

COVID-19 BARRIER MEASURE PROTOCOLS

This document considers the Government Guidelines at the time of writing.

Version - 1.5p

COVID-19 BARRIER MEASURE PROTOCOLS

Our Health and Safety department are working closely with all our sites to ensure we mitigate the risks associated with COVID-19 and adhere to the latest government guidance.

You will find this document outlines the various steps we are taking throughout our business to ensure the safety of all our customers and employees.

What is COVID-19 and how to spot it?

Coronavirus disease 2 19 (COVID-19) is an infectious disease caused by severe acute respiratory syndrome Coronavirus 2 (SARS-CoV-2). We will ask all employees and customers to follow best practice hygiene guidelines in accordance with the latest government and World Health Organisation (WHO) advice.

The COVID-19 virus affects different people in different ways but in accordance with the WHO we will ask any employee or customer with these symptoms to refrain from entering any of our premises:

Common symptoms include: fever, tiredness, new persistent dry cough

Other symptoms include: shortness of breath, aches and pains, sore throat and very few people will report diarrhoea, nausea or a runny nose.

General Social Distancing Guidance:

- Encourage home working where possible
- Avoid unnecessary physical meetings (utilise Microsoft Teams or Zoom)
- Introduce flexible work hours and extended opening hours
- Stagger and add additional shifts to reduce the number of employees in the workplace
- Maintain 2 metres of distance between people and introduce more one-way walking flows through buildings
- Limit the use of shared vehicles
- Encourage storage of personal items and clothing in employee storage spaces
- Prohibit employees and visitors from gathering in large groups. Site management must ensure that 2 metre distancing is possible in all public areas.
- Discourage non-essential trips between and within site buildings and restrict access wherever possible (utilise radios or telephones where permitted)

Available PPE & Cleaning Aids:

The use of Personal Protective Equipment (PPE) is essential to help minimise the spread of COVID-19 within the dealership, the following list of PPE and safety measures are available throughout the dealership:

- Sneeze screens
- Hand washing facilities
- Hand sanitiser stations
- Nitrile gloves
- Safety glasses and goggles
- Various face masks
- Anti-bacterial spray
- Disinfectant
- Anti bacterial wipes
- Ramsol decontamination spray

General Office Spacing Guidance:

- Wherever possible employees should be 2 metres apart. This may involve moving desks or simply leaving a seat spare.
- Wherever possible employees should avoid face-to-face working and utilise back-to-back or side-to-side working.
- Wherever possible customer waiting areas should be expanded to allow for social distancing



Areas and Elements to be Cleaned Regularly:

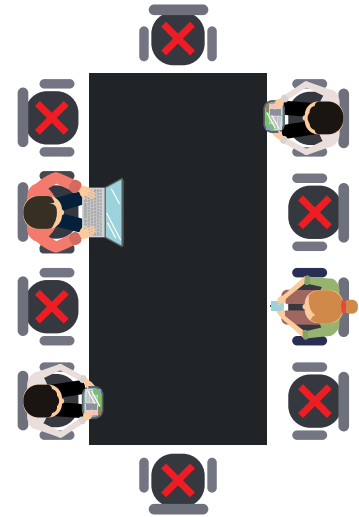
These areas and elements must be included in your enhanced cleaning procedures.

Cleaning	Surfaces to disinfect	Frequency
Emergency exit stairs	Stair handrails	Twice per day
Lift	Buttons, walls and floors	Twice per day
Telephone	Microphone and surface	Once per day
Payment methods via card	Electronic Payment Terminal (EPT)	After each use
Bathrooms	Sink, tap, floor and toilets	Twice per day
Doors	Handles and buttons	4 times per day
Working area	Tables and chairs	Once per day
Handling equipment	Steering wheel, controls and seat	After each use
Visitor meeting rooms	Tables, chairs and equipment	Twice per day
Changing rooms	Tables, doors, handles, buttons and floors	After each shift
Bin for used masks	Lid and container opening (bin)	4 times per day

Meeting Rooms:

Face to face meetings should be restricted where social contact rules cannot be maintained. Consider using virtual technology (Microsoft Teams, Zoom) to conduct meetings.

Where face to face meetings are necessary, controls including restricting numbers, removing chairs and separating attendees must be implemented.



Canteens and Kitchens:

Access to the canteens and kitchens must be restricted to allow social distancing (2m) to be maintained.

Hand washing and social distance rules are to be displayed in each area and must be followed. Canteens and kitchens must be sanitised after each use. Dishwashers to be used more frequently. Bins must be made available, sanitised and emptied regularly.

Locker Rooms:

Access to locker rooms must be restricted to allow social distancing to be maintained. Locker rooms must be cleaned after each shift. Soiled overalls should be placed into the correct bin and closed where possible. Bins must be made available, sanitised and emptied regularly.

