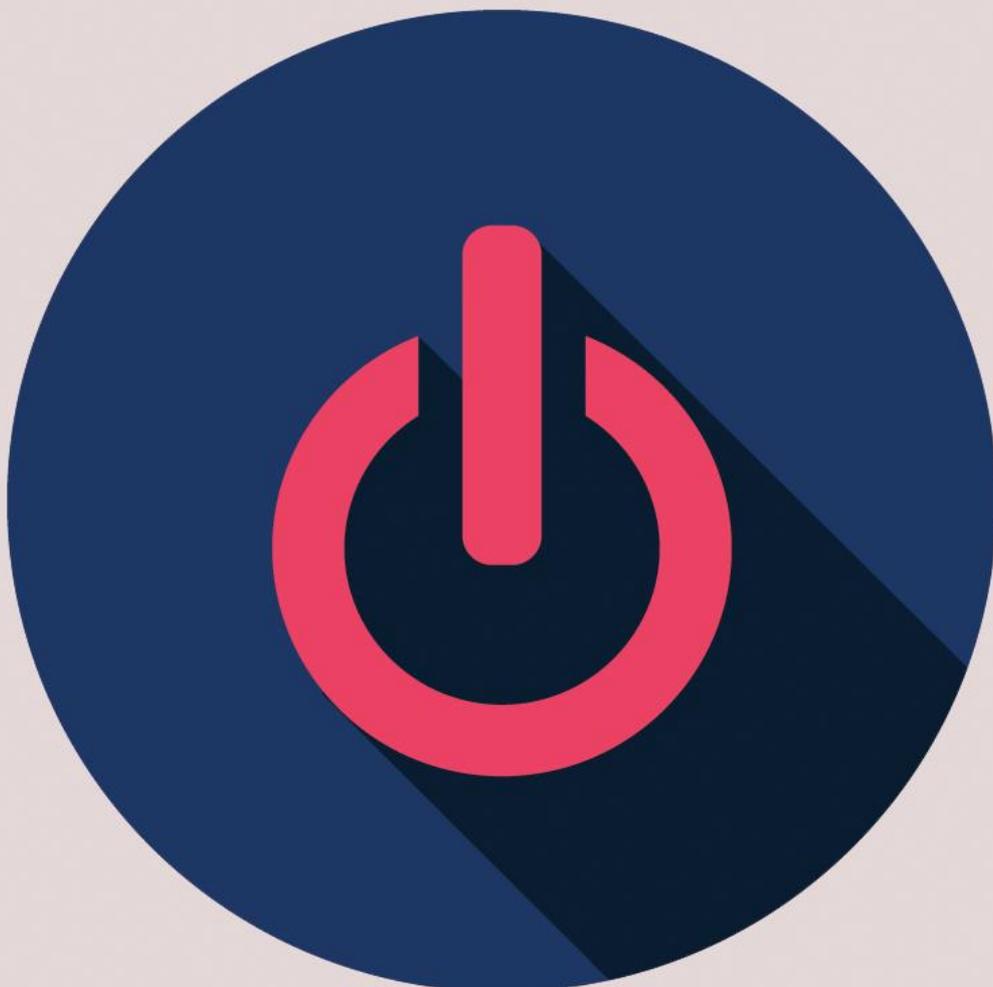


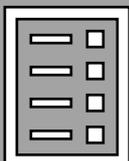
# RESET PLAN

A Guide for Dealerships & Associates during the  
Coronavirus (Covid-19) Pandemic



## Change Log

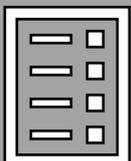
Date	Change	Page
09/07/20	Re-wording Air-Con systems (Section 12)	25
10/07/20	Re-written	4
10/07/20	Re-written	6
10/07/20	Remove the words 'ready to operate' and replace with 'operating with'	7
10/07/20	Remove the word 'nitrile'	8
10/07/20	Remove 2nd bullet point	9
10/07/20	Remove the word 'nitrile'	10
10/07/20	Remove the word 'nitrile', and insert 'disposable'	16
10/07/20	1st point. Last sentence to be amended to read 'HR to be informed and the Associate may be required to self- isolate for 14 days.' 22nd point Sentence to be amended to read 'Ensure that brochures, magazines have been removed from guest waiting area.	17
10/07/20	5th point Sentence to be amended to read 'Sales Associate to ensure that new vehicle is cordoned off in-line with company procedure'. And remove sentence starting 'If you want to look at a car....'	18
10/07/20	3rd point Last sentence to be amended to read ' If yes, the demonstration of vehicle must be delayed until self-isolation period has been completed.	20
10/07/20	6th bullet point of 1st point Last sentence to read " If yes, the handover of their vehicle must be delayed until self-isolation period has been completed.	21
10/07/20	2nd point bullet point number 4. Insert 'where applicable' after 'one way system in operation'	24
10/07/20	Point number 2 to be amended to read Ensure a copy of our COVID-19 policies and procedures are made available to all Sub-Contractors and Valeters. Point number 4 to be amended to read Sub-contractor to confirm with Dealership that if they/or a household member have Covid-19 symptoms (fever/cough/cold) or are self-isolating. If yes, Sub-Contractor must not return to the Dealership until self-isolation period has been completed. Point number 5 to be amended to read Valeters to confirm with Area Manager if they/or a household member have Covid-19 symptoms (fever/cough/cold) or are self-isolating. If yes, Valeters must not return to the Dealership until self-isolation period has been completed.	29
10/07/20	1st Sentence Add the word 'and' after protective gloves.	30



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## A Message from Mark Lavery

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Dear Associates,

First and foremost, thank you for your efforts during this challenging time.

The COVID-19 crisis has brought about many challenges to our business. As we prepare to re-open our dealerships and navigate the way forward we must remain deeply focused on keeping our Associates and Guests safe while working at, or visiting our dealerships.



We have developed a set of recommendations to provide you some guidelines for operating our dealerships. These minimum guidelines are intended to raise awareness on how we should encourage many new health and well-being protocols and best practices as we navigate our daily functions across the business.

