

# 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

**Vindis Group**

Response to Covid-19

*Vindis*

Driven by experience.

## Introduction:

As a Board of Directors, we believe that protecting the health and safety of our employees and customers is of paramount importance. As such, since the onset of the Covid-19 pandemic, we have ensured that we are adhering to all guidance and instruction released by the Government and Public Health, and proactively communicating the measures that we are undertaking to our customers, employees and contractors.

In a time of continuing uncertainty, it is our objective to provide our customers and employees with absolute certainty that we are entirely focused upon facilitating valuable and safe interactions with our business.

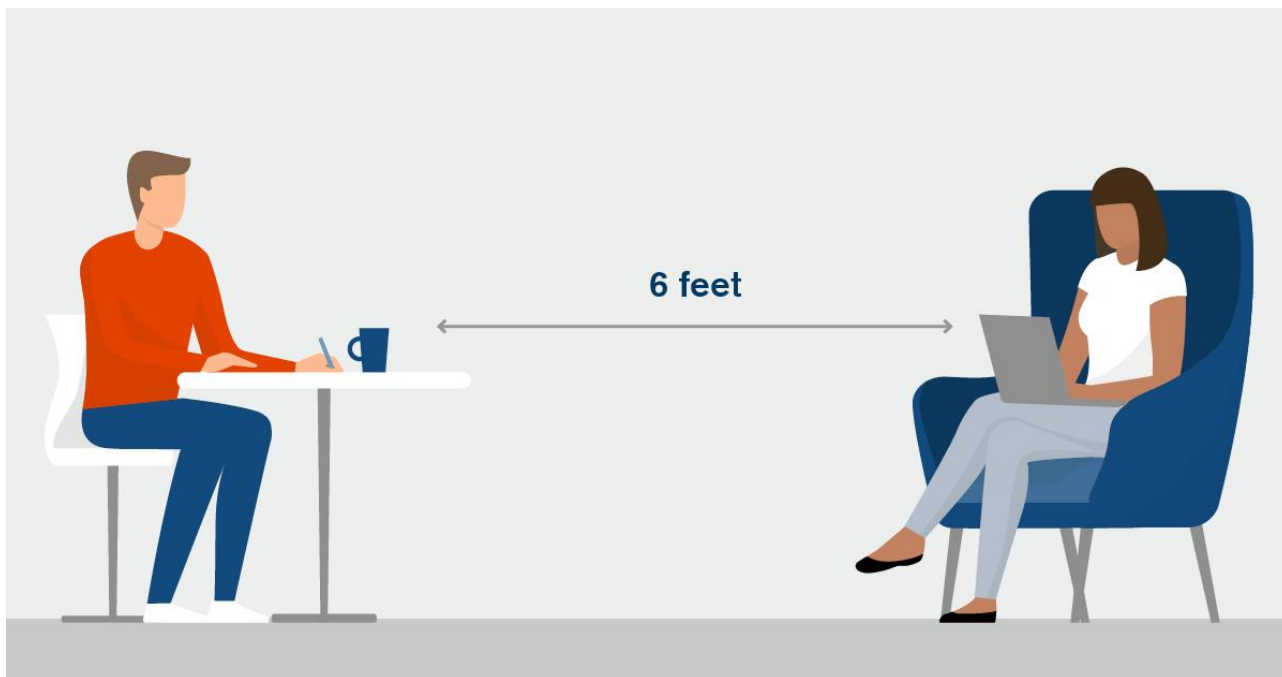
It is for this reason that we feel it prudent to consolidate into one reference point, the measures that we are continuing to undertake as an organisation; and to share this document with customers and colleagues alike.

Best Wishes,



Jamie Vindis  
Managing Director

## Onset of the Pandemic:



At the beginning of March 2020, prior to the Government lockdown, we began to educate our employees in the measures that they should undertake to protect their health and safety during the pandemic, and that of others. We: released regular written communications advising of the social distancing measures that the Company had implemented and which all employees were expected to abide by; heightened our internal cleaning and sanitisation processes; provided support to vulnerable employees with shielding/self-isolation; provided information and guidance with respect to identifying and managing potential symptoms of Covid-19; and temporarily adjusted many of our business functions, to avoid 'gatherings' of employees e.g. minimising the need to travel offsite; transferring additional functions to remote working; and migrating fully to virtual training platforms.