Waste Management:

Where possible use pedal bins or leave the cover closed permanently. Bins will be emptied and sanitised each morning as the site opens.

The employee assigned to empty bins must wear appropriate PPE and dispose of it or clean it correctly after the task.

Customer Areas

This document considers the Government Guidelines at the time of writing. Please continue to keep up to date and liaise with your Manager if you have any questions.

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Customer Facing Areas:

It is important to ensure that customer facing areas are safe. Please ensure you follow these guidelines:

- Social distancing must be respected and maintained between customers
- A sneeze screen is installed on each customer facing desk
- Informational and instructional signage for social distancing and personal hygiene advice must be displayed
- Hand sanitiser must be made available for use in customer facing areas supported with instructional signage
- Social distancing while queuing is defined by measured floor demarcations
- Waiting areas are restricted to maintain social distancing rules with magazines and newspapers removed
- Showroom vehicles to be locked
- The number of vehicles to be displayed must be limited to ensure that social distance rules can be maintained, these can be highlighted by floor demarcations of 2m
- Self-service water dispensers and coffee machines are put out of service

A3 Poster



Areas Identified for POS, Pedestrian Control and Segregation:

It is important to remind employees and inform our customers on our new social distancing measures. Please make sure all POS material is prominently displayed.

Areas to consider include:

- Vehicle Showrooms
- Customer Waiting Areas
- Administration and Accounts
- Parts Stores
- Workshop and Bodyshop
- Toilets and Communal Areas



Minimum POS Requirements:

- All entrances must have a 'Welcome Safety' poster
- All customer and employee toilets must have a 'Good Hygiene' poster on the outside and inside of all entrance doors
- All communal areas must have hand sanitiser available
- All customer waiting areas must have a 'Please Keep a Distance of 2 Metres' sticker on the floor
- On every door, including interior doors, display systematically a reminder of the barrier measures using a 'Please Follow These Steps' poster
- Every site must display the 'COVID-19 Secure' checklist
- Please make your Manager aware if you require more material and ensure only approved material and signage is used and ordered centrally

A3 Poster



Operational Departments

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Parts Department:

- Informational and instructional signage must be in place for social distancing and personal hygiene advice
- Social distancing rules of 2m must be maintained and enforced where required
- Hand sanitiser must be made available for use
- Parts employees issuing and receiving stock must wear appropriate PPE and exchange and deliver parts in crates or boxes to avoid contact
- Bins must be made available, emptied and cleaned regularly

Parts Delivery:

- Wash your hands using soap and water before leaving site
- Ensure vehicle touch points have been sanitised including; handles, steering wheel, gear stick, hand brake, switches and stalks, seat and seat adjuster using available products such as Ramsol, anti-bacterial wipes and disinfectant sprays
- A window should be lowered to air the vehicle
- At delivery, put on the necessary PPE (fresh pair of gloves and face mask)
- Consider contactless delivery (possible photograph of delivery with invoice)
- Use hand sanitiser provided before and after each job
- Used PPE must to be bagged and placed into a bin for disposal on return to site

Parts Warehouse and Back Counter:

- A sneeze screen should be installed at the back counter (where possible)
- Parts employees issuing stock must wear appropriate PPE and exchange or deliver parts in crates and boxes to avoid contact
- Consider paperwork process (trays, job card in poly pockets)
- Bins must be available, emptied and cleaned regularly



Workshop and Bodyshop Areas:

- Shared tools and equipment must be sanitised and wiped before and after use (diagnostic equipment, tyre fitting, air con, axle stands, jacks)
- Only one technician per workstation and bay (where possible)
- Where social distancing of 2m cannot be maintained, mask, glasses and gloves are mandatory
- Wash hands using soap and water before and after each job
- Place a seat cover on the driver's seat for each vehicle being worked on
- Vehicle touch points to be sanitised including; handles, grab rails, steering wheel, gear stick, hand brake, switches and stalks, seat and adjuster using available products, such as Ramsol, anti-bacterial wipes and disinfectant sprays
- A window must be lowered to air the vehicle
- When all work is complete and the vehicle parked, re-clean the vehicle and place a vehicle sanitised window hanger
- Bins must be available, emptied and cleaned regularly throughout the day
- Remove your PPE and seat covers and place into a bin for disposal

Roadside Assistance:

- The employee must be equipped with a fabric mask, gloves, safety glasses and hand sanitiser product
- Do not allow the customer to get into the breakdown vehicle
- Customer access must be restricted whilst it is being worked on
- Social distancing of 2m must be maintained between technician and driver
- Sanitise the vehicle touch points and open windows for ventilation
- Place a seat cover on the customers seat
- Upon shutdown, engage park brake and remove keys from vehicle
- All PPE must be removed, including seat cover and placed in a sealed bag for disposal on return to site

Vehicle Handling

This document considers the Government Guidelines at the time of writing. Please continue to keep up to date and liaise with your Manager if you have any questions.

