

# Peoples Safe Working Practices Guidance



We check our teams temperatures daily to help keep You safe



We help You to keep 2m minimum distance



We use Personal Protective Equipment to help keep You safe



We sanitise Your vehicle, our vehicles and dealership

This document has been created and reviewed by K Clezy, J Connolly, M Gray (Senior Risk Consultant and Chartered Member of IOSH) and our nominated employee representatives.

## 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**

Following the COVID-19 outbreak, our Dealerships are now able to reopen to both staff and the public. We have been working hard to prepare the Dealerships to ensure we have safe working environments and that we are able to adhere to the social distancing guidelines which remain in place. To support this, we have introduced a number of new Safe Working Practices. We understand that these will feel different and less personal than you have been used to at Peoples. We will continue to review these measures as the current situation evolves and as further guidance and information is made available. The health and safety of all who enter our Dealerships remains our number one priority. The information contained in this document, represents Peoples current practices regarding the recommended operation in all its Dealerships during this COVID-19 pandemic. Please take the time to familiarise yourselves with the information contained in this document and should you have any questions then let us know. We understand some of these new practices will be a change from what we have all been used to so let us know if you have any questions – you can either speak to your Manager or the HR Department. We will continue to review and update this document as the situation evolves and as we feel necessary. Each of us plays an important and vital role in keeping us all safe.

This is a working document which will be updated to reflect changes in directives and introduce new recommended practices as they become available. It is initially intended to support the return to work of all colleagues to our Dealerships and to provide information and instruction for all who enter our Dealerships to keep them and others safe. This guidance document provides general recommendations for use in all Peoples locations. Because there may be circumstances unique to a location, there may be some cases in which a Peoples Dealership must adapt the recommendations to address that Dealership's specific requirements. Such exceptions must be authorised by a Peoples Director and any examples of relevant changes will be recorded electronically. All Dealerships must comply with all applicable laws, meaning that if there is a conflict between the recommendations in this guidance document and the applicable law, the Dealership must follow the applicable law.

## **What we've done to get our Dealerships ready:**

We want to assure you that we have taken clear measures to get our Dealerships ready for your return. This includes:

- We have deep cleaned every Dealership and set out clear measures and expectations for our external cleaners going forward
- We have cleaned and disinfected all work areas in the Dealership
- We have cleaned and disinfected all common areas – including the canteen, break and lunch areas, entrances, toilets and more
- We have bulk ordered suitable cleaning products and introduced a cleaning protocol for all
- We have established hand sanitiser stations and ensured we have hand sanitiser products throughout the Dealerships for both staff, customers and visitors
- We have implemented social distancing actions
- We have created this Safe Working Practices document which contains measures and processes for everyone to follow

## **What can you do to support and maintain our Dealership protocols:**

In order to ensure we have a clean, healthy and safe working environment, we must work together and make the commitment to:

- Clean your workspace and your desk top regularly
- Take your possessions home each day and reduce the number of items on and around your working area. Where possible a clear desk policy should be followed at all times
- Participate in cleaning and disinfecting your individual work areas, equipment and materials (cleaning supplies will be provided) on a regular basis
- Follow the guidance in this Safe Working Practices document and remain vigilant at all times

## Peoples Safe Working Practices

### Stay at home if you are experiencing COVID-19 symptoms and ensure you follow the most up to date NHS guidelines

- If you have a new continuous cough, fever/high temperature, or a loss or change of smell or taste **do not come to work**. If you have symptoms you should advise your Line Manager or the HR Department as soon as possible via phone.
- If you are experiencing symptoms you must stay at home, book a COVID-19 test and self-isolate for at least 10 days.
- If you have tested positive for COVID-19 but have not had symptoms your 10 days isolation period starts from the day you had the test. However if you get symptoms while you are self-isolating, the 10 days must restart from when your symptoms started.
- You will need to self-isolate for 14 days if:
  - Someone in your household has COVID-19 symptoms or has tested positive for COVID-19
  - Someone in your support bubble has symptoms or tested positive
  - You've been told by NHS Test and Trace that you've been in contact with someone who has COVID-19
- If you are self-isolating you must obtain an **Isolation Note**. Further guidance on completing this can be found on the NHS website [www.nhs.uk](http://www.nhs.uk) The form can be completed online. This note should be emailed to your Line Manager on the first day of your isolation period beginning.