Throughout the lockdown, a small number of our valued employees have remained operational within our physical businesses, to ensure that our Key Workers are able to remain mobile. To protect these employees and the customers that they have interacted with, we: trained additional employees in specific health and safety procedures e.g. first aid and fire marshalling; ensured that Personal Protective Equipment is available, with associated guidance; and undertook a comprehensive programme of installing physical social distancing measures into our businesses, in conjunction with the Government's 'Covid-19 Secure' guidelines.

For these employees and those that have either been working remotely or furloughed, we have continued to provide training and instruction with respect to the pandemic and, in particular, social distancing measures. To ensure that our employees fully understand their individual responsibilities and accountabilities, we have released four written strands of an overriding 'Pandemic Policy' i.e.

1. Pandemic Policy (encompassing measures that should be undertaken in a situation of a pandemic);
2. Specific Covid-19 Policy (encompassing measures that are specific to this pandemic);
3. 'Planning our Return from Lockdown' Presentation (providing specific details regarding safe operating procedures); and

4. Demonstration Videos (providing employees and customers with an overview of many of these measures in practice.)

The Pandemic Policy and Covid-19 Policy are provided within this document; the 'Planning our Return from Lockdown' Presentation has been shared with the Company's Management Teams; and the Demonstration Videos can be accessed via the following links:

<https://youtu.be/g7KB2ZVZTg4>

(Employee Version)

<https://www.youtube.com/watch?v=Rcx7gzyMzPA&feature=youtu.be>

(Customer Version)



# **Our 'Pandemic Policy':**

(This is a copy of our aforementioned 'Pandemic Policy')

## **Introduction:**

The Vindis Group ("the Company") recognises the importance of having a 'Pandemic Policy' in place, encompassing: emergency procedures; business continuity plans; longer term and 'recovery' processes; and controlling infectious diseases within the workplace. General business continuity plans tend to focus on short-term actions; whereas in situations such as a public health emergency being confirmed (e.g. a Coronavirus outbreak), it may be necessary to plan for longer-term business impacts. This policy should be read in conjunction with the Company's Health, Safety & Environmental Policy.

The following procedure outlines the fundamental contingency measures that the Company will implement in the event of a pandemic. It aims to ensure that the Company will be able to operate its business to the best of its abilities in such an event, whilst protecting, as far as is reasonably possible, all employees. Where it is relevant to do so, this policy will be supplemented by training in its execution.

The Company will always endeavour to strike the appropriate balance between imposing the mandatory/voluntary usage of additional Personal Protective Equipment during a pandemic outbreak, with ensuring that robust operating practices are in place to protect people, as far as is reasonably possible.

## **Policy Implementation & Review:**

It is the role and responsibility of every Manager and Head of Business to ensure that their employees fully understand this Pandemic Policy.

It is the responsibility of all employees to familiarise themselves with the content of this policy; to undertake the relevant measures to assist the Company in preventing the spread of a pandemic/infectious disease; and to escalate any potential breaches. Any questions with respect to this policy should be escalated to the employee's Manager.

This policy will be brought into effect in the event of the onset of a pandemic and it will be continuously reviewed and updated thereafter, to ensure that it remains relevant to the changing status of the particular situation.

## **Policy Breaches:**

The Company views this policy as both a contingency plan for business continuity in the event of a pandemic and an extension of the procedures in place for protecting the health and safety of customers and employees. As such, any perceived breaches of this policy will be fully investigated and, if there are deemed to be grounds, disciplinary proceedings may be instigated. Dependent upon the severity of the breach, it may be viewed as an act of Gross Misconduct, resulting in the employee's dismissal without notice, or payment in lieu of notice.

## **Pandemic Crisis Management Team:**

In the event of a pandemic arising, the Company will appoint a 'Pandemic Crisis Management Team (PCMT)'. This may include employee representatives from throughout the Company, members of the Company's Management Teams and/or the Company's Directors. Members of the PCMT will be expected to continuously review and enforce this policy; exercise robust leadership throughout the crisis and make operational/business decisions, potentially in the absence of their usual management structures.

The PCMT will also be responsible for ensuring that operational aspects of temporarily reducing/closing business functions (and reopening them thereafter) are executed e.g. diverting telephones; enabling remote working infrastructures; suspending sub-contractor/supplier agreements etc.

