

CP/DEA/OP

CORE PROCESS

Operations – COVID
Ways of Working



Jardine Motors Group

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COVID Ways of Working 3

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COVID WAYS OF WORKING

Objectives

To provide a safe working environment for everyone

To continue existing operational processes that are updated to reflect COVID

Who?

All colleagues, customers and guests

When?

From May 1st

Overview

- A full COVID 19 risk assessment for each site has been carried out which has led to amendments to the JMG H&S policy statement (HS01) and arrangements (HS02) as well as the addition of the following new policies:
 - a. Disinfection (DP) (Appendix A)
 - b. Social Distancing (SD) (Appendix D)
 - c. Personal Protective Equipment (PPE) (Appendix C)
 - d. Digital Customer Interaction (DCI) (Appendix O)
 - e. Health and Safety policy HS39 Location Specific Arrangement
- HR have updated all applicable policies in line with the relevant guidance.

Communications Strategy

- The JMG Head of Communications & Engagement is responsible for coordinating this in consultation with the Leadership Team

COVID Displays

- COVID point of sale must be displayed within the business as advised by Group Comms. Confirmation of signage/notices to be displayed can be found in Appendix M. Once the signage is in place, photographs as evidence of their use should be sent to your brand director as sites will be audited

Team Working Arrangements

- Managers must map out work zones to comply with the SD policy
- Queueing for shared facilities must be discouraged
- Canteen rotas must be implemented to allow the space to be used effectively and safely
- Canteen shared cutlery and crockery may no longer be used. Colleagues must bring their own
- In some cases, canteens will need to be closed
- Breaks and lunchtimes must be formally scheduled to comply with the SD policy
- Full details of the considerations to be taken for zonal working and split team working arrangements can be found in Appendix E

Team Communications and Meetings

- MS Teams will be set up for every department and used for team meetings
- MS Planner can be used for task allocation with all colleagues
- MS Outlook can be used for scheduling teams' meetings

Sanitisation Stations

- Sanitisation stations will be installed across all areas of each business
 - e.g. dealership entrance; handover bay; canteen; service area; offices
- Responsibility for cleaning, maintaining and stocking these must be agreed at dealership level

Open Spaces

- Density of all showroom and office spaces will be reduced to comply with the SD policy. This includes reviewing the layout of desks to ensure a safe distance between colleague and colleague, and colleague to customer during an appointment.
- The capacity of each office and meeting room must be clearly displayed on the entrance door so colleagues know the maximum capacity of that room
- Non-essential displays will be removed
- Vehicle layouts must observe the SD policy
- Perspex screens will be installed as required

Workshop bays must either be positioned so the 2m social distancing rule can be followed or that technicians work in every other bay.

Working With Contractors

- Any work being carried out by contractors will require them to have their own COVID-specific health and safety management and risk assessment practices. However, it is the responsibility of the head of business to ensure that any onsite contractors are aware of and know how to comply with JMG's policies. Please see Appendix I.
- Regular contractors such as valeters should complete the JMG OLI COVID Ways of working module

Reception Process

- Guests should be recorded on the guest register by the reception team and will not need to personally sign in
- Refreshment facilities in the showroom will be discontinued for the foreseeable future

Customer Waiting

- Customer enclosed areas where the social distancing 2 metre rule cannot be followed must be closed off e.g. booths and children's play areas

OLI – Colleague Training

- Colleagues will complete OLI training on this and associated policies to confirm they have understood the policy requirements and know how to implement them

Vulnerable Customers

- Each business must agree a robust plan with their brand director for how vulnerable customers will be accommodated within their business
- If a customer identifies themselves as vulnerable in line with the government definitions, discuss this with your manager to see what additional considerations are required e.g. arrival at a later time when it is quieter, or a dedicated time in aftersales when the department is quieter

Risk Assessment

- A COVID risk assessment will be completed for each site, in order to ensure that the actions are implemented and maintained a daily checklist must be completed

Attending Work

- Access to the facilities will be managed and restricted, details will be included in the site specific arrangements
- To support in preventing the spread of Coronavirus, and to safeguard the welfare of our colleagues and customers, all colleagues will be asked to consent to having their temperature checked daily upon entering the workplace. If you have any concerns about this temperature checking policy, please discuss this confidentially with either your line manager or HR Business Partner before attending work

3rd Party Food Deliveries

- External mobile food delivery vans must not be allowed on site at any time

Colleagues



Jardine Motors Group



APPENDIX A

POLICY – DISINFECTION PROCESS

When Do I Clean My Work Area?

- Before and after every external guest interaction at any stage in any process

How Do I Clean Vehicles I Interact With?

- Before interacting with a vehicle ensure you are wearing the agreed PPE and have cleaning materials to hand
- Before and after interacting with any vehicle ensure all surfaces are wiped clean as indicated in Appendix B

How Do I Clean Special Tools Used In The Workshop?

- Before and after using workshop special tools, ensure all surfaces touched during use are wiped clean

Which Areas Must Be Cleaned?

- All areas and surfaces must be regularly cleaned at least four times a day
- Using the appropriate cleaning equipment and materials, regularly clean high-touch surfaces such as tables, hard-backed chairs, doorknobs, light switches, phones, tablets, touch screens, remote controls, keyboards, handles, desks, toilets, sinks

How Must Areas Be Cleaned?

- Wear and discard disposable gloves each time after cleaning and disinfecting surfaces
- Use and discard disposable cloths after each surface cleaning cycle
- Cleaning materials must be safely disposed of in the bins provided throughout the business

What Cleaning Substances Must Be Used?

- As approved and supplied by Group Procurement

What Personal Hygiene Must Be Followed?

- Hands must be washed regularly with soap and water for 20 seconds; after any cleaning or the below:
 - After blowing one's nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food
 - Before and after every customer interaction
- Anyone entering the business is required to wash their hands / use hand sanitiser

Sanitisation Stations

- These will be installed across all areas of each business
 - e.g. dealership entrance; handover bay; canteen; service area; offices
- Anyone entering the business is required to wash their hands / use hand sanitiser
- Responsibility for cleaning, maintaining and stocking these must be agreed at dealership level
- Plastic envelopes will also be provided here for the safe transfer of customer keys and documentation

How Will We Exchange Physical Information?