### What happens if you experience COVID-19 symptoms at work?

- Symptoms of COVID-19 include (but are not limited to):
  - a new continuous cough, a new fever/high temperature, or a loss or change of smell or taste
- If an individual starts to show COVID-19 symptoms while at work, it is important to get the affected person the attention they need whilst protecting the health and safety of others within the area. Likewise, it is important that you notify your Manager immediately if you feel that you yourself are displaying symptoms.
- If anyone displays or confirms that they have symptoms whilst at work then you should ensure the individual is wearing a face mask and maintains a 2 metre distance from others.
- If the individual is in acute respiratory distress (shortness of breath, difficulty speaking, wheezing, gasping for air) then you should follow local emergency medical process and notify the first aider on site.
- If the individual is not in acute respiratory distress, then they will be advised to go home and consult their healthcare provider immediately as needed.

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- If the individual is unable to drive or travel home, they should be escorted to an empty room (near an exit and away from everyone else) to enable them to make transportation arrangements.
- All parties are expected to maintain strict confidentiality of medical information, including the identity of the affected individual.
- If you are concerned that colleague may be displaying symptoms please speak to your Manager or the HR Department confidentially for further guidance.
  
- If an individual is diagnosed with COVID-19 they should report this immediately to the Group HR Manager. Where positive COVID-19 cases are confirmed, the Dealership will initiate the following protocols:
  - Confirmed COVID-19 case reporting and action protocol
  - Confirmed COVID-19 case cleaning protocol

## **Arriving at Work**

- Until otherwise notified there will only be one permitted entrance into the Dealerships for everyone. This will be via the main showroom entrance to the Dealership. Every employee should report to work via the designated entrance prior to their shift and ensure a 2 metre distance is kept from your colleagues.
  
- Upon arrival you will be asked to complete and sign a COVID-19 Declaration form every morning to confirm that you are fit for work, that you are not displaying any COVID-19 symptoms and to confirm that no one in your household has any symptoms.
  
- The employees who will be performing the temperature checks have been fully briefed on how to use the thermometers safely and correctly.

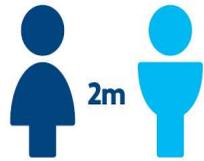


We check our teams  
temperatures daily  
to help keep You safe

We will be checking the temperature of every employee on a daily basis until further notice. You will therefore be required to attend the checking station each morning prior to you start time where you will receive a non-contact temperature check. Only once your temperature has been checked and cleared, will you be permitted to go to you work area. Your temperature must be below 37.8C. If your temperature is above normal you will be asked to return home and follow provided instructions before returning to work.

- If your temperature is above normal, you will be asked to return home immediately, monitor your symptoms and you will be asked to contact your personal healthcare provider for further direction as needed. You will only be allowed back into the Dealership once you meet **ONE** of the options below:
  - Option 1 – You have been evaluated by your healthcare provider and they have determined clinically that you do not have COVID-19 and you have the appropriate documentation from your healthcare provider stating you can safely return to work.
  - Option 2 – You can return to work after these 3 things have happened: You have had no fever for at least 72 hours (3 full days of no fever without the use of medicine that reduces fevers) AND other symptoms have improved (e.g. cough improved) AND at least 10 days have passed since your symptoms first appeared.
  - Option 3 – You can return to work after these 3 things have happened: You have received a negative COVID-19 test, you have no COVID-19 symptoms and no one in your household has any COVID-19 symptoms. **A copy of your negative COVID-19 test result must be provided to your Line Manager before you can return to the Dealership.**
- Once your temperature has been checked, you should use the Hand Sanitiser provided before proceeding to your work area and adhering to the social distancing posters displayed around the Dealership.
- You should go directly to your work area and not enter any other Department area if it is not necessary.
- Given the additional checks, we ask that you ensure you arrive to the Dealership at least 10 minutes before your start time.

## Maintain 2 metre social distancing



**We help You  
to keep 2m  
minimum distance**

Social distancing is the practice of keeping space between yourself and other people outside of your home.