While this information is not intended to be a 'one-size-fits-all' approach, we hope it provides practical, proportionate and sensible recommendations, based on guidelines from the Government and Public Health England & Scotland.

We hope you find this information useful. Re-establishing an environment where Associates and Guests alike feel safe and comfortable is something we must all face together, and I am confident that together we will rise to that challenge.

Stay safe,

A handwritten signature in blue ink, appearing to read 'Mark Lavery', written over a light blue horizontal line.

Mark Lavery  
Chief Executive Officer  
**Cambria Automobiles Plc**



## Dealership RESET PLAN Response Team

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Each Head of Business should form a 'RESET PLAN Response Team' to ensure that the dealership provides for the well-being of our associates and guests.

This team should include departmental managers who will meet weekly. Any meetings should practice 'social distancing'.

The following topics should be the key focus areas:

- Health & Safety considerations
- Associate information and training
- Avoiding and reducing risk of infection in dealership
  - Dealing with those with Covid-19 symptoms
  - Personal Hygiene
  - Respiratory Hygiene
  - Social Distancing
  - Facilities Cleaning
  - Personal Protective Equipment (PPE) and materials
  - Ensuring that all safe working practices listed in the reset plan are being implemented
- The Head of Business must ensure that on an associates 1st day returning to work, they are fully acquainted with the policies and procedures set out in this document.
- The Head of Business must ensure that they have informed H.R. of any associate classed as clinically extremely vulnerable. Head of Business to ensure that associate follows guidance on shielding.
- The Head of Business must make sure they have informed H.R. of any associate classed as clinically vulnerable. Head of Business to ensure that associate has been instructed to take extra care in observing social distancing.



## Those with COVID-19 Symptoms

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The Head of Business should advise HR immediately if an Associate displays symptoms and HR will advise on essential actions.

Ensure signs are visible in the dealership workplace reminding people not to enter the premises if they have COVID-19 symptoms such as a high temperature or persistent cough.

If an Associate, Guest or Visitor shows symptoms of COVID-19, it is important that the associate/guest be isolated to protect the other associates and guests in the dealership. Actions are as follows:

- Ensure that all associates have their body temperature taken at the start of the working day and that records are maintained
- Establish an area of the dealership that may be used for isolation
- Symptomatic associates should be asked to return home immediately after consultation with HR and may be required to self-isolate for 14 days.
- Symptomatic guest should be asked to remain in the designated isolation area until they can be collected by a family member.
- Disinfect/clean all areas possibly contaminated by Associate or Guest.



The Head of Business should ensure the business is operating with **high** standards of personal hygiene and all associates are responsible for reinforcing the message.

- Remind associates that our 'No Handshake' policy remains in place.
- All of our Associates should be encouraged to **wash their hands** on arrival at the business and regularly (approximately hourly) throughout the day with soap and water for at least 20 seconds (in all areas).
- Plan locations of hand sanitiser dispenser points e.g.
  - Guest host area
  - Throughout guest and showroom areas
  - Ensure adequate supplies of hand soap for all toilets, canteen areas, break rooms/areas and changing rooms.
  - Service Reception
  - Parts department
- Display posters promoting hand-washing.
- Ensure adequate supply of surface sanitiser is held locally for all workstations, tables, meeting rooms, offices, canteens etc.
- Before and after every interaction with guests, any workstation (inc PDQ machines) should be wiped down by the associate with surface sanitiser.
- Shared workstations will be minimised, but where they remain the workstation, keyboard, mouse, tablet/iPad etc. should be cleaned between user sessions.
- Disposable gloves should be made available to anyone who wishes to wear them.

Associates that wear disposable gloves should be reminded:

- Not to touch their face or any other exposed areas of their body whilst wearing them.
- To wash hands before and after use.
- To change them when heavily soiled or damaged/torn.
- Remove gloves safely (see **APPENDIX 1** for good practice).



## Respiratory Hygiene

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The Head of Business should ensure that the business is operating with high standards of respiratory hygiene and all associates are responsible for reinforcing this message on an ongoing basis.

All Associates should be reminded to practice good **Respiratory Hygiene** in the workplace.

- Face masks will be available to associates.
- Disposable face masks will be available for guests and visitors.

**PLEASE NOTE:** Associates that ordinarily use **specific** masks/respirators to undertake job activities (e.g. bodyshop/cosmetic repair - sanding and grinding activities) must continue to do so as per Cambria minimum requirements.



## Social Distancing

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The Head of Business should ensure that **Social Distancing** guidelines for Associates and Guests are clearly displayed and that they are being enforced.

Guests and Associates need to maintain a **2-metre distance** between one another and avoid gathering in groups.

Dependent upon the physical characteristics of dealership, this may involve some of the following actions:

### Guest Facing Areas

- Guest entrance (pinch point)
  - One-way system – reduce the flow of guests through the front door
  - Ensure entrance is clear from obstruction e.g. parked cars
  - Associates should not use main showroom entrance
  - Business only deliveries to work – no private deliveries
  - Wherever possible, deliveries to be directed to alternative point – avoid guest areas e.g. send direct to parts department.
  - Guest signposting in showroom areas
    - Directional, and
    - highlighting 2m points.
- Guest Host Location
  - Installation protective screens.
  - Host to ensure body temperature is taken and recorded for guests and visitors
  - Supply of disposal masks and gloves for guests who wish to use them.



- Guest waiting area
  - Tables/chairs should be placed 2-metres apart
  - Dispose of old newspapers, magazines etc.
  - Where possible, associates should not use guest toilet facilities.
  - Guest numbers using facilities should be controlled and any queues/distancing managed.
  - Directional guest signposting – for guests from entrance to exit.
  - Ensure Guest refreshments are only available using disposable items.
  - Ensure showroom refreshment station facilities are only operated by Associates, who must be wearing gloves. Any machinery that has been used must be wiped down after each use.
  