- Items such as paperwork and keys must be moved within plastic envelopes and / or boxes that are easy to wipe clean

Where Should Cleaning Be Required?

- Each colleague is responsible for their own workstation cleaning, examples below:
 - **Sales** – Demonstration / part exchange appraisal / handover bay / moving vehicles around sites including steering wheels / interior and exterior door handles / touchpoints such as screens and door handles
 - **Service** – all car keys / plastic job card packs / customer car at each stage of movement
 - **All colleagues** – before every tea break / after touching any vehicle / plastic envelopes during processing / at the start and end of each day

What Will Suppliers Be Asked To Do?

- Procurement will:
 - agree an SLA with all relevant suppliers re their DP policy along with agreement that the cleaning contractor will supply their staff with PPE that meets minimum EU standards where appropriate
 - review all current cleaning suppliers to check their cleaning practices
 - Head of Businesses are responsible for ensuring that contractors comply with the SLA. Any concerns or issues must be flagged to Group Procurement

What to do in the event of a COVID-19 case

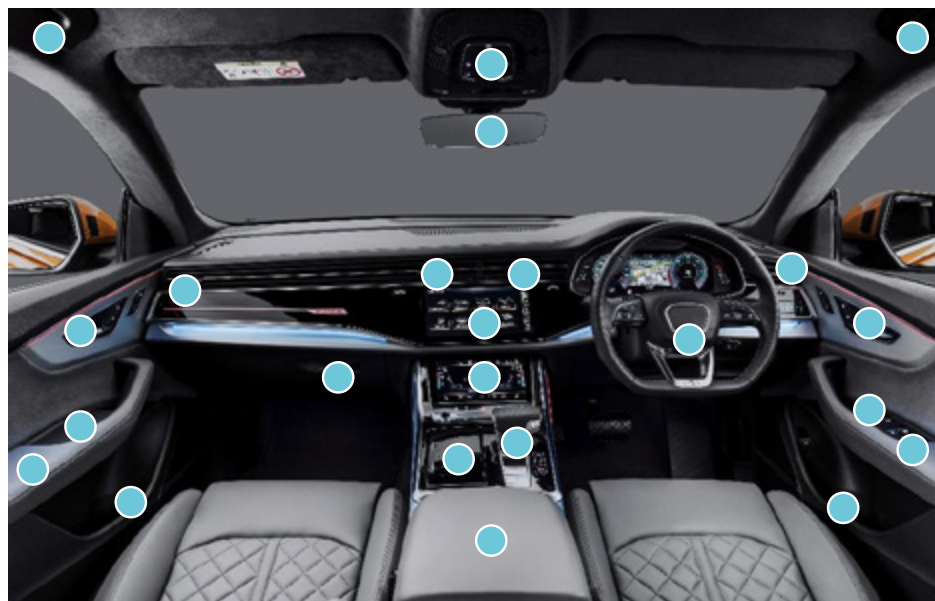
If a colleague is suspected of having Coronavirus or a case is confirmed, then the site must be closed immediately for deep cleaning. A list of approved cleaning contractors is provided in Appendix F and the general manager must also notify Clare Martin of the situation. The process for a deep clean also applies in the event that the site is notified by a customer who has visited the site but is suspected or does has symptoms.

POLICY – VEHICLE DISINFECTION TOUCH POINTS



The customer car sanitisation notice must be placed on the passenger seat in the car to confirm our process to the customer as reassurance.

Exterior	Complete
Door handles and door frames	
Fuel & AdBlue caps	
Boot handles (inside & out)	
Boot close button	
Bonnet lid edge	



Interior	Complete
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	



Vehicle Key	Complete
Disinfect for safe handover	

APPENDIX C

POLICY – PPE FOR COLLEAGUES



Who Will Be Responsible For PPE Stock?

- The dealership general manager or head office departmental manager is responsible for ensuring the required level of PPE stock is in place in accordance with JMG guidelines

Where Will PPE Be Installed?

- PPE supplies will be installed at key locations throughout each business
- PPE fixtures and fitting will be installed where appropriate

What PPE Must Be Worn and By Who?

- JMG have agreed a PPE bundle according to role – see below

Who Wears PPE?

- All colleagues will wear PPE as per the guidance

PPE Laundering

- Please refer to the health and safety policy HS28 Personal Protective Equipment on the Intranet

When is PPE Worn?

- In line with the existing JMG health and safety guidelines
- PPE may need to be used in certain situations where the 2 meter rule cannot be achieved
- If in doubt about when to use PPE speak to your line manager
- 100% of the time gloves must be worn when: working in or on vehicles; driving any vehicle (stock, part exchanges, courtesy vehicles)
- Seat covers must be used with any vehicle activity e.g. demonstrations; PX test drives; site movements
- Fresh pairs of gloves must be used for each cleaning phase
- Where situations demand that colleagues wear a mask, a new one should be worn each day, where a mask is soiled replace as required
- Technicians in workshops will be provided with visors. Where they are used they should be cleaned frequently and do not replace the necessary eye protection and face shields required for specific tasks

How to reorder PPE

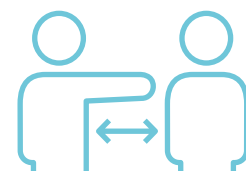
- The initial bundles will be allocated centrally. Group Procurement will centrally reorder monthly supplies in advance, which will be held in stock. However, the site must ask for any top up orders by emailing ppe@jardinemotors.co.uk

What Are The PPE Bundles?