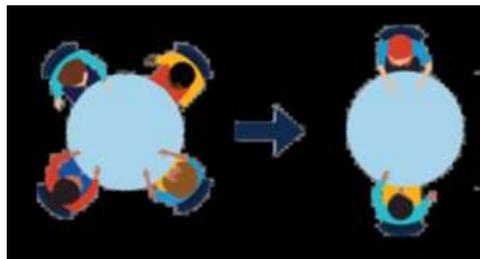
To practice social distancing you should:

- ✓ Stay at least 2 metres apart from other people
- ✓ Avoid contact with others, such as handshakes or hugs
- ✓ Avoid touching surfaces that have been touched by others, where this is feasible
- ✓ Do not gather in groups, stay away from crowded places and avoid mass gatherings

- You should adhere to the display signs and stickers that are visible around the Dealership and which will support in raising awareness and giving confidence to customers, staff and visitors that social distancing is being adhered to.
- The layout of our showrooms, offices, workshops and other department areas have been adjusted where possible to enable 2 metre separation. Where this is not possible, face shields and additional PPE will be provided and you will be advised on what is required upon your return to work. Relevant PPE will be issued to you on your first day back in the Dealership. Safety glasses with side shields and a face mask that covers your nose and mouth are an approved alternative to a face shield.
- You should follow the marked areas in the Dealership in which tape on the floor is used to mark out 2 metre lines in areas of high footfall, including around Sales Reception, Sales Executives desks, Demo vehicles and vehicle areas, Service Desks and customer waiting areas.
- Every member of staff has a responsibility to adhere to social distancing at all times, and to raise any concerns they have to Management or HR immediately.

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- Whilst we impose a strict 2 metre rule there may be instances where the bigger priority is to deal with a developing emergency situation. First aid treatment will continue on site and in these instances a sensible approach should be followed. In the event of CPR being required, all first aiders have access to a face shield, face mask and gloves to prevent the spread of infection between both parties.
- You should ensure you practice social distancing when travelling throughout the Dealership, including lifts whereby the signage states only one person permitted at a time, stairways, entrances.
- Emergency evacuations will continue as normal and therefore if required you should exit the building via your nearest exit and meet at the muster point. Once at the muster point you should ensure the 2 metre social distance is adhered to. All employees are asked to familiarise themselves with the muster points for their work areas. If unsure, please ask.
- Where possible, you should use our internal phone system to speak to colleagues as opposed to physically going to their office or work area. Travel to other Dealerships should be limited and only taken if essential.
- Lunch times and break times will be staggered for all staff and there will be strictly limited numbers in canteen areas.
  - Before a meal ensure you keep a social distance (2 metres apart) and wash your hands.
  - While eating ensure you keep social distancing and only eat in designated areas, ensuring you abide by number restrictions.
  - After you have eaten, keep social distancing, throw your rubbish away in the designated bins and wash your hands immediately.



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- Individual commuting to and from work is preferable. However if you have to use public transport to travel to work you should practice social distancing, wear a face covering at all times and follow the latest Government guidance. Ensure you allow appropriate space between other passengers – every other seat, every other row. Do not use public transport if you suspect you are sick or have symptoms such as a fever, difficulty breathing or have been in contact in the last 14 days with other people who have been confirmed as positive with COVID-19.
- ***We encourage all employees to be vigilant in their work areas and to report any concerns they may have to their Manager or the HR Department. Managers should ensure that all employees adhere to the guidance at all times. Please practice good social distancing habits to protect yourself and others and to keep our spaces accessible.***

## **Non-contact greetings**

- Do not shake hands with anyone (including customers). Instead we ask you to use a non-contact greeting. This can include a smile, wave, nod or saying hello. It is important that when dealing with customers we explain to them why we are not shaking hands – everyone will understand!
- Hand sanitiser will be available on all Sales and Service desks. Customers should be offered this upon approaching the desk.

## **Follow coughing and sneezing etiquette**

- Follow coughing and sneezing etiquette at all times – ensure you cover your mouth and nose with a tissue when you cough or sneeze and immediately put your tissue in the bin. Wash/sanitise your hands immediately afterwards.

## **Follow hand cleaning guidelines**

- Upon entering the Dealership, wash your hands before starting your working day.
- Wash your hands regularly, especially before and after eating, using the toilet, blowing your nose, coughing or sneezing.
- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean paper towel or air dry them.
- Hand sanitiser will also be available throughout the Dealership.