- Sales/showroom
  - Install protective screens on guest facing workstations.
  - Reduce quantity of cars in showroom to ease congestion.
  - Keep cars (new and used, inside and outside) locked once sanitised and on display.
  - Ensure associates and guests wear gloves when viewing a car and handling keys. At no point should associates and guest be inside the vehicle at the same time.
  - After each viewing remove 'Sanitised' sticker and re-lock.
  - Sales Associate to sanitise (major touch points only e.g. keys, door handles, steering wheel, gear control, parking brake, column stalks) and re-apply sanitised sticker
  - Traditional test-drives and handovers would inevitably and unavoidably breach the 2-metre distancing guidelines. New procedures for these have been developed - **see Vehicle Demonstration and Test-Drive section.**
  
- Service/After Sales Reception
  - Install protective screens on guest facing workstations.
  - Nominated associate to ensure body temperature is taken and recorded for guests and visitors
  - Make specific appointment times to space out visits.



- Manage/minimise use of loan vehicles.
- Encourage de-cluttering of Guest vehicles (and key rings).
- Discourage waiting Guests (given reduced lounge capacity).
- Where collection and delivery is undertaken. **See guidance in Service Collection and Delivery section.**

## Associate Work Areas

- Workshop/Bodyshop
  - Consider leaving external doors open to promote good ventilation.
  - If an Associates cannot maintain the 2-metre distancing guidelines, they must wear a face mask and disposable gloves.
  - Workshop/Bodyshop Associates to plan work to maintain 2-metre distance from other associates.
  - Technicians should use their own tools wherever possible.
  - Special/diagnostic/shared equipment should be disinfected between each use.
  - On occasions, it may be essential for two associates to work closely together to carry out a task. In these situations, masks and gloves must be worn



- Parts
  - Have a strategy to receive deliveries, ensuring that 2-metre social distancing guidelines can be met.
  - Nominated Associate to ensure body temperature is taken and recorded for guests and visitors
  - Only handle deliveries with gloves.
  - Where possible eliminate shared workstations/phones. Ensure all workstations including shared items are sanitised between each use.
  - Develop teams/specific tasks to plan responsibilities to maintain 2-metre distance from associates wherever possible.
  - Ensure that the 2-metre distance rule is adopted at the service parts counter.
  - Encourage online ordering/delivery.
  - Ensure 2-metre distancing at retail counters and add temporary protective screens.
  
- Offices
  - Use alternate computer workstations if desks are less than 2-metre wide.
  - Clean shared workstations before and after use with surface sanitiser.
  - Ensure that offices have space for 2-metre social distancing guidelines, if any possible, alternative workstation to be used.
  - Ensure that 2-metre area has been highlighted with hazard tape.
  - All equipment must be sanitised on a regular basis - this includes computers, printers, laptops, telephones, keyboards etc.
  
- Meeting rooms
  - Meetings should be kept to an absolute minimum and should always follow 2-metre social distancing guidelines.
  - The capacity of each meeting room should be clearly displayed on the entrance door.
  
- Valeting
  - **See guidance in Sub-contractors and Valeters section**



- Toilets
  - Consider how to manage usage and maintain distancing.
  - Wherever possible consider closing (with hazard tape) alternate urinals and hand basins.
  
- Canteens/Break Rooms
  - The capacity of each canteen or rest area should be clearly identified (reflecting 2-metre distancing guidelines) at the entry to each facility, and where available alternative facilities (e.g. meeting rooms or vacant unused areas) to be provided.
  - Encourage associates to bring their own food stay on site and avoid using local shops/food delivery services
  - Control the numbers using each facility.
  - Use outside areas where available/weather permitting.
  
- Changing rooms
  - Based on the size of each facility, determine how many people can use it at any one time to maintain a 2-metre distance.
  - Consider staggered arrival times to limit congestion/queuing in changing rooms and toilet areas.
  
- General
  - Stagger break times to limit numbers congregating (paying particular attention to smoking areas).
  - Encourage digital/ conference call meetings.



The Head of Business should develop a strategy to deal with **CLEANING AND HOUSE-KEEPING** of facilities.

### Daily Cleaning

In relation to our facilities, it is suggested that a cleaning regime is continued as before whereby, between each working day, the buildings and their contents are cleaned to a '**baseline**' level.

'Cleaning' products are typically soap/mild detergent based and are generally intended to reduce the number of bacteria on a surface and we should continue using those products typically used in each area of the business.

This will typically involve wiping/vacuuming flat surfaces to maintain a general level of cleanliness to showrooms, workstations, toilets, changing rooms etc. It also includes general workshop/bodyshop/valet areas including toolboxes, floors, tools, equipment etc.

### Secondary Cleaning

Establish a regime to undertake a secondary clean throughout the facilities at least once a day.

This is to ensure the hygiene of certain 'high-touch' surfaces in common areas and shared spaces. This programme should be carried out with a 'sanitising' product on those surfaces (as opposed to 'cleaning' products). Areas to focus on include:

- Handrails
- Door handles/push plates
- Light switches
- Toilet facilities
  - Toilets/urinals
  - Taps
  - Sinks
  - Paper dispensers



- Hand dryers
- Door locks/sliders
- Kitchens/break rooms
  - Fridge/dishwasher/microwave handles
  - Table-tops
  - Countertops
  - Chairs
  - Kettles/water dispensers
  - Vending machines
- Entrances/waiting areas
- Exterior door furniture
- Reception desks/counters
- Guest hospitality area including all refreshment station facilities.
- Guest lounge furniture (e.g. chair arms/table surfaces)
- Desk phones
- Printers/copiers/fax machines

NB This is not intended to be an exhaustive list.



## Vehicle Re-Cleaning

Every vehicle for sale/demonstration must have a 'vehicle sanitisation sticker' confirming sanitisation. This must be removed when a vehicle is viewed, or test driven indicating that it is awaiting the necessary re-cleaning regime before it can be viewed/used again.

Associates must carry out a re-sanitisation of the major touch points e.g. keys, door handles, steering wheel, gear control, parking brake, column stalks, and reapply sanitised sticker.