Bundle	Typical Users	Items	Quantity Per Week	Criteria
Bundle A	<ul style="list-style-type: none"> Customer facing colleagues within a showroom environment Customer facing colleagues who may visit a customer at home Field based colleagues 	Latex gloves	25	Replaced by customer event
		Face masks	5	If worn, replaced each day and use of sanitiser spray regularly
		Hand gel	1	100ml per week
		Cleansing wipes	1	100 per week
		Seat covers	25	Replaced by customer event (excluding field based colleagues)
Bundle B	<ul style="list-style-type: none"> Technicians who are working on customer vehicles and stock vehicles Drivers who are collecting / delivering customer vehicles and stock vehicles Valeters who are working on customer vehicles and stock vehicles 	Latex gloves	25	Replaced by customer job
		Face masks	5	If worn, replaced each day and use of sanitiser spray regularly
		Steering wheel cover	25	Replaced by customer job
		Hand gel	1	100ml per week
		Cleansing wipes	2	200 per week
		Visors	1	If worn, cleaned regularly and replaced daily
		Seat covers	25	Replaced by customer job
Bundle C	<ul style="list-style-type: none"> Non customer facing colleagues who are working in back office areas 	Hand gel	1	100ml per week
		Cleansing wipes	100	100 per week
Bundle D	<ul style="list-style-type: none"> Dealership showroom and head offices 	Seat covers	100	For seating areas front and back of house
		Perspex screen	Multiple	All desks and customer handover offices
		Hand gel	10	Positioned around the social areas
		Floor markers (logos)	20	Sticker to say “Remember Social Distancing” in all public areas
		Floor markers (tape)	3	Tape to mark 2m between customer and colleague in showroom, e.g. reception areas, static display...

APPENDIX D

POLICY – SOCIAL DISTANCING



What Does This Mean In Practice?

- A 2-metre distance must be maintained at all times between people
- No physical contact between people e.g. handshakes
- Colleagues that are approved to work from home (WFH) will continue to do so
- Non dealership based colleagues must agree with their manager a framework for working, only visiting dealerships if required and approved to do so
- HR policy for remote home working is available
- Dealership general managers are responsible for agreeing with their brand director the maximum number of customers allowed in their business at any one time and how this will be monitored and enforced. In some dealerships this will mean operating with an “appointments only” approach

What Will Be Done To Enforce This Safe Distance?

- Direction of travel walkway indicators will be marked out on floors
- One way walk systems will be put in place
- Unused areas will be blocked off
- Colleagues working in the business must:
 - work from a single location
 - maintain personal responsibility for keeping a safe social distance
 - not “hot-desk” or “hop” between desks – stay at a fixed location
- Floor tape will be laid out to mark the safe distance in areas such as:
 - Dealership entrances
 - Customer engagement points– reception, parts, service area counters-desks, handover bays
- POS has been provided and should be used to help reinforce our safeguarding measures. The JMG branded collateral is to be used to supplement or in place of anything provided by the OEM brand. In addition, videos are available which help explain their usage

How Will Social Distancing Work In Offices?

- Layouts will be amended to enable the 2 meter rule to be observed
- If the 2 meter rule is not possible screens will be installed as appropriate
- Each location will have cleaning materials available for use

How Will Social Distancing Work In Washrooms?

- Where possible these must be operated on the basis of one in one out with signage on doors to indicate when the facility is in use

How Will Social Distancing Work In Workshops?

- Only every other ramp will be utilised, Where tasks require closer contact appropriate PPE should be worn

How Will We Exchange Documentation?

- Documents and paper must be placed in filing trays rather than being “handed over”
- Paperwork and keys must be moved within plastic envelopes or boxes that are easy to wipe clean
- Paper must not be exchanged via hand at close distance
- Boxes and envelopes that are “moved” internally must observe the 2metre rule

Notice Boards

- Notice boards will be replaced by a virtual notice board

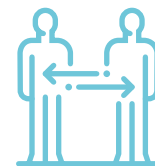
Customer’s and External Guests Visiting

- At relevant stages in the process, customers and external guests should politely be asked if extra accommodations need to be made for their visit e.g. have they or any member of their family have had COVID symptoms or have been self-isolating
- Based on their response preventative measures can be planned with your manager
- Customers must be asked to deposit their keys in a secure place in the envelope / box tray provided (examples below)
- Documents, data and keys must then be immediately and securely stored



APPENDIX E

POLICY – WORKING ARRANGEMENT



Split Team Working Arrangements

- Managers to make plans for a split teamwork arrangement e.g. red team and blue team
- Teams will work in different physical areas of the business and or will be WFH on a rota basis
- Managers must map out the colour zones – red maintain a safe social distance from blue and vice-versa
- The manager must document which roles and duties can WFH before consulting with colleagues or changing ways of working
- Review whether manufacturer showroom standards can be temporarily bypassed to allow more space to be used for split working e.g. removing one or two cars to allow desks
- Colleagues WFH must be equipped to do so
- Colleagues WFH must not be allowed to return in their WFH period
- Colleagues working in the business must do so from a fixed abode (which they are responsible for keeping clean) and must not “hot-desk” or “hop” between desks – stay at a fixed location
- This arrangement of working in the business and WFH could rotate on a weekly basis
- Each team will have its own leader, supervisor and team functions clearly documented
- Documents and critical information are shared via MS Teams to enable multi-user access and edit
- Social distance must be maintained whilst working in teams
- 100% of the team should not be active in the same area at the same time – spread the risk
- Plan your teams around parts, sales, service, management and accounts / admin
- Within each department, each team must not be reliant on the other and inter-dependencies should be minimised e.g. 1 sales administrator in each team, not 2 admin working for both teams
- Each team must have a name so that they can be easily identified

Dealership Zoning

- Colleagues must be assigned a dealership zone
- This dealership zone must be established at the outset
- Colleagues must not deviate and venture outside of this “home zone”
- Certain zones are to be declared “business critical” – these will be locked when empty
- Managers must define these zones and who is allowed access to them (and by default who isn’t)
- Business critical zones are:
 - Parts department – no access beyond parts colleagues – parts manager works away from here
 - Sales admin – no access beyond sales administrators
 - Warranty administrator – no access beyond warranty administrators
 - Workshop – no-one is allowed in a workshop beyond those approved e.g. technician and workshop controllers – no valeters, parts colleagues, sales colleagues, sales managers etc
- Dealership managers must not venture into other dealership manager zones e.g. service managers must not wander to sales admin; sales managers must not wander to service
- Zones with shared facilities, e.g. photocopier, must be marked as such with the relevant coronavirus warning safety poster on display clearly
- Avoid queueing for dealership shared facilities e.g. printer, coffee machine etc. – if you have to maintain a safe social distance