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Vehicle Sanitisation Touchpoints:

Make sure a process is mapped for your site, with each stage clearly understood, and clear visual confirmation that vehicle is clean. Once the vehicle is sanitised, place a vehicle sanitised window hanger.

- Exterior:

- Door handles
- Door frame
- Boot handle



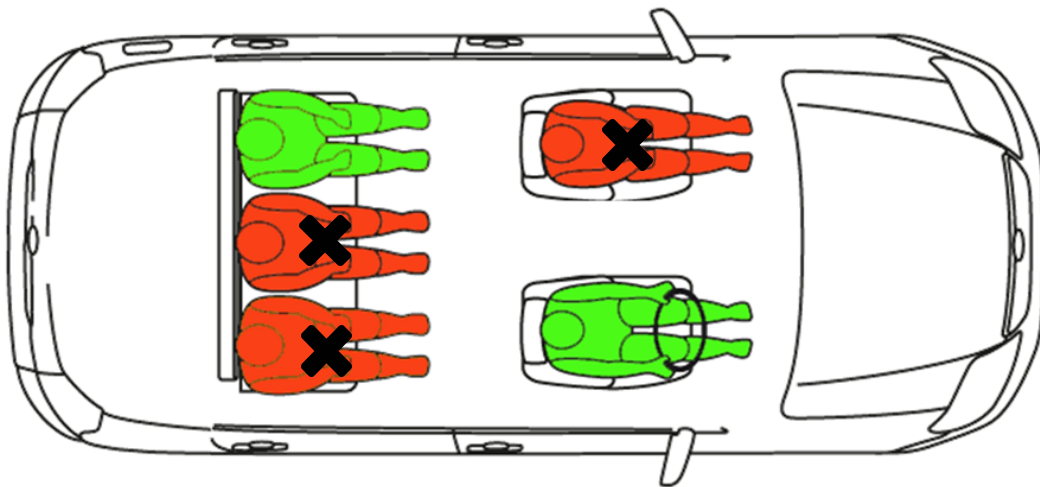
- Interior:

- Steering wheel
- Gearstick
- Handbrake
- Door handles
- Infotainment controls
- Steering column stalks
- Elbow rests
- Seat position controls
- Door frame



Vehicle Handover:

- Wherever possible avoid car sharing and use individual transport
- Car sharing (and test drives) are only possible under the following conditions:
 - All occupants must wash hands before and after each journey
 - A maximum of 2 people, customer to sit in driver's seat, employee to sit in opposite side in rear and give instruction on the use of vehicle controls
 - Employees must be equipped with a fabric mask and nitrile gloves prior to entering vehicle
- Paperwork to be completed at sales desk, with documentation in poly pockets
- The key must be sanitised before being given to the driver and put in a sealed bag



Collection, Delivery and Test Drives:

- Wherever possible avoid car sharing and use individual transport (leave vehicle at customer premises for uplift)
- Vehicle sharing (and test drives) are only possible under the following conditions:
 - Wash your hands using soap and water before and after each job
 - Put on the necessary PPE (fresh pair of gloves and fabric face mask)
 - Place a seat cover on the driver's seat for each vehicle being collected
 - Vehicle touch points must be sanitised including; handles, grab rails, steering wheel, gear stick, hand brake, switches and stalks, seat and seat adjuster using available products such as Ramsol, anti-bacterial wipes and disinfectant sprays
 - A maximum of 2 people, customer to sit in driver's seat, employee to sit in opposite side in rear and give instruction on the use of vehicle controls
 - A window must be lowered to air the vehicle
- When delivered back to the customer with work complete, re-clean the vehicle and place a vehicle sanitised window hanger and put in a sealed bag
- Remove your PPE and seat covers and place into a bin for disposal

Customer Drop Off:

- Customer drop off is only possible under the following conditions:
 - All occupants must wash hands before getting into vehicle
 - A maximum of 2 people per vehicle, customer to sit in opposite side in rear of vehicle
 - Employees will be equipped with a fabric mask and nitrile gloves prior to entering vehicle
 - A window must be lowered to air the vehicle
 - Vehicle to be re-sanitised with sticker and tag to be displayed
 - The key must be sanitised before being given to the driver and put in a sealed bag

Administration Areas

This document considers the Government Guidelines at the time of writing. Please continue to keep up to date and liaise with your Manager if you have any questions.