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## **Regularly clean and sanitise work areas**

- You should clean and regularly sanitise your work space and equipment i.e. offices, desks, phones, computers, tablets, other work tools and equipment throughout the day. You should ensure this is also completed after every customer interaction and pay particular attention to contact touch points.
- Every Sales Executive, Service Advisor, Parts Advisor, CX members and office based staff will have a designated desk. Hot desking or desk changing will not be permitted.
- Cleaning products will be accessible for all employees and your Manager will notify you of where these will be located for each Department.
- A clear desk policy must be adhered to at all times.
- You should take your possessions home each day and reduce the number of items on and around your workspace.
- All single use PPE must be disposed of in a bin before leaving the Dealership. Face shields and face masks which are not single use should be stored securely in your drawer when not in use.
- All desks and equipment will be additionally cleaned each evening by our contract cleaners – employees must ensure desks are left clear to allow a deep clean to take place.

## **Gloves**

- All employees will be offered gloves but these will not be mandatory for all. Gloves can be provided to you from your Line Manager on your return to the business.
- Gloves should be worn at all times by Technicians when working on vehicles.
- To safely remove your gloves and minimize exposure to viruses and bacteria on their surface you should do the following:
  - Pinch the outside of your first glove at the wrist, being sure not to touch your bare skin.
  - Peel the glove away from your hand, pulling it inside out as you do so. Use care not to rip it in the process.
  - Hold the now-removed glove in your other gloved hand. Do not hold it with your free hand.
  - Peel off the other glove by inserting your fingers inside the glove under your wristband, taking care not to touch the exterior of your glove.
  - Turn the glove inside out while pulling it away from your body, leaving the first glove within the second one. You should then immediately dispose of these gloves in the bin.

## **Use Face Masks**

- Face masks will be provided for every employee. Face masks must be worn by employees when you are in a customer facing area, in the workshop or where 2 metre social distancing cannot be adhered to. This measure of protection will remain in effect until further Government guidance and information is provided. Please speak to the HR Department if you are concerned about your ability to wear the required PPE for medical or other reasons.
- If you are at your work area which is not in a customer facing area (Workshop not included) and a 2 metre distance from your colleagues is possible then your face mask can be removed. However a face mask must be worn when travelling around the Dealership if you will be passing through a customer facing area or an area where a 2 metre distance cannot be maintained.
- Face masks are in place to reduce the risk of that asymptomatic wearer from giving the virus to someone else.
- A face mask does not protect your eyes.
- Desk protection screens will be in place at all Sales, Service, Parts, CX desks and for office based staff where required.
- Face masks and face shields should be used for all interactions where a 2 metre distance cannot be adhered to e.g. two drivers sharing one vehicle, sitting one in the front and one in the back. Face shields should not be worn by anyone sitting in the front seat of a vehicle as doing so could cause injury should the air bag be activated.
- Before putting on a face mask, make sure you clean your hands with hand sanitiser or soap and water.
- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with hand sanitiser or soap and water.
- To remove a disposable mask: remove it from behind (do not touch the front of mask); discard immediately in a bin; clean your hands with hand sanitiser or soap and water.
- Replace a disposable mask with a new one as soon as it is damp, usually this is within a couple of hours and do not re-use single-use masks.

## **Safe disposal of PPE**

- Used PPE and personal waste, e.g. tissues, is not classified as medical or hazardous waste and may be treated as general waste.
- Single use PPE should be disposed of so that it cannot be reused.
- We recommend that the emptying of bins should be done wearing PPE (gloves and face mask) following the local laws and regulations for waste disposal.

## **Your Mental Health and Wellbeing**

We understand this has and continues to be a very uncertain and anxious time for people and it is important that we all make time to take care of our mental health. If you are worried about your mental health and wellbeing, you are not alone. When many things feel uncertain or out of our control, one of the most effective ways we can manage stress and anxiety is to focus on what is within our control. Some suggestions as to how you can care for your mental health and wellbeing are detailed below:

<p><b>Control what you can:</b></p> <ul style="list-style-type: none"> <li>• Arm yourself with medical information from reputable sources such as the NHS or government websites <a href="http://www.nhs.co.uk">www.nhs.co.uk</a> or <a href="http://www.gov.uk">www.gov.uk</a></li> <li>• Understand what the company is doing to create a safe working environment and follow the guidelines.</li> <li>• Take proper precautions e.g. washing your hands and social distancing</li> <li>• Limit your news consumption, including social media</li> <li>• Manage your technology – turn off distracting notifications</li> </ul>	<p><b>Prioritise self-care:</b></p> <ul style="list-style-type: none"> <li>• Get plenty of sleep</li> <li>• Eat healthy, well balanced meals</li> <li>• Take regular exercise</li> <li>• Move, stretch and exercise wherever possible</li> <li>• Practice mindfulness – focus your attention on the present moment and consider breathing techniques or meditation</li> </ul>
<p><b>Do things you enjoy – relax and distract yourself:</b></p> <ul style="list-style-type: none"> <li>• Read a book or listen to an audio book</li> <li>• Unwind with music or a podcast</li> <li>• Try a new recipe</li> <li>• Create art, do crafts or build something</li> <li>• Learn a new skill</li> <li>• Get some fresh air</li> </ul>	<p><b>Connect with others:</b></p> <ul style="list-style-type: none"> <li>• Talk regularly with friends, family and colleagues</li> <li>• Talk to someone about any fears or concerns you may have</li> <li>• Don't forget to laugh</li> <li>• Share tips with colleagues and friends – we are all in this together!</li> </ul>

- In addition we offer our Employee Assistance Programme (EAP) to every employee. This includes access to helplines, as well as a wealth of online supportive measures which you can access at any time. An EAP is a confidential employee benefit which is designed to help you deal with personal and professional problems that could be affecting your home or work life, health or general wellbeing. Our EAP service provider are called Health Assured and they provide a complete support network which offers expert advice and compassionate guidance 24/7. Health Assured, in partnership with Peoples, will provide all employees with complimentary access to an enhanced EAP.

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- To find out more information on what services Health Assured can provide, please visit [www.healthassuredeap.com](http://www.healthassuredeap.com) or contact 0800 030 5182. To gain access to the Health and Well-being Portal you will require the below login credentials: **Username: Peoples**    **Password: Ford**
- The EAP services provide cover for both you and your immediate family members\*, 24 hours a day, 7 days a week, 365 days a year. Health Assured also offer a virtual library of wellbeing information. These articles and self-help guides provide support on a range of health and advisory issues, as well as instant guidance to aid of an employee's physical and mental health. The portal offers:
  - Interactive health assessment providing personal tailor-made dietary tips and fitness plans
  - Fitness and lifestyle advice, such as detoxing methods
  - Four week self-help programmes
  - Mini health checks
  - Financial wellbeing articles
- You will also have access to the free Health Assured app which offers access to holistic health and wellbeing support at the tap of a finger anywhere and anytime.

## **Additional Safety measures:**

- Break times and lunch times will be staggered for all staff and you will not be permitted to take your breaks with your colleagues (unless it is possible to maintain safe social distancing).
- Any one-way systems should be adhered to at all times.
- If you notice anyone not following the safety measures or you have any concerns please let your Manager or the HR Team know immediately – we all have a responsibility to support each other.
- In communal areas, shared items such as kettles, microwaves, fridges etc. should be wiped after each use using the sanitiser wipes/anti-bacterial spray which will be available throughout the Dealership.

## **New COVID-19 Guidelines – Safe Working Practices Summary**

- You must follow the NHS guidelines if you are experiencing symptoms or live with someone who is experiencing symptoms
- You must follow FCO and Government guidance in relation to any foreign travel restrictions or quarantine periods which are in place at your time of travel
- You must self-isolate if you are instructed to do so in accordance with NHS guidelines and/or Test and Trace/Test and Protect
- Report a temperature or any COVID-19 symptoms immediately to your Manager via phone – do NOT come into the workplace if you or someone in your household has symptoms
- Maintain 2m social distancing and all marked areas in the Dealership
- Use non-contact greetings
- Follow coughing and sneezing etiquette
- Clean your hands following recommendations, regularly use sanitiser
- Sanitise/clean work areas every 2 hours, or before every new customer interaction, whichever is sooner
- Wear a mask and gloves for customer interactions and cleaning
- Dispose of used PPE, wipes, tissues, vehicle protection items in the designated waste disposal bins
- Take care of your mental health