NB1- the above list is not exhaustive list

NB2 - most disinfectant products can clean a vehicle interior without damage, but some alcohol cleaners may damage leather, some of bleach-based products may damage upholstery and some ammonia-based products may damage windscreens.



## Personal Protective Equipment (PPE) & Materials

The Head of Business should ensure all necessary supplies of PPE are available to protect associates and guests.

Supplies of PPE and sanitisers will be co-ordinated through regional hubs to manage resources and coordinate any orders that need to be placed.

The following provide guidance as to when a re-order should be considered:

### **PPE**

Disposable gloves,	30 days' supply
Re-useable masks	30 days' supply

### **Materials**

Hand Sanitizer (60% alcohol content MINIMUM)	30 days' supply
Surface Sanitiser	30 days' supply
Perspex Protection Screens	as required
Floor Signage – footprints/distance	as required
Window Signage	as required
Steering Wheel & Seat Covers and Floor Mats	30 days' supply
'This vehicle has been SANITISED' hangers/stickers	As required
Small plastic bags for sanitised car keys	30 days' supply
A4 plastic sleeves for documents	as required
Infrared Thermometer	2 at most dealerships.



### Associate Policy for Working Safely at the Dealership

1. Associates to immediately inform their Manager if they have Covid-19 symptoms (fever/ cough/ cold). HR to be informed and the Associate may be required to self-isolate for 14 days.
2. Associate to wash their hands with soap and water for at least 20 seconds as soon as they arrive at the Dealership.
3. Associates must wear face masks where the 2-metre social distancing guidelines cannot be observed throughout the dealership.
4. Associates may wear face masks in the dealership.
5. Associate to have their body temperature measured at start of every working day by designated person.
6. Associate to wash their hands on an hourly basis with soap and water.
7. Ensure that all areas of the dealership are organised to observe the 2-metre social distancing at all times.
8. Do not be afraid to highlight 2m distance protocol or highlight if anyone is not following PPE protocols
9. Associate to ensure that workstation is cleaned with surface sanitising product before they start work, and regularly wiped down during the working day.
10. The use of portable air circulation and heating devices must be authorised by the Head of Business.
11. Associates should not share any equipment, i.e. pens, calculators, telephones. If this is not possible, ensure that any shared equipment is sanitised after every use.
12. Associates to ensure that where possible documentation is sent electronically.
13. Associates to ensure that they are wearing gloves when opening daily post and parcel deliveries and immediately wash their hands with soap and water for at least 20 seconds afterwards.
14. Associates to ensure that after using any communal area, area is sanitised after use.
15. Associates to ensure that cups, mugs and eating utensils are thoroughly cleaned. You must clean up after yourself.
16. When possible all Associates to use paper towel or elbow when opening /closing doors in communal area.
17. Other than internal fire doors, where possible ensure internal doors are left open to avoid unnecessary contact.
18. Associates to wash their hands with soap and water for at least 20 seconds before leaving dealership at end of the working day.
19. Showroom Hosts to complete the Visitors Book for any sub-contractors and visitors.
20. Guest Host to ensure that 2-metre social distancing is implemented at all time at main entrance and reception area.
21. Offer all Guests gloves and mask if they do not have their own.
22. Ensure that brochures, magazines have been removed from guest waiting area.
23. Ensure that all children play areas are either removed or closed.



## Process for All Associates

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### **Additional Actions to be Completed for Sales Departments**

1. Sales Associate to ensure that they are wearing gloves and face mask when driving a new vehicle into showroom for display purposes.
2. Sales Associate to ensure that all showroom display vehicles are fitted with disposable seat cover and disposable floor mat fitted while being manoeuvred into correct position.
3. Once in correct position, Sales Associate to remove disposal seat covers and floor mat and dispose.
4. Sales Associate to ensure that vehicle is locked as soon as manoeuvre is completed.
5. Sales Associate to ensure that new vehicle is cordoned off in-line with company procedure.
6. Sales Associate to sanitise keys and place into clear bag or envelope.
7. Sales Associate to ensure that vehicle keys are stored safely and correctly as per company procedure.
8. Sales Associates to ensure that all vehicle touch points have been sanitised after any guest interaction.
9. Sales Associates to ensure that the sales negotiation processes is completed at the Sales Associates desk.
10. Where a part-exchange valuation is required, keys must be placed in designated area.
11. Sales Associates must be wearing gloves and mask and sanitise the keys before proceeding to the vehicle.
12. Before the part-exchange appraisal commences Sales Associate must sanitise all touch points on vehicle.
13. Following the part-exchange valuation, Sales Associate to re-sanitise the key and place in the designated area.
14. Sales Associates desk to be sanitised once transaction is completed.
15. Credit Card machine to be sanitised after every use.

### **Additional Actions to be Completed for Aftersales Departments**

1. All front of house Aftersales associates to ensure that any interaction with guest is completed with the perspex shield in place.
2. All front of house Aftersales associates to wear gloves at counter/desk when dealing with parts, documentation or payment during transaction.
3. Guest to place their key in designated area.
4. Service Advisors to ensure that all vehicle touch points have been sanitised after any guest interaction.
5. Service Advisors to ensure key is sanitised and placed in designated area.
6. Credit Card machine to be santised after every use.



## Walk-in Guests and Visitors

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1. All Walk-In Guests and Visitors must be made aware of the following:-
  - that we are operating a one-way system (where relevant). *This will exclude our HLS businesses as these businesses will be quieter than our Volume and Premium businesses.*
  - that the 2-metre social distancing is being observed.
  - they should not enter if they/or a household member have Covid-19 symptoms (fever/ cough/ cold) or are self-isolating. If symptoms or self-isolating is confirmed, politely inform them that we cannot allow them to enter the premises.
2. All Walk-in Guests or Visitors to report to the Showroom Host/Reception area at the dealership on arrival.
3. Showroom Host must have mask and gloves available at all times and be behind the perspex screen.
4. Showroom Host to ensure 2-metre social distancing is observed at all times.
5. Showroom Host to complete the signing-in book on behalf of all Visitors.
6. Request that we are allowed to take their body temperature.
7. Invite them to sanitise their hands
8. Thank them for their patience and for listening.
9. After ascertaining their requirements, please ask them to wait to be directed to the relevant Associate or waiting area.
10. Showroom Host to ensure the number of people in any area is kept to a minimum and observe the 2-metre social distancing rule.
11. Ensure the one-way system is followed when leaving the dealership.