**Pandemic Communications Strategy:**

In the event of a pandemic arising (potentially with Government/Public Health enforced lockdown measures being implemented), the Company will bring into effect the following 'Pandemic Communications Strategy', to ensure that employees are updated with relevant and accurate information throughout the pandemic.

- Information/Updates will be provided to employees via the Company's PeopleHR Intranet; and using work email addresses.
- In the event of lockdown measures being brought into effect and access to work email accounts being suspended, the Company will also provide information/updates to employees via personal email addresses. It is the responsibility of all employees to ensure that they have added a personal email address to their contact information in PeopleHR, should they wish to receive information/updates in this way.
- In the event of lockdown measures being brought into effect but remote working continuing, the Company will implement a platform for temporary meeting structures (e.g. via Skype), if necessary to do so.
- Employees will be briefed on the symptoms of the pandemic, in accordance with Government/Public Health information, and will be advised of who to contact should they believe that they, or a colleague, has contracted/potentially contracted/been exposed to it.
- Employees will be provided with instructions regarding personal hygiene in the event of a pandemic, to help prevent it spreading further.
- The Company's leave and absence policies will be reviewed as the status of the pandemic changes and employees will be advised of any adjustments. This may include policies relating to: sickness absence; time off for dependants; and bereavement leave.

**Controlling Risks of Infectious Diseases:**

All employees may be at risk of infection, or of spreading infection. Body fluids such as sputum may contain microorganisms (e.g. bacteria and viruses) that can be spread if employees do not undertake adequate precautions.

The Company's instructions with regard to controlling the risks of infectious diseases must always be followed; however, there will be times (e.g. a pandemic outbreak) that these instructions gain increased and critical importance. In order to restrict and reduce the risk of infection in the workplace, the Company will always:

- Ensure sufficient resources are available to secure effective prevention and control of infection;
- Ensure employees, customers, contractors and other persons who directly or indirectly provide work and/or visit the business are provided with suitable information, instruction, training and supervision in the precautions to follow;
- Ensure an appropriate standard of cleanliness and hygiene is maintained throughout the premises (and the equipment within) and that the premises are maintained in good physical repair and condition;

- Ensure there are suitable and sufficient facilities for handwashing/sanitisation;
- Maintain a record of all training and information issued to employees;
- Ensure the safe handling and disposal of high-risk items/waste.

If it is recognised by the World Health Organisation and/or the Government/Public Health that an infectious disease creates a public health emergency, the Company will assess the potential risk posed to its workforce by the disease. At every point, Government/Public Health advice and instruction will be reviewed and adhered to, with respect to infection control, overseas travel, isolation periods and other relevant matters.

Dependent upon the severity of the risk, the Company may decide to:

- Stagger start and finish times so that fewer people are together at once;
- Cancel non-essential training sessions;
- Display greater levels of flexibility with regard to remote working options;
- Interact with clients/customers via telephone, email and digital platforms;
- Implement increased return-to-work procedures e.g. an extended period of being free from symptoms; the requirement for medical information to be provided to confirm 'fitness' for returning to the workplace etc.;
- Require disclosure of any travel plans abroad, to evaluate the potential risks these may pose to the subsequent spread of infection within the workplace;
- Impose a period of Unpaid Leave if employees travel to high-risk areas against Government/Public Health advice and have to self-isolate thereafter. Situations such as these may also be investigated to establish if the employee has undertaken the travel in the knowledge that it will result in an extended period of absence thereafter. If deemed to have potentially done so, disciplinary proceedings may be instigated;
- Implement Government/Public Health advice and instruction for immediate and ongoing 'testing' of employees and other visitors to the business, for the presence of the relevant symptoms (e.g. temperature checking);
- Discontinue the use of/access to particular services (e.g. vending machines; mobile food vans etc.);
- Remove/restrict access to communal facilities.