Apprentice Technicians

- Apprentices must abide by the SD policy and where working closely with other colleagues both must use the required PPE including masks and visors. Apprentices must only work with one other colleague to limit risk

APPENDIX F

POLICY – JMG APPROVED CLEANING SUPPLIERS

– DEEP CLEAN INFORMATION



Site Name	Franchise	Supplier Name	Deep Clean Capability	Alternative Supplier Required	Contact Name	Contact Email	Contact Telephone Number
Lancaster Cambridge Aston Martin	Aston Martin	Atkins Gregory	No	Yes			
Lancaster Sevenoaks Aston Martin	Aston Martin	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Lancaster Sevenoaks Aston Martin Aftersales	Aston Martin	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Amersham Audi	Audi	New Clean Dealership Services Ltd			Eddie Ray	eddie.ray@newcleanservices.co.uk	01279 414626
Audi Approved Aylesbury	Audi	Facilities Company	Yes		Timothy Dixon	tim@facilitiescompany.co.uk	01908 726 091
Audi Approved Erdington	Audi	Fidelis	Yes		Lloyd Ansermoz	info@fidelisgroup.co.uk	0121 289 3258
Audi RAC	Audi	Fidelis	Yes		Lloyd Ansermoz	info@fidelisgroup.co.uk	0121 289 3258
Bolton Audi	Audi	Bromley Cleaning & Facilities Management Ltd	Yes		Nikki Bouchier	nikki@bromleycleaningservices.co.uk	0151 489 2711
Halesowen Audi	Audi	Fidelis	Yes		Lloyd Ansermoz	info@fidelisgroup.co.uk	0121 289 3258
Hitchin Audi	Audi	Facilities Company	Yes		Timothy Dixon	tim@facilitiescompany.co.uk	01908 726 091
Liverpool Audi	Audi	TSH Services Ltd ta Minster Cleaning Services	Yes		Ian Handy	ian.handy@minstercleaning.co.uk	0151 486 9696
Manchester Audi	Audi	Scrutiny Cleaning Services Ltd	Yes		Mel Jang	mel@scrutinycleaning.co.uk	0161 432 4120
Milton Keynes Audi	Audi	Facilities Company	Yes		Timothy Dixon	tim@facilitiescompany.co.uk	01908 726 091
Oldham Audi	Audi	Scrutiny Cleaning Services Ltd	Yes		Mel Jang	mel@scrutinycleaning.co.uk	0161 432 4120
Shrewsbury Audi	Audi	Brite Start Cleaning Ltd	Yes		Diane Wilson	info@britestartcleaning.co.uk	01743 211854
Tamworth Audi	Audi	Fidelis	Yes		Lloyd Ansermoz	info@fidelisgroup.co.uk	0121 289 3258
Warrington Audi	Audi	Bromley Cleaning & Facilities Management Ltd	Yes		Nikki Bouchier	nikki@bromleycleaningservices.co.uk	0151 489 2711
Wolverhampton Audi	Audi	AC Cleaning Services (Wolverhampton) Ltd			Andy Cartwright	andy@accleaningservicesltd.co.uk	01902 637402
Lancaster BMW Milton Keynes	BMW & MINI	Facilities Company	Yes		Timothy Dixon	tim@facilitiescompany.co.uk	01908 726 091
Lancaster Bury St Edmunds	BMW & MINI	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Colchester Ferrari Aftersales	Ferrari	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Ferrari/Maserati Sevenoaks Aftersales	Ferrari	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Lancaster Ferrari Colchester	Ferrari	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Lakeside Harley-Davidson	Harley-Davidson	Spalls Clean			Sarah Buton	sarah@spallsclean.co.uk	01245 429178
Lancaster Jaguar Land Rover Milton Keynes	Jaguar Land Rover	Facilities Company	Yes		Timothy Dixon	tim@facilitiescompany.co.uk	01908 726 091
Lancaster Jaguar Land Rover Reading	Jaguar Land Rover	3 Way Cleaning	Yes		Sue Liffen	sue.liffen@3way.co.uk	01375 371986