## Vehicle Demonstration & Test Drive

1. Sales Associate to ensure that they have had their body temperature measured at start of every working day.
2. Appointments are to be made for test drives and the Sales Associate must call the guest to confirm date and time of their appointment.
3. Sales Associate to confirm if the Guest/or household relatives have Covid-19 symptoms (fever/ cough/ cold) or are self-isolating. If yes, the demonstration of vehicle must be delayed until self-isolation period has been completed.
4. Advise the Guest that they will be asked to have their temperature taken using a forehead infrared thermometer as they enter the premises.
5. Advise Guest that we are operating a one-way system (where applicable)
6. General Manager or Sales Manager to authorise demonstration can proceed.
7. Sales Associate to ensure that 'Enhanced Vehicle Preparation Process' has taken place, including the sanitising of:

Steering Wheel	Dashboard
Handbrake / Park Button	Indicator stalks
All Instruments	Seat Belts
Electric Seat Buttons / Mirror Buttons	Seats including headrest
Interior & Exterior Handles	Keys

8. Ensure vehicle is fitted with a disposable seat cover and disposable floor mat.
9. Ensure Guest's driving licence check is completed before demo takes place.
10. Ensure the 2-metre social distancing guidelines are followed at all times.
11. Sales Associate to ensure that they are wearing gloves and face mask.
13. Guest to ensure that they are wearing gloves and face mask.
14. Ensure that documentation to be completed, is held in a plastic wallet or envelope. Once completed sanitise the pen.
15. Sales Associate to complete verbal explanation of vehicle controls.
16. Once demonstration is complete, Sales Associate to sanitise steering wheel, keys and all touch points on vehicle.
17. At end of demonstration process, Sales Associate to remove and dispose of all disposal items safely and immediately wash their hands with soap and water for at least 20 seconds.

### Additional Action to be Completed for Dealership based Demonstrations

- Upon arrival, Sales Associate to invite Guest to sanitise their hands.

**No off-site demonstrations should take place from a Guests house during COVID-19**



## New and Used Vehicle Handover

### Checks to be Completed at Dealership Prior to Handover

1. Sales Associate to make contact with the Guest the day before delivery to confirm and advise the following:-
  - Forward to the guest a video highlighting the delivery process in the agreed format.
  - agree a specific appointment time.
  - ensure that where possible documentation has been completed electronically prior to delivery.
  - confirm with the guest what remaining documentation is to be completed.
  - reminder that were a part exchange is involved; all personnel belongings must be removed from the vehicle.
  - confirm if guest/or member of their household have Covid-19 symptoms (fever/ cough/ cold) or are self-isolating If yes, the handover of their vehicle must be delayed until self-isolation period has been completed.
  - advise the Guest that they will be asked to have their temperature taken using a forehead infrared thermometer as they enter the premises.
  - advise the Guest that we are operating are operating a one-way system (where possible)
  - advise the Guest that we are observing the 2-metre social distancing guidelines at all times during the handover process.

2. Sales Associate to ensure that vehicle has been correctly cleaned and sanitised, incorporating the enhanced vehicle preparation process which includes:

Steering Wheel	Dashboard
Handbrake / Park Button	Indicator stalks
All Instruments	Seat Belts
Electric Seat Buttons / Mirror Buttons	Seats including headrest
Interior & Exterior Handles	Keys

3. Invite Guest to sanitise their hands.
4. Ensure that the 2-metre social distancing rules are being observed, Sales Associate to complete verbal handover of vehicle.
5. Sales Associate to remind Guest that they will be wearing gloves and face mask and that handover, documentation will be completed at their desk.
6. During handover and while Guest is observing, Sales Associate to sanitise steering wheel, keys and all touch points on vehicle with a suitable strength product.
7. Sales Associate to ensure that they are wearing gloves and mask and at all times during handover process.
8. Where documentation cannot be completed electronically, ensure that the pen is sanitised before and after use

### Once the Vehicle Handover has been completed

- Sales Associate to ensure that between each Guest interaction, sales desk is cleaned with surface sanitiser product.

### Part Exchange Vehicles

- Sales Associate to carry out a full part exchange appraisal following full sanitation of keys, steering wheel and all relative touch points of vehicle.
- Once part exchange appraisal has been completed, Sales Associate to dispose of gloves and immediately wash their hands with soap and water for at least 20 seconds.



## Working Safely in Service Department

1. All Associates have had their body temperature measured at start of every working day.
2. All Associates to observe 2-metre social distancing guidelines at all times in workshop location. It is the Associates responsibility to follow this PPE guidelines.
3. Ensure that Guests do not enter the workshop
4. Service Manager to ensure that all Workshop Associates have been issued with the following at the start of the working day.
  - disinfectant spray and wipes
  - nitrile gloves
  - disposable seat covers, steering wheel covers and disposable mats
  - adequate supply of plastic bags or envelopes for car key.
5. Service Manager to ensure that where fabric work wear is worn in workshop, that it is changed or laundered on a daily basis.
6. Ensure that technicians wear gloves at all times to prevent virus entering through cuts or abrasions.
7. All technicians must wear a face mask when working inside a Guest's car.
8. Any keys presented to a workshop operative must be in a clear key/plastic bag or envelope.
9. All technicians must ensure that when starting a new job that keys are sanitised immediately.
10. Ensure that before entering a guest's vehicle that all technicians place a protective seat cover on the drivers seat and are wearing gloves and face mask on all occasions.
11. Place a protective seat cover on the drivers seat when entering the vehicle.
12. Do not use the climate control system in any vehicle. In the event of working on the vehicle's air conditioning system, the system must be fully sanitised using an air-conditioning sanitising product before any work commences. All technicians must wear a face mask when completing work on these systems.
13. Ensure that technician works alone and keeps sole use of ramp.
14. Ensure that at the end of the working or before a different technician uses work bay disinfect all surfaces with cleaning products normally used in the area.
15. Ensure that all diagnosis machines, screens and keyboards are immediately sanitised after use.
16. Ensure that any specialist/shared or bay specific tooling and USB sticks are sanitised after use.
17. Ensure all technicians remove all vehicle interior protection covers and dispose of correctly.
18. All technicians and workshop controller to continue to wash their hands using soap and water for 20 seconds as regularly as possible, but at least every hour.