### **Observing Pandemic Measures:**

All employees have a role in ensuring that the risk of infection (and further spreading infection) is minimised and, therefore, are themselves expected to adhere to all Company/Government/Public Health advice and instruction. The measures would be specific to the nature of the particular pandemic and relevant details will be published via the Company's Pandemic Communications Strategy. It is likely, however, that the measures will include:

- Social distancing from others, of a minimum of two metres;

- Cancelling non-essential meetings and avoiding unnecessary work-related travel;
- Implementing adjustments to working structures e.g. combining employees in 'hubs' (which may require temporary relocation to alternative sites within the Company); remote working; flexing working hours etc.;
- Increasing hygiene management e.g. additional handwashing requirements; coughing/sneezing into tissues and disposing of these safely; utilising hand sanitiser; regularly disinfecting workstations; and avoiding unnecessary physical contact (e.g. shaking hands);
- Adhering to specific Company/Government/Public Health guidelines regarding the management of symptoms and self-isolation. Individuals that choose to breach these guidelines (e.g. by attending the workplace whilst displaying symptoms) will be sent home, without pay, to self-isolate; and may be subject to disciplinary action if they are deemed to have endangered the health and safety of others.

### **Self-Isolation:**

In the event of a pandemic arising, the Government/Public Health may advise/instruct employees in certain situations to self-isolate/shield.

Should this be the case, the employee must notify their Manager without delay, ensure they remain updated and must not attend work during the isolation period.

If it is possible/feasible to do so, the Company may grant agreement with working from home, or a period of paid annual leave. If no such agreement is in place, the Company would apply the leave and pay advised by the Government/Public Health e.g. Statutory Sick Pay.

### **School Closures:**

If a child's school/education provider closes, rendering it necessary for an employee to remain at home whilst alternative arrangements are made for the child's care, this will be treated in accordance with the Company's policies for time off for dependents. Unless additional information/support is released by the Government in any such situations, the time off would be unpaid.

### **Business Continuity Plans:**

In the event of a pandemic arising, the Company will supplement this overriding Pandemic Policy, with a Business Continuity Plan (BCP) that is relevant to specific functions within the business. The purpose of this will be to describe how the Company intends to continue operating, in the circumstances of the particular pandemic and the associated guidance/instruction.

The duration of the specific BCP being in effect, will depend upon the nature of the pandemic. The Management Board will be responsible for the development, testing, activation and operating of the relevant BCP.

Details would be published via the Company's Pandemic Communications Strategy and may include:

- Increasing hygiene procedures e.g. personal hygiene; disinfecting vehicles and keys etc;
- Transferring usually 'physical' business functions to remote/digital platforms;
- Temporarily suspending particular business functions that may create higher risks;
- Closing particular business locations and forming temporary 'hubs' in others;



- Changing business opening hours and working patterns e.g. shift-working, alternating teams etc;
- Phasing employees back into the business following any period of lockdown;
- Adopting any support mechanisms provided by the Government e.g. Furlough Leave;
- Implementing 'contactless' customer interactions e.g. with respect to payments;
- Adapting workspaces to minimise the risks of spreading the infection and temporarily restricting access to/closing communal employee areas, to minimise the risk of people gathering together;
- Adopting increased cleaning practices of business premises;
- Designating/Marking out particular areas within the businesses, to help with maintaining social distancing measures;
- Removing point-of-sale materials, documentation from customer waiting areas etc;
- Implementing mandatory/voluntary usage of additional Personal Protective Equipment e.g. face masks, gloves, workstation screens etc.;
- Appointing additional First Aiders and/or requiring First Aiders to undertake further/specific training.

Departmental Managers and Heads of Business are responsible for the development and execution of supplementary contingency plans relevant to their specific businesses e.g. planning for key members of the workforce to be absent (e.g. through multiskilling employees); together with devising supervision, monitoring and review processes for any employees/roles that may be able to operate remotely.

**Reporting Procedures:**

Where required, the Company will: ensure that notifiable outbreaks are reported to the relevant authority e.g. Health and Safety Executive; comply with any subsequent investigation deemed to be necessary; and implement any investigation findings thereafter.

## **Our 'Covid-19 Policy':**

(This is a copy of our aforementioned 'Covid-19 Policy')



# COVID-19

### **Addendum:**

This policy is an addendum to the Employment Guide; and the Health, Safety and Environmental Policy; and it should, therefore, be read in conjunction with these. The overarching principles within the 'Pandemic Policy' (issued separately) also govern this Coronavirus Policy.

### **Introduction & Strategic Approach:**

Vindis Group ("the Company") believe that during these times of COVID-19, it is appropriate that it responds to employee and customer concerns in the most appropriate and safest way. To this end, this Coronavirus Policy is based upon Government guidance that social distancing practices need to be at the very core of what the business offers all stakeholders. These practices are supplemented by the usage of Personal Protective Equipment (PPE), rather than using PPE as the core strand of business strategy; the former having the additional benefit of increasing the customer experience.