Site Name	Franchise	Supplier Name	Deep Clean Capability	Alternative Supplier Required	Contact Name	Contact Email	Contact Telephone Number
Lancaster Jaguar Land Rover Slough	Jaguar Land Rover	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Lancaster Jaguar Land Rover Tonbridge	Jaguar Land Rover	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Lancaster Jaguar Land Rover Wolverhampton	Jaguar Land Rover	Fidelis	Yes		Lloyd Ansermoz	info@fidelisgroup.co.uk	0121 289 3258
Reading Jaguar Land Rover PDI Centre	Jaguar Land Rover	3 Way Cleaning	Yes		Sue Liffen	sue.liffen@3way.co.uk	01375 371986
Jardine Select Bracknell	Jardine Select	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Jardine Select Towcester	Jardine Select	Knight Cleaning Services Ltd	Yes		Philip Knight	quality@knight-cleaning.com	01327 830549
Head Office	Lancaster PLC	P R Court/Name Changed to PRC Clean (UK) Ltd			Paul Court	prcclean@aol.com	01206 890824
Head Office Accounts	Lancaster PLC	Maxim Facilities Management Ltd			Elaine Shears	eshears@maximfm.co.uk	0191 563 4121
Lancaster PLC Group PDI	Lancaster PLC	3 Way Cleaning	Yes		Sue Liffen	sue.liffen@3way.co.uk	01375 371986
Willen House	Lancaster PLC	Aztec Commercial Cleaning	Yes		Peter Knott	peter@aztec.co.uk	01525 372322
Lancaster Land Rover Birmingham North	Land Rover	Fidelis	Yes		Lloyd Ansermoz	info@fidelisgroup.co.uk	0121 289 3258
Lexus Newcastle	Lexus	Maxim Facilities Management Ltd			Elaine Shears	eshears@maximfm.co.uk	0191 563 4121
Lancaster Colchester Maserati Aftersales	Maserati	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Lancaster Maserati Colchester	Maserati	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
McLaren Ascot	McLaren	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
McLaren London	McLaren	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Chelmsford Mercedes-Benz	Mercedes-Benz	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Chelmsford Mercedes-Benz Aftersales	Mercedes-Benz	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Colchester Mercedes-Benz	Mercedes-Benz	Chariot Cleaning	Yes		Craig Auvache	chariotcleanltd@aol.com	01842 338861
Colchester Mercedes-Benz Aftersales	Mercedes-Benz	Chariot Cleaning	Yes		Craig Auvache	chariotcleanltd@aol.com	01842 338861
Ipswich Mercedes-Benz	Mercedes-Benz	Chariot Cleaning	Yes		Craig Auvache	chariotcleanltd@aol.com	01842 338861
Lakeside Mercedes-Benz	Mercedes-Benz	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Lancaster Witham Body Repair & Parts Centre	Mercedes-Benz	3 Way Cleaning	Yes		Sue Liffen	sue.liffen@3way.co.uk	01375 371986
Southend Mercedes-Benz	Mercedes-Benz	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Porsche Centre Cambridge	Porsche	Atkins Gregory	No	Yes			
Porsche Centre Colchester	Porsche	MCG Cleaning Services Ltd	Yes		Marilyn Garrett	mcgcleaning@btinternet.com	01268 754812
Porsche Centre East London	Porsche	ECS Ltd (Entire Cleaning Solutions Ltd)			Gary Giddens	ecs1td1@outlook.com	07831 869468
Porsche Centre South London	Porsche	New Clean Dealership Services Ltd			Eddie Ray	eddie.ray@newcleanservices.co.uk	01279 414626
Lancaster Toyota Durham	Toyota	Maxim Facilities Management Ltd			Elaine Shears	eshears@maximfm.co.uk	0191 563 4121
Lancaster Toyota Wearside	Toyota	Maxim Facilities Management Ltd			Elaine Shears	eshears@maximfm.co.uk	0191 563 4121
East London TPS	TPS	Freshway Management SVS t/a Pro Care Cleaning			Andrew Farrow	afarrowpcm@gmail.com	01525 875666
Milton Keynes TPS	TPS	Facilities Company	Yes		Timothy Dixon	tim@facilitiescompany.co.uk	01908 726 091
Northampton TPS	TPS	Freshway Management SVS t/a Pro Care Cleaning			Andrew Farrow	afarrowpcm@gmail.com	01525 875666
Peterborough TPS	TPS	Scooby Clean	Yes		Martin Longlands	scoobyclean@hotmail.com	01733 755292
Romford TPS	TPS	No Cleaner used	No	Yes			

APPENDIX G

POLICY – DO’S AND DON’TS – AFTERSALES

Overview

- In addition to the measures elsewhere in this document, listed below is further key guidance for aftersales colleagues returning to work

Do’s and Don’ts – Service

- Social distancing measures are essential so alternate workshop bays must be left empty
- Bays must not be used if they are marked as “do not use”
- Technicians must be assigned one workshop bay that they will use solely and no other
- With regard to the DP attention should be given to all areas but key use areas listed below must be sanitised before and after each use:
 - Tyre changing facilities
 - Tool stations and boxes before every shift commences
 - Shared facilities
 - Special tools and equipment
 - Work bays at the start and finish of each shift
- Responsibility for using sanitisation equipment and protective gloves / clothing at each bay is the technician’s responsibility
- Technicians when obtaining parts must socially distance
- Diagnostic discussions with customers could use the CitNow virtual chat function
- Technicians must observe the rules around room capacity e.g. in workshop control
- Remember when moving a car that you need to carry with you the necessary materials to disinfect the vehicle post movement

Do’s and Don’ts – Parts

- Social distancing measures are essential so parts colleagues must observe the 2-metre rule
- Where this is not possible, appropriate PPE must be worn
- Parts required for work on a vehicle must be handed over in a way that observes the SD rules – your dealership general manager will agree a local policy for this
- Invoices must be emailed to customers and not handed over
- Payment for invoices should be via WorldPay or bank transfer where possible

- Delivery arrangements to trade customers should observe the SD rules and be contactless where possible
- Accessories and merchandise on open display should be taken out of use as it will be very difficult to ensure the disinfection process is followed with these. If it is possible to safely enclose these displays then discuss that with your general manager
- Direct merchandise sales enquiries to the online ecommerce channels
- Ensure high standards of cleanliness and remove clutter / packaging immediately to ensure efficient sanitisation
- Consider rota systems for colleagues to maintain social distancing measures
- Instigate an appropriate approach to DP and SD for items that may require testing / trying on before purchase
- Ensure warranty parts are disinfected during any transfer processing
- Parts delivery considerations:
 - can these be receipted without the delivery driver leaving their vehicle?
 - how will you enforce DP and SD with external drivers?
 - wear appropriate PPE at all times
- Shared workstation and phone usage must be discontinued
- Workshop parts – observing the 2-metre safe distance from colleagues, could parts be delivered to technicians to avoid foot traffic / queuing?
- Encourage online ordering with retail counter customers

Do’s and Don’ts – Valeting

- Colleagues must wear the relevant PPE at all times
- Valeters must discourage non valeting colleagues from visiting their working area
- Valeting material stock handling – limit the amount of people that handle any stock to ensure the disinfection process for stock containers etc. is efficient
- Upon re-opening suspend traditional service washes and see Appendix B Policy – Vehicle Disinfection touch points

APPENDIX H

POLICY – DO’S AND DON’TS – SALES

Overview

- In addition to the measures elsewhere in this document, listed below is further key guidance for sales colleagues returning to work

Do’s and Don’ts – Sales

- Social distancing measures are essential so alternate desks must be left empty
- Areas / offices must not be used if they are marked as “do not use”
- Colleagues must be assigned one work area / desk that they will use solely and no other
- With regard to the disinfection process, attention should be given to all areas but key use areas listed below must be sanitised before and after each use:
 - iPads / iPods
 - Laptops
 - Showroom vehicles prior to locking
 - Part exchanges prior to any activity
 - Personal work areas
 - Shared facilities e.g. customer specification desks
 - Presentation tools e.g. electronic or static sales aids
 - Personal work areas at the start and finish of each day
- Responsibility for using the appropriate PPE is with each colleague
- You must socially distance when interacting with other colleagues and customers
- CitNow virtual chat function can support all stages of the sales process
- Observe the rules around room capacity e.g. in sales offices
- Remember when moving cars to carry with you the necessary materials to disinfect the vehicle