### Apprentices

In line with Public Health England (PHE) guidelines, where it is not possible to follow the social distancing guidelines in full in relation to a particular activity (but that activity needs to continue) you should take all mitigating actions possible to reduce the risk of transmission.

- Apprentices/mentors
  - Sharing of tools should be avoided.
  - Minimise the frequency and time spent within 2-metres of each other.
  - Work side by side or facing away from each other (rather than face to face).
  - Apprentice should only work with one mentor (do not change workers within the team).
  - Whenever the 2-metre guideline is not met then these associates should wear disposable face masks.
  - Regularly wash hands and sanitise.



## Guests in Service Department

### Prior to Guest Arrival at Dealership

Ensure that all designated Guest parking bays have sufficient space to ensure 2-metre social distancing guidelines can be applied, where possible close adjacent parking bay and ensure this has been clearly highlighted.

### Arrival Preparation

1. All Service Advisors and Manager to ensure that they have had their body temperature measured at start of every working day.
2. Service Advisor to confirm with Guest
  - Appointment time – fixed time/date. If a Guest arrives early, please advise them to wait in their vehicle until the appropriate time.
  - If Guest/or a household member have Covid-19 symptoms (fever/ cough/ cold) or are self-isolating. If yes, the vehicle service must be delayed for 14 days.
  - Identified parking area to leave vehicle in
  - Process on site when they arrive – one-way system in operation where applicable, 2-metre social distancing at all times.
  - Non-cash transaction emphasised if possible.
  - Advise Guest to remove all belongings from the vehicle.
  - Advise Guest that we will be taking their body temperature with an infrared forehead thermometer.
3. Service Advisor to ensure that desk area is regularly sanitised including card payment machine.
4. Ensure desk is fitted with Perspex shield before any Guest facing transaction takes place.
5. Ensure all Service Advisors wear gloves at desk when dealing with documentation, keys or payment during Guest transaction.
6. If Guest has asked for a replacement, loan or hire vehicle, Service Advisor must ensure that vehicle has been cleaned and the following has been sanitized with a suitable strength product:

Steering Wheel	Dashboard
Handbrake / Park Button	Indicator stalks
All Instruments	Seat Belts
Electric Seat Buttons / Mirror Buttons	Seats including headrest
Interior & Exterior Handles	Keys



## Guests in Service Department

### Guest Arrival

1. Body temperature to be taken of Guest. Associate to be wearing a mask and gloves.
2. Service Advisor to invite Guest to sanitise their hands.
3. Guest to place their key in a designated area.
4. Service Advisor to sanitise keys and place into clear bag or envelope.
5. If any documentation needs to be completed and signed by the Guest, this must be completed at the desk with perspex shield in place. Associate to remain behind the perspex shield at all times to protect both the Associate and Guest. If Guests is required to sign documentation including replacement, loan or hire vehicle documents, ensure the pen is sanitised.
6. Service Advisor to ensure that Guest's vehicle steering wheel, gear-lever, light/wiper switches and any other vehicle controls they may have used are now wiped down with suitable sanitising product.
7. Service Advisor must ensure they are wearing face mask and gloves before entering a vehicle.
8. Service Advisor to ensure that vehicle's climate control has been turned off to restrict air movement within vehicle.
9. Service Advisor to ensure that between Guest interaction reception desk and Perspex screen is cleaned with surface sanitiser product.

### Guest Collection of Vehicle

1. Prior to Guests return, Service Advisor to sanitise key and place in plastic bag or envelope.
2. Ensure all Service Advisors wear gloves at desk when dealing with documentation, keys or payment during Guest transaction.
3. Guest to return at agreed time. If the Guest is early, to wait outside the dealership until the appointed time.
4. Body temperature to be taken again (if they left the premises)
5. Upon arrival, Service Advisor to invite Guest to sanitise their hands.
6. Wherever possible, ensure a paperless handover can be completed, with all documentation emailed to Guest.
7. Guest to pay via card machine/ online/ bank transfer. Ensure payment machine has been sanitised once transaction is completed.
8. If any documentation needs to be completed and signed by the guest, this must be completed at the desk with Perspex shield in place.
9. Service Advisor to ensure that Guest keys are placed designated area so that they can be retrieved while maintaining social distancing. Where a replacement/loan vehicle has been requested Service Advisor to ensure that vehicle keys are retrieved from designated area, sanitised are placed in a plastic bag or envelope.
10. Guest to be shown to vehicle, ensuring that 2 metre social distancing guidance is in place at all times.
11. Ensure that Guest open the vehicle themselves and drives vehicle out of collection area.
12. Service Advisor to ensure that any replacement, loan or hire vehicle has immediate clean.