### **Policy Implementation & Review:**

The content of this policy is mandatory for all businesses and employees.

It is the role and responsibility of every Manager and Head of Business to ensure that their employees fully understand this Coronavirus Policy; and it is the responsibility of all employees to familiarise themselves with the content of this policy, and to escalate any potential breaches.

It is clear that every employee is responsible for the behaviour of both themselves and their peers, as well as ensuring that customers abide by this policy. Although this policy (and its associated documents and content) will attempt to encompass key risk areas for employees, it is accepted that it cannot

encompass all of these. As such, employees are required to apply the principles of this policy to all situations, even where not explicitly stated, until otherwise advised by the Management Board.

Any questions with respect to this policy should be escalated to the employee's Manager.

This policy will be continuously reviewed and potentially updated, to ensure that it remains relevant to the changing status of the Coronavirus situation.

**Policy Breaches:**

The Company views this policy as both a contingency plan for business continuity during Coronavirus and an extension of the procedures in place for protecting the health and safety of employees. As such, any perceived breaches of this policy will be fully investigated and, if there are deemed to be grounds, disciplinary proceedings may be instigated. Dependent upon the severity of the breach, it may be viewed as an act of Gross Misconduct, resulting in the employee's dismissal without notice, or payment in lieu of notice.

**Pandemic Crisis Management Team:**

As per the 'Pandemic Policy', the Company has appointed a 'Pandemic Crisis Management Team (PCMT)' to operate during the Coronavirus pandemic. This comprises of;

Jamie Vindis (Managing Director)  
Steve Fossey (Finance Director)  
Victoria Stubbs (HR Director)  
Mark Morris (Audi Brand Director)  
Mark Hudson (Volkswagen Brand Director)  
Mark Burfitt (Commercial Director)  
Peter Toop (Sales & Marketing Director)  
Colin Hutton (Fleet Director)

The PCMT is being actively supported by key members of the workforce, to ensure that strategic decisions are implemented rapidly and robustly.

The PCMT has been responsible for ensuring that the operational aspects of temporarily reducing/closing business functions have been executed; and will be responsible for their relaunch/opening thereafter.

**Pandemic Communications Strategy:**

The Company has brought into effect its 'Pandemic Communications Strategy', to ensure that employees are updated with relevant and accurate information throughout the pandemic.

- Information/Updates are being provided to employees via the Company's PeopleHR Intranet; and using work email addresses.
- During lockdown measures (and/or periods of Furlough Leave being fulfilled), access to work email accounts has been suspended in many cases. As such, the Company is also providing information/updates to employees via personal email addresses. It is the responsibility of all employees to ensure that they have added a personal email address to their contact information in PeopleHR, should they wish to receive information/updates in this way.
- The Company has implemented platforms for temporary meeting structures, where needed (e.g. via Skype).
- Employees have been briefed on the symptoms of Coronavirus, in accordance with Government/Public Health information. In returning to work, if an employee believes that they, or a colleague, has contracted/potentially contracted/been exposed to Coronavirus, they must

inform their Head of Department (Group)/Head of Business in the first instance; who, in turn, must notify the HR Team.

- This policy contains instructions regarding personal hygiene, to help prevent further spreading Coronavirus.
- The Company's leave and absence policies are continuously being reviewed, in conjunction with the changing situation. Temporary adjustments currently in place are as follows:
  - The Company is aware that some employees are working remotely whilst also having to care for children; and it is accepted, therefore, that this may result in normal working patterns having to be temporarily flexed. Whilst the Company is aware and accepting of this, at present, the safety of children should not be compromised through remote working; and, therefore, any concerns in this regard should be escalated to the HR Team.
  - The Company is aware that due to lockdown measures, it may be difficult/not possible to obtain Statements of Fitness for Work (during sickness absence) in as timely a manner as usual; and, therefore, that there may be a temporary delay in providing these. It is expected, however, that Statements will be provided, if required, as soon as is reasonably possible.

#### **Operational Changes (to Minimise Risk to Employees and Customers):**

The following operational changes are the responsibility of the Centre Management Teams to implement (as per the direction given by the Management Board/PCMT); and it is the responsibility of all employees to adhere to any associated process changes, without exception.