Do’s and Don’ts – Sales Administration

- Social distancing measures are essential so observe the 2-metre rule
- Where this is not possible, appropriate PPE must be worn
- Paperwork required for any activity must be handed over in a way that observes the social distancing rules – your dealership general manager will agree a local policy for this
- If something doesn’t need printed for the deal file, don’t print it
- Printing is stored until you visit the printer – reduce the number of visits to the printer to avoid queueing and to maintain the 2-metre distance
- Sales and used car purchase invoices can be sent via DocuSign for signature and / or emailed as required
- Daily banking (if applicable) will require you to observe the social distancing and disinfection processes
- Operate a clear desk policy – that way you’re in control of your own workspace
- Do not allow information to be removed from your office unnecessarily – this will minimise the need for multiple disinfections of documents being shared internally
- Restrict and lock down any archiving so you know those areas have been disinfected previously
- Deal file considerations:
 - can these be kept in one locked place to avoid constant to and fro?
 - how will you enforce disinfection processes with documentation?
- Shared workstation and phone usage must be discontinued
- Job card / workshop line queries – these must be dealt with via Outlook or MS Teams chat rather than face to face

APPENDIX I

PERMIT TO WORK (LESS THAN 2M)

Instructions For Use

This form must be used for sub-contractors working on site where they may be required to work less than 2 metres apart

The form should be duly completed by all parties and a copy retained at the location by the dealership general manager or senior manager on site

This should be retained for a period in line with all other Health and Safety documents

CORONAVIRUS PERMIT TO WORK WITHIN 2M DISTANCE

PROJECT:

Permit No:

SCOPE OF PERMIT

Current construction industry requirements dictate that sites must only work where they can follow Public Health England (PHE) guidance including that on social distancing. Where it is not possible to follow the social distancing guidelines in full in relation to a particular task, Site Management Teams should consider whether that activity needs to continue, and, if so, take all the mitigating actions possible to reduce the risk of Coronavirus transmission.

This Permit is to allow works to proceed, when operatives **have to work within two metres** of each other and will only be provided if the Permit Issuer is satisfied the requestor can ensure the task can be carried safely and in line with PHE guidance (currently at <https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#construction>)

The Pre-Screening Assessment must be completed by everyone involved before starting the task and each trade should request a separate Permit.

Where different trades interface with 2m, Site Management should complete a Permit.

PART A) REQUEST FOR & JUSTIFICATION OF TASK (completed by PERMIT REQUESTOR)

NAME: of person requesting the Permit		EMPLOYER:	
NAME OF SUPERVISOR OF THE task:		JOB TITLE:	
LOCATION ON SITE: (building, room, gridlines, etc)			
DESCRIPTION OF TASK AND REASON WHY IT MUST BE COMPLETED			
ASSOCIATED RAMS REF AND TITLE:		START DATE:	

PART B) JUSTIFICATION FOR WORKING WITHIN 2M (completed by PERMIT REQUESTOR)

REASONS WHY THE TASK CANNOT BE DONE BY ONE PERSON, OR A TEAM MAINTAINING A MINIMUM 2M DISTANCING.

PART C) CONTROLS (completed by TASK SUPERVISOR)

CONTROL	YES / NO	COMMENTS
Pre-screening assessment completed without issues	Y / N / NA	NOTE: Those with underlying health conditions, clinical conditions or conditions with concern (as detailed on the pre-screening assessment), are owed an enhanced Duty of Care, and should not be involved in this task.
Hands washed for 20sec prior to, during, & after the task	Y / N / NA	
Task to last no more than 15 minutes	Y / N / NA	
Team as small in number as possible and same persons	Y / N / NA	
Appropriate PPE provided	Y / N / NA	
Controls communicated to all involved (attach evidence)	Y / N / NA	

PART D) AUTHORISATION AND ISSUE

<i>I confirm that all requirements detailed above for the tasks under my control are in place. I will communicate all the above to those who are involved in the permitted tasks prior to them commencing.</i>		
SIGNED BY PERMIT REQUESTOR:	(sign & print)	DATE:
<i>I confirm that the requested works can proceed in line with the RAMS and any controls detailed above, and under the supervision and direction of the persons named in Part A. I will hold the original permit and provide you a copy.</i>		
SIGNED BY SITE MANAGEMENT	(sign & print)	DATE:

PART E) CANCELLATION OF PERMIT

THIS PERMIT IS CANCELLED WHEN EITHER WORKS ARE INSTRUCTED TO STOP BY SITE MANAGEMENT; WORKS ARE COMPLETED; OR ANY MEMBERS OF THE TEAM INVOLVED ARE CHANGED.
--

CORONAVIRUS PERMIT TO WORK WITHIN 2M

Customer



Jardine Motors Group

APPENDIX J

CORE PROCESS SALES

– WHAT CHANGES?