## Service Collection & Delivery

### Guest Collection Process (pre journey at Dealership)

1. Driver to ensure that they have had their body temperature taken at start of every day.
2. Service advisor to confirm if Guest/ or household relatives have Covid-19 symptoms (fever/cough/cold) or are self-isolating. If yes, the collection of vehicle must be delayed for 14 days.
3. Service Advisor to confirm collection time with Guest and advise that the Driver has limited time. Make the guest aware that we are working with a reduced Associate level and to be patient if the driver is delayed whilst arranging to collect their vehicle.
4. Service Advisor to advise Guests that all personnel belongings must be removed from the Vehicle. Where possible, advise Guest that the vehicle should have had no physical contact for 3 hours prior to arrival of the driver.
5. Driver to have the following for each collection
  - Sanitiser
  - Sanitising Wipes \*
  - 2 x disposable pens \*
  - Gloves \*
  - Mask \*
  - Seat Cover \*
  - Steering Wheel Cover \*
  - Plastic bag for key \*
  - Disposable Floor Mat
  - Refuse sack to dispose of \* above
6. C&D driver to ensure that vehicle is clean, and the following has been sanitized:
  - Steering Wheel
  - Handbrake / Park Button
  - All Instruments
  - Electric Seat Buttons / Mirror Buttons
  - Interior & Exterior Handles
  - Dashboard
  - Indicator stalks
  - Seat Belts
  - Seats including headrest
  - Keys
7. Ensure Driver has Guest contact details – address and phone number

### Guest Collection Process (at Guest's location)

1. Observe 2-metre social distancing at all times.
1. Remove disposal seat covers, steering wheel cover and floor mat from loan / replacement or dump vehicle and dispose in refuse sack.
2. Driver to ensure that Guest's vehicle keys have been left in a convenient location to retrieve while maintaining social distancing. Once retrieved, C&D driver to sanitise Guest's keys.
3. Driver to wipe driver's door handle (interior & exterior), steering wheel, gear lever, lights/wiper switches and any other vehicle controls that may have been used.
5. Driver to wear gloves
6. Turn off climate control to restrict air movement within vehicle.
7. Driver to fit steering wheel cover, seat cover and floor mat to vehicle and return to dealership.
8. Dispose of all PPE in refuse sack
9. Driver to wash their hands with soap and hot water for at least 20 seconds.

### Additional actions to be loan/ replacement vehicle

1. C&D driver wipes down loan vehicle driver's door handle (interior & exterior), steering wheel, gear-lever, light/wiper switches and any other vehicle controls they may have used.
2. C&D driver to sanitise keys and place in plastic bag.
3. C&D driver to ensure that keys for loan/replacement vehicle are left in a convenient location for Guest to retrieve while maintaining social distancing.

### Additional actions to be completed for dump vehicle

1. Ensure dump vehicle is left in a location that is safe and accessible place for return to dealership.
2. Ensure vehicle keys are not left with the Guest.



## Service Collection & Delivery

### Guest Vehicle Return Process (pre-Journey at Dealership)

- Service Advisor to confirm that vehicle has been cleaned and both vehicle and keys have been sanitized. Keys are placed in clear bag or envelope.
- Driver to confirm before entering vehicle that vehicle is fitted with disposable seat cover, steering wheel cover and disposable floor mat.
- Driver to ensure that before leaving dealership they have 2 x disposable pens, sanitiser or sanitizing wipes, gloves and face mask, plastic bag or envelope for keys and refuse sack to dispose of covers, and mats.
- Driver to ensure that they have additional seat cover, steering covers and floor mat for return journey to dealership.
- Ensure that if documentation needs to be completed or handed over at Guest location, it is held in a plastic wallet or envelope.
- Driver to confirm with Service Advisor if payment has been received or method of payment.
- Driver to ensure that they are wearing gloves, mask and safety glasses when delivering vehicle to Guest.

### Guest Vehicle Return Process (at Guest location)

- Driver to observe 2-metre social distancing guidelines at all times.
- Remove disposal seat covers, steering wheel cover and floor mat from loan vehicle and dispose in refuse sack.
- Driver to wipe driver's door handle (interior & exterior), steering wheel, gear-lever, light/wiper switches and any other vehicle controls that have been used.
- Driver to sanitise keys and place in plastic bag or envelope.
- If required, driver to complete documentation with Guest while maintaining 2-metre social distancing guidelines,
- Driver to fit steering wheel cover, seat cover and floor mat to loan/replacement or dump vehicle and return to dealership.
- Driver to ensure that gloves and face mask are worn when returning to dealership.
- Upon arrival back at the dealership, driver to dispose of gloves in refuse sack and immediately wash their hands with soap and hot water for at least 20 seconds.
- Ensure that vehicle has immediate full clean.

### Additional actions for loan/replacement vehicle

- Driver to sanitize loan vehicle keys, driver's door handle (interior & exterior), steering wheel, gear-lever, light/wiper switches and any other vehicle controls that may have been used.

### Additional actions for dump vehicle

- If vehicle is returned by different driver sanitize dump car keys, driver's door handle (interior & exterior), steering wheel, gear-lever, light/wiper switches and any other vehicle controls that may have been used.



## Parts Delivery

1. Driver to ensure that they have had their body temperature taken at start of every day and washed their hands.
2. Parts Manager to ensure that a single Associate is responsible for all Parts deliveries.
3. Driver to ensure that vehicle is clean, and the following has been sanitized with a suitable strength product:

Steering Wheel	Dashboard
Handbrake / Park Button	Indicator stalks
All Instruments	Seat Belts
Electric Seat Buttons / Mirror Buttons	Seats including headrest
Interior & Exterior Handles	Keys

4. Driver to ensure that before leaving dealership they have
  - Sanitiser/or sanitising wipes
  - Gloves
  - Face mask
  - Gloves
5. Driver to observe 2-metre social distancing guidelines at all times when loading/unloading and delivering Parts.
6. Driver to ensure that when loading van, they are wearing gloves and face mask.
7. Trade Guests with no credit account, all Parts Advisors to advise that any Parts to be delivered will need to be paid for via bank transfer prior to delivery or credit card payment upon delivery.
8. Driver to ensure that they are wearing gloves and face mask at all times when away from the dealership.
9. Driver to observe 2-metre social distancing guidelines at all times upon arrival at location.
10. Driver to place Parts in convenient place for Trade Guests to retrieve while maintaining 2 metre social distancing.
11. If electronic payment is to take place, driver must place the machine in a plastic bag in a convenient position for the transaction to be completed whilst maintain 2-metre social distancing. Once the transaction is completed, retrieve the machine and remove it from the bag. If not bag available, machine must be sanitised before and after use.
12. All proof of delivery (POD) documentation to be completed by driver.
13. Drivers to continue to wash their hands using soap and hot water for 20 seconds as regularly as possible, drivers to sanitise their hands after each delivery.
14. All used PPE to be placed in bag and disposed of safely.