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Administration Areas:

- Hand washing facilities and hand sanitiser product is available and easily accessible to employees
- Employees must use the same workstation throughout the working day
- Desks to be positioned and organised to avoid face-to-face work. Sneeze screens should be installed where social distancing guidelines maybe hindered.
- Work station must be sanitised regularly throughout the day
- Document exchanges between departments are done via identified trays and placed in poly pockets
- Nitrile gloves should be used to handle documentation
- A bin must be made available, emptied and cleaned regularly

Delivery of Post and Parcels:

- Ensure that social distance rules are followed and maintain a distance of 2m and post will be placed at your door or floor. Where a parcel is involved, they will then step aside to a safe distance while you retrieve your item.
- Do not sign for deliveries
- Postal services should be minimising contact during delivery. They should not give handheld devices to customers to take signatures but instead log the name of the person accepting the item.
- Wash your hands using soap and water before and after handling post

Point Of Sale Material Available

Please make your Manager aware if you require more material and ensure only approved material and signage is used and ordered centrally.

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A4 Leaflet

MOTUS
COMMERCIALS

FREE CONTACTLESS DELIVERY
available

Working within Government guidelines and advice, Motus Commercial is now offering a free contactless delivery service. We will safely deliver your commercial vehicle to your doorstep in a pre-arranged location in a separate 10-15 min loading zone and use our 'curb' collection van to offer a socially distanced inspection point, prior to a sanitised key and document handover. The health and safety of all parties involved in our contactless service will always be our priority.

Motus Delivery Guidelines

- All appropriate delivery items will be pre-arranged and a customer contact number will be taken.
- The arrival and departure of our inspection vans will be spaced out to ensure safe distancing from each other at all times.
- We always use the previously sanitised cover to the customer. There will not be a set time of arrival or departure.
- Customers are advised to notify Motus in advance if they are in self-isolation or are unwell, to help prevent our vans and staff from infection.
- Drivers have been instructed to wash their hands using soap and water for 20 seconds as regularly as possible and will be carrying hand sanitiser at all times.

www.motuscommercial.co.uk

A3 Poster

YOUR SAFETY IS OUR PRIORITY. **MOTUS** COMMERCIALS

VISIT SAFELY & HELP STOP THE SPREAD OF CORONAVIRUS

SOCIAL DISTANCING
Please keep a distance of **2 metres** at all times



WASH YOUR HANDS
Please wash your hands for **20 seconds** as often as possible and help yourself to the hand sanitiser provided.



www.motuscommercial.co.uk

Mirror Hanger

YOUR SAFETY IS OUR PRIORITY.

This vehicle has been cleaned and sanitised throughout, **ready for you to drive.**



MOTUS COMMERCIALS

www.motuscommercial.co.uk

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YOUR SAFETY IS OUR PRIORITY. **MOTUS** COMMERCIALS

GOOD HYGIENE IS IN YOUR HANDS

Please wash your hands for **20 seconds** as often as possible and help yourself to the hand sanitiser provided.



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YOUR SAFETY IS OUR PRIORITY. **MOTUS** COMMERCIALS

WE SUPPORT SOCIAL DISTANCING

Please keep a distance of **2 metres** at all times



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Floor Sticker

YOUR SAFETY IS OUR PRIORITY.

KEEP YOUR DISTANCE



MOTUS COMMERCIALS

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YOUR SAFETY IS OUR PRIORITY. **MOTUS** COMMERCIALS

Please wash your hands
Follow these steps to ensure good hygiene

1. Wet hands with water.
2. Apply soap to all surfaces of both hands.
3. Rub hands together to create a lather.
4. Rub palms against each other.
5. Rub the back of one hand against the palm of the other.
6. Rub the backs of fingers against palms with fingers interlocked.
7. Rub between fingers and across knuckles.
8. Rub the thumb against the palm of the other hand.
9. Rotate wrists to clean front and back surfaces.
10. Rinse hands well under running water.
11. Dry hands thoroughly using a paper towel or hand dryer.

Duration of the procedure: 20-30 seconds.
Help yourself to the hand sanitiser provided.

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YOUR SAFETY IS OUR PRIORITY. **MOTUS** COMMERCIALS

We are currently practising **social distancing** and have a strict cleaning regime.

Please follow these steps to help protect yourself and others:

1. Please do not enter. Please do not touch. Please do not cough or sneeze into your hands.
2. Distance yourself at least 2m away from other people at all times.
3. Please wash your hands on arrival. Use the hand sanitiser provided if it is available.
4. Cover your mouth and nose with a tissue or elbow when coughing or sneezing and discard used tissue.

www.motuscommercial.co.uk

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

● FIVE STEPS TO SAFER WORKING TOGETHER ●

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)