Stage	Area	Updates
Warm Welcome and Knowing our Customer 	Marketing	<ul style="list-style-type: none"> Communications strategy underway for all touch points and stages of the sales process e.g. Customer pre-arrival and arrival e.g. JMG policies of social distancing and disinfection to provide customer piece of mind
	Dealership	<ul style="list-style-type: none"> Showroom vehicles locked, removed or “socially distanced”
	Digital	<ul style="list-style-type: none"> Remote customer interaction strategy underway to negate the need for customers to come in
Car of Interest 	Marketing	<ul style="list-style-type: none"> Jardine+ or our other Online Vehicle Sales channels Virtual appointments via CitNow live chat Communications will accommodate customer preferred channels (e.g. Facetime) and then migrate to MS Teams
	Operations	<ul style="list-style-type: none"> CitNow videos on used vehicles pre-recorded (off the shelf ready) Virtual demonstration via CitNow live chat Demonstrations unaccompanied and at home Test drive options: Supervised test drives can be carried out whereby the sales colleague is in a “follow me” car with the customer following behind in the test car. Mobile phones should be connected to both cars for easy communication during the drive. All other existing policies for test drives with new customers still apply. Customers will need to present additional identification to their driving licence including passport and current utility bill, followed by Head of Business approval
Current Car 	Trade Appraisal	<ul style="list-style-type: none"> Virtual appraisal process using – CAP HPI appraisal solution – customers will be sent a URL via email or SMS to complete an appraisal of their vehicle online. Their response will then be returned to the relevant dealership management team
	Due Diligence	<ul style="list-style-type: none"> Documentation can be sent to us for verification and return by recorded delivery e.g. Customer ID, PX documents
Offer and Presentation 	Finance	<ul style="list-style-type: none"> F&I quotes can be issued only as a full and formal quote Finance application process – Online vehicle sales process and eSigs for finance documents in flight FCA considerations – part of the Online Vehicle Sales journey underway
	Operations	<ul style="list-style-type: none"> Online Vehicle Sales journey underway Fulfilment team and onsite colleagues have access to added value product videos hosted on YouTube Showroom “booths” will be taken out of use as they do not support social distancing
Purchase 	Payment Policy	<ul style="list-style-type: none"> DocuSign for remote signatures (Distance Selling Policy) Pre-payment before arrival Worldpay for customer not present deposits and final payments Cash payments discontinued
Handover 	Operations	<ul style="list-style-type: none"> CitNow live chat pre-handover appointment with the customer prior to collection (controls etc) Finance document signing – eSigs; emailing customers a link to sign on their own premises in their own time; customers bring their own device and sign finance documents on handover in the showroom Signatures – customers use their own pens and bring their own devices for signatures where possible Documentation must be exchanged in line with the social distancing policy
Ongoing Ownership Strategy & Retention 	Operations	<ul style="list-style-type: none"> No change

APPENDIX K

CORE PROCESS AFTERSALES

– WHAT CHANGES?



Department	Area	Updates
Service 	Payment Policy	<ul style="list-style-type: none"> • DocuSign for remote signatures available if required • Pre-payment before arrival • WorldPay for “virtual” deposits and final payments • Cash payments discontinued
	Collection and Delivery	<ul style="list-style-type: none"> • Discontinued apart from vulnerable customers (Divisional variations to be agreed)
	Appointments	<ul style="list-style-type: none"> • Appointment times with customers will be strictly enforced
	Waiting Customers	<ul style="list-style-type: none"> • Discontinued apart from vulnerable customers (Divisional variations to be agreed)
	Check In	<ul style="list-style-type: none"> • Self check in kiosks utilised where available • Plastic envelopes and boxes utilised for document and key transfer (easy to disinfect)
	Valeting	<ul style="list-style-type: none"> • Service washes are discontinued • Vehicles will receive the COVID cleanse as per JMG policy
	Handover	<ul style="list-style-type: none"> • Invoices emailed rather than printed • Invoices may be printed if the customer has no email, but must be safely handed over
	Marketing	<ul style="list-style-type: none"> • Communications strategy underway for all touch points and stages of the sales process • e.g. Customer pre-arrival and arrival • e.g. JMG policies of social distancing and disinfection to provide customer piece of mind
Parts 	Diagnostics	<ul style="list-style-type: none"> • Diagnostic demonstrations will be unaccompanied
	Fulfilment	<ul style="list-style-type: none"> • Parts to use pre-pick boxes for parts movement internally (easy to disinfect) • Safe space to be established for parts to be left for technicians to ensure social distancing

APPENDIX L

POLICY – GENERAL MANAGER COVID DAILY CHECKLIST



What does this mean in practice?

The general manager is responsible for ensuring the implementation of all policies within this document.

Whilst they may be unable to monitor implementation in every part of the business all the time, authority may be delegated to other senior colleagues in the business to support the monitoring of compliance with this policy.

The checklist below must be completed at the intervals indicated, signed off and stored electronically.

In addition to this daily and weekly documented reviews will need to take place.

Item	Action	Interval	Under control	Need a Plan
Signage	Is all JMG COVID related signage correctly displayed as required in every location	Daily		
Disinfection Policy	Ensure all showroom vehicles are locked all the time	Daily		
	If one is found unlocked, disinfect that showroom vehicle			
PPE Policy	Sufficient stock of PPE is available for all colleagues to last a minimum of 7 days	Daily		
	All sanitisation stations have their stock reviewed hourly and replenished as required			
	No used PPE is left unattended lying around			
	Have plastic envelopes and boxes used for information exchanged been cleaned at the end of every day			
	PPE is being used correctly			
	Is testing equipment such as the thermometers to measure body temperature working?			
Social Distancing Policy	Social distance markings are all securely in place	Daily		
	Damaged markings are replaced			
	Do all colleagues understand the shift / working from home rotas (as applicable)			
	Are these rotas up to date?			
OLI Training – JMG COVID policy (before returning to work)	All colleagues have completed this	Daily		
	All newly unfurloughed colleagues returning to work have completed this			
	New starters have completed this			
Breaches	A dealership register is being maintained documenting noted breaches of the JMG COVID policy by either colleagues or suppliers (Do HR want this on a central SharePoint Drive?)	Daily		
	Appropriate follow ups have been actioned with colleagues not following the JMG COVID policy	Daily		
General Manager Daily Sign Off	I confirm that all these checks have taken place across all buildings, including offsite facilities e.g. workshops / other buildings, that I am responsible for Name Date This document should be logged on Datastation	Daily		