## Sub-Contractors & Valeters

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1. A member of the Management Team to ensure that all sub-contractors' documentation has reviewed and approved before arrival at site.
2. Ensure a copy of our COVID-19 policies and procedures are made available to all Sub-Contractors and Valeters.
3. Sub-Contractors/Valeter to ensure their Company safe systems of work and valeting procedures are adhered to at all times.
4. Sub-contractor to confirm with Dealership that if they/or a household member have Covid-19 symptoms (fever/cough/cold) or are self-isolating. If yes, Sub-Contractor must not return to the Dealership until self-isolation period has been completed.
5. Valeter to confirm with Area Manager if they/or a household member have Covid-19 symptoms (fever/cough/cold) or are self-isolating. If yes, Valeter must not return to the Dealership until self-isolation period has been completed.
6. All Sub-Contractors/Valeters to observe 2 metre social distancing guidelines at all times around the dealership.
7. All Sub-Contractors and Valeters must have their body temperature taken by designated person.
8. Sub-Contractor/Valeter to ensure that they are equipped with gloves and face mask which must be worn when entering and working around the dealership.
9. Upon arrival at Dealership all Sub-Contractors must report to Guest Host area, where the Guest Host will complete the visitor's book on their behalf.
10. Sub-Contractor/Valeter to wash their hands with soap and hot water for at least 20 seconds before commencing any work. They must continue regularly washing the hands whilst at site.
11. Sub-Contractor to confirm with dealership that all required switches and operating controls have been sanitised before they commence work.
12. Sub-Contractor to ensure that once work has been completed that all switches and operating controls have cleaned and re-sanitised.
13. Sub-Contractor to ensure that any documentation following the completion of work is emailed to site contact where possible.
14. When documentation or items cannot be sent electronically, they should be in a designated area and where possible left for three hours or Associate to handle wearing gloves.
15. Sub-Contractor/Valeter to wash their hand with soap and hot water for at least 20 seconds before leaving site.
16. Guest Host will sign Sub-Contractor out from the Visitor Book.



## Vehicle Sanitisation Process

Before conducting the sanitisation process, the valet must be equipped with mask and protective gloves

Valeting companies to check with their product suppliers regarding the suitability of cleaning/ sanitising products for vehicle interiors

### **Pre-check for Vehicle Sanitisation Process**

Before retrieving key or entering a vehicle, the valet must:

- Wash their hands.
- Wear a mask, protective gloves and safety glasses
- Ensure that vehicle keys have been sanitised.

### **Vehicle Sanitisation Process**

1. Valet to open all doors and the where applicable boot to air the vehicle as much as possible
2. Close all air flow vents in the dashboard and any air flow vents in the rear of the vehicle including the side pillars and or rear central console vents are closed.

### **Vehicle Sanitisation Process to be Completed with Doors Open**

1. Sanitise dashboard buttons/control and central information screen
2. Glovebox, cup-holders, armrest and centre console surfaces.
3. Dashboard central screen/ touchscreen/ button and infotainment interfaces
4. All driver controls including lights/ wipers /Indicators stalks, gear lever/ rotary, handbrake/ brake park lever, bonnet release catch lever, fuel filler release (If present ensure that fuel filler flap is left open)
5. Electric seat buttons /mirror controls/ window switches.
6. Rear view mirror/ front and rear windows with glass cleaning product containing a high alcohol cleaning product (70%)
7. Seats including headrests, seat belts and rear shelf or load space cover.
8. Spray footwells and boot carpets and leave to act
9. Spray door and roof mounted grab rails if applicable.

### **Vehicle Sanitisation Process to be Completed Outside of the Vehicle**

1. Sanitise all outside door/ tailgate/boot handles/ fuel filler aperture/ fuel filler cap and bonnet safety catch. Ensure that bonnet and fuel filler flap are now closed.

### **Post-check for Vehicle Sanitisation Process**

1. Valeters to ensure that disposable seat cover, steering wheel cover and disposable floor mat are fitted to vehicle.
2. Re-sanitise safety glasses.
3. Dispose of wash cloths or wash all cleaning cloths used for cleaning and sanitise process.
4. Dispose of gloves and immediately wash hands with soap and water for at least 20 seconds.





## APPENDIX 2 – Face mask guidance

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

**Cover mouth and nose with mask and make sure there are no gaps between your face and the mask**



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

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





# Microsoft Word Document

Whilst the above covers most areas, we simply cannot account for every eventuality. However, we expect everyone to apply common sense in avoiding contact where possible and preventing the spread of COVID-19.

### **Behavioural safety**

The measures necessary to minimise the risk of spread of infection rely on every associate taking responsibility for their own actions and behaviours.

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

The points and processes will be periodically reviewed and updated.

THE GUIDELINES CONTAINED IN THIS DOCUMENT ARE NOT EXHAUSTIVE AND WILL BE REVISED ON A CONSISTENT BASIS IN-LINE WITH PHE & GOVERNMENT GUIDELINES.

IF YOU HAVE ANY SUGGESTIONS TO IMPROVE THE SAFETY AND WELLBEING OF BOTH OUR ASSOCIATES AND GUESTS, PLEASE CONTACT :

GROUP HEALTH & SAFETY MANAGER : MARCUS SMITH

E: [marcus.smith@cambriaautos.co.uk](mailto:marcus.smith@cambriaautos.co.uk)

M: 07500 105491



# RESET PLAN

A Guide for Dealerships & Associates during the  
Coronavirus (Covid-19) Pandemic

