 core principles to include greater emphasis on face coverings and hygiene

Slide 9 – updated to include greater emphasis on control measures around social distancing

Slide 12 – updated to reference cleaning protocols on G drive

Slide 19 – updated colleague symptoms to include isolation information

Slides 20 – 24 – new slides added providing further explanation around symptoms, isolation, testing, close contact and NHS test and trace

Updates:

12th January 2021

Slide 1 – Document renamed to COVID-19 Secure Protocols

Slide 3 – Revised message from Daksh

Slides 4 & 11 – All colleagues to wear a face covering at all times

Slide 5 – New slide – Changes to how we manage customers at site

Slides 8,9,14,15,19 & 35 – Minor changes to wording to reflect that this document is no longer focused solely on re-opening safely

Slides 23 & 24 – Change to number of days required to isolate and what constitutes close contact

Slide 32 – Health, Safety and Hygiene audits updated to reflect audits undertaken to date and moving forwards

Slide 34 – New slide: Details the specific guidelines during National Lockdown 3

Slides 49, 50, 51, 52, 54, 55, 60, 61, 62, 63, 64, 65 & 66 – Updated to reflect current national lockdown measures

Slide 71 – Customers should attend their aftersales appointment alone unless in exceptional circumstances

Slide 71, 72, 75, 84 & 87 – Customers must now wear a face covering at all times whilst on our premises (unless exempt)