APPENDIX M

POLICY – ASSET LIST



Item description	Quantity	Advice
Customer facing areas		
A frame Entrance	1	Directional signage
Pull up banner – showroom entrance	1	To provide advice and guidance on measures
Pull up banner – drive through service lanes	1	To provide advice and guidance on measures
Carpark bay bollard covers	14	To provide advice and guidance on measures
Outdoor floor tiles	13	Directional signage
Entrance	2	To provide advice and guidance on measures
Floor spacing markers in showrooms	20	Directional signage
Floor navigation tiles	26	Directional signage
Sanitisation station	4	To provide advice and guidance on measures
In-car hangers	200	For use after the car is cleaned and handed back to the customer
Handover bay area	1	To provide advice and guidance on measures
JMG branded disposable pens	200	For customer usage to sign documentation
Car door seal stickers	200 packs (4 stickers per pack)	for use following completion of car sanitisation prior to return of vehicle to customer
Cashless transactions	To be printed on-site as required	To provide advice and guidance on measures
Check-in kiosks	To be printed on-site as required	To provide advice and guidance on measures
Desk	To be printed on-site as required	To provide advice and guidance on measures
Entrance closed	To be printed on-site as required	Directional signage
Locked cars	To be printed on-site as required	To provide advice and guidance on measures
Refreshment machine out of use	To be printed on-site as required	To provide advice and guidance on measures
Waiting area	To be printed on-site as required	To provide advice and guidance on measures
Colleague facing areas		
Canteen table	To be printed on-site as required	To provide advice and guidance on measures
Canteen_refreshment areas	To be printed on-site as required	To provide advice and guidance on measures
Hand washing_sanitisation	To be printed on-site as required	To provide advice and guidance on measures
No access	To be printed on-site as required	To provide advice and guidance on measures
Restricted area	To be printed as required on-site	To provide advice and guidance on measures
Social distancing	To be printed as required on-site	To provide advice and guidance on measures
Toilets	To be printed as required on-site	To provide advice and guidance on measures
Vending machine	To be printed as required on-site	To provide advice and guidance on measures
Workshop cleaning	To be printed as required on-site	To provide advice and guidance on measures
Workstation cleaning	To be printed as required on-site	To provide advice and guidance on measures

APPENDIX N

POLICY – VEHICLE COLLECTION AND DELIVERY



Overview

- Whilst vehicle collections and deliveries (C&D) are an integral part of our business, all new COVID applicable policies, e.g. social distancing and disinfection processes, remain mandatory when delivering vehicles

What Does This Mean In Practice?

When collecting or delivering (C&D) vehicles colleagues must:

- Socially distance – keep at least 2 metres away from other members of the public and customers
- PPE – refer to the PPE policy
- Communication with the customer – Prior to delivery, contact the customer to ask:
 - Have you been advised by the NHS to 'shield' during the pandemic? If so, are you in isolation?
 - Are you (or anyone in your household) currently self-isolating due to having any symptoms of coronavirus? I.e. high temperature, new cough
 - If the answers to any of these is positive, discuss with the respective manager before C&D
 - Advise that personal contact will not be possible during C&D

How Do We Carry Out A Vehicle C&D?

- Call the customer to confirm arrival at the destination, do not approach the door
- Remove any protective equipment e.g. paper floor mats and dispose of these safely
- Carry out a cleanse as per the policy on vehicle disinfection touch points
- Place the keys and all paperwork in a safe location near the vehicle in the plastic bag provided
- Do not leave the keys or paperwork unattended at any stage in the process
- Confirm using photographic ID (e.g. driving licence) the customer's identity

How Do We Handle Customer Signatures On Paperwork?

- Where possible all paperwork will be signed prior to delivery via DocuSign and other approved processes
- Drivers must not share a pen with the customer
- Drivers must stand more than 2 metres away while the customer signs any paperwork
- Ask the customer to return the signed paperwork in the plastic bag used for the keys and paperwork

How Do We Handle Vehicle Sales Handovers?

- Customers will have been offered a virtual handover prior to C&D so a full handover will not be required
- Questions that arise may be answered or the customer referred to the relevant colleague for follow up

What Happens If The Return Vehicle Has Illegal Tyres?

- As per existing policy, do not drive the vehicle until you have spoken to the respective manager

Digital



Jardine Motors Group

APPENDIX O

POLICY – DIGITAL CUSTOMER INTERACTION POLICY



Interacting Online

- It has never been more important for us to be digitally open and supporting customers remotely. This section highlights the current and new options available to our customers

Online Purchase Options

Application for finance and credit decisions are available for the following brands:

New and Used	Jaguar, Land Rover
Used	Audi, BMW, Mini, Mercedes-Benz, smart, Toyota, Lexus, Jardine Select, Porsche, Aston Martin

Customers will need to sign physical paperwork and interact with us to complete the sale.

Live Chat

1. Live chat

Customers and prospects are able to interact with us virtually for questions and conversations relating to sales, service, keyworker support and all C19 questions. This service is available 24/7 and is provided by our external live chat supplier, who will route questions through to dealerships.

2. Customer Services

Customers can contact our customer service team to provide feedback or request a call back for a discussion. <https://www.jardinemotors.co.uk/customer-services/>.

3. Social channels

Anyone following us on social channels has the option to make a comment or direct message a JMG business. All messages are responded to by the relevant marketing team. We aim to respond to customers as soon as possible but note responses may be limited to Monday to Friday 9am to 5pm.

Remote Appointments

- Microsoft Teams & Skype can be used host virtual appointments which customers can be invited to join free of charge as a guest
- Teams meetings can be joined by any device the customer wishes to use (Phones / Tablets)
- Teams and Skype meetings allow you to video call, audio call and screen share with customers
- No data or files should be shared via Teams / Skype (This includes Financial, Company or Customer Data)

- When video calling, ensure no sensitive information is visible to the customer (i.e. confidential data on monitor in the background)
- When video calling, ensure nothing unprofessional is on display that could cause offense to the customer
- No discussions should be agreed around finance deals via Teams or Skype
- All systems containing confidential data should be closed before screen sharing
- No spreadsheets including passwords should be visible when screen sharing

Remote Vehicle Demonstrations

- Agree with the customers the car/s and key features of interest to them for the demo
- Prepare a CitNow video and email to customer
- Agree a follow up call time to discuss with the customer

Interactive Live Vehicle Demonstration

- Use CitNow virtual chat

Second Handovers And Customer Q&A

- Using principles from above

How We Maintain Professionalism At Home

It is important that we continue to reflect the Jardine Motors values even if we are working remotely. For all video calls, the following should be observed:

- Use one of the agreed platforms highlighted in remote appointments above
- Download background supplied by central comms for use on all customer facing video calls (AMG)
- Please ensure dress standards are adhered to and that you are dressed in appropriate business attire on all calls
- Ensure that the location for your calls is free from interruption for the duration of the call
- Note down agreed actions and next steps
 - Complete next actions in Jardine Vision
 - Send a follow up email to customer outlining what has been agreed