- **Signage:**

The Company will be issuing signage items to all businesses, together with instructions on how to display these. It is the responsibility of all employees to ensure that this signage is displayed correctly at all times; that it is maintained in good order; and that it is replaced if needed.

- **Antibacterial Sprays/Wipes:**

One of the core elements of this policy is a need to keep items at risk of contamination free from being so. As such, it is the responsibility of the Centre Management Teams to maintain a supply of all necessary items e.g. antibacterial spray, disposable cloths/wipes etc.

- **Remodelling of Showrooms & Customer Areas (to Facilitate Social Distancing):**

Flooring:

The floor area surrounding the reception desk should be taped, to provide clear indication of where customers should wait to be greeted. The taped area must be a minimum of 1.5 metres from the reception desk itself.

Zoning:

- Customer areas are to be divided into 'zones' and each zone must only facilitate 1 customer and 1 employee in it at any one time.
- The zones must be located in such a way that they allow for the customer and employee to maintain a distance of a minimum of 2 metres from one another; and 2 metres from anyone in an adjacent zone.

- Each zone should be equipped with soft seating pads (a minimum of 2 metres apart), as well as a 'hard' workstation (e.g. desk or similar) – allowing customers to choose how to interact with employees.
- Each zone must be clearly equipped with a box of disposable rubber/plastic gloves, face masks, antibacterial wipes and hand sanitiser (all of which should be easily accessible); and it is the responsibility of all employees to ensure that supplies of these are maintained within the zones. This equipment must also be replicated at other prominent 'stations' within employee and customer areas.
- Each business must have face masks available to customers and employees at all times, should they wish to supplement this policy by wearing them.

#### Vehicles:

- Vehicles in the showroom must be positioned 2 metres apart, allowing for free movement between them. This may require the number of showroom vehicles displayed to be temporarily reduced.
- All vehicles (displayed in the showroom and elsewhere) must be kept locked; and only unlocked upon specific customer request, once the customer is wearing gloves.

#### Showroom Items:

Showroom items, for the purposes of this section, may include (but not be limited to): accessory/clothing displays; other merchandise; newspapers and magazines; toys and game controllers (except where these are positioned behind a protective screen); and refreshment facilities.

- Items that present a risk of being contaminated in the showroom environment must be temporarily removed and stored safely within the Parts Department.
- If it is not feasible to store any such items within the Parts Department (e.g. refreshment machines), these should be marked/roped off and access to customers only granted with the supervision of an employee. If such an item is to be used, the customer/employee must wear gloves, or, alternatively, the item must be fully sanitised thereafter.
- Areas where people may naturally gather must be closed, unless it can be ensured that they are sanitised pre and post use e.g. children's play areas.
- Crockery should be temporarily removed and replaced with disposable alternatives.

#### Centre Sanitisation Procedure:

Companies responsible for the cleaning of business premises have been instructed to increase/enhance their procedures at this time. In addition to this, Centre Management Teams are responsible for ensuring the following:

- A COVID-19 sanitisation process is to be activated on a daily basis, at 12.00pm, 3.00pm and 6.00pm. Centre Management Teams are to retain documented records of this having been carried out.

➤ Each business must 'pause' its operations in customer-facing areas and undertake a thorough wipe-down of all surfaces (e.g. workstations, reception desks; coffee tables etc.), electronics, door handles/push plates and any other items that may be subject to contamination – in order to maintain exceptional hygiene.

#### Customer Visits:

➤ Appointments:

All customers should have confirmed appointment times for service drop-offs and collections; and sales appointments and test drives. These appointments should be scheduled throughout the day and customers must only be permitted in the building during a booked appointment slot.

➤ Customer Greeting:

As far as is reasonably possible, customers should be greeted by an appointed employee 'Host'. The Host should be positioned by the main entry door to the building (not at the reception desk) and customers should then be guided towards the appropriate zone, in order to undertake their planned interaction.

#### Payments:

➤ All businesses are to become "cashless" with immediate effect. As such, only card payments and bank transfers will be accepted.

➤ PDQ machines are to be sanitised pre and post every usage, in the visibility of the customer.

#### **• Sales & Aftersales Supplementary Business Continuity Plans:**

Further processes and protocols relating specifically to Sales and Aftersales Departments/functions will be provided in additional documents/addendums/videos; all of which constitute part of this Coronavirus Policy.

These will include but may not be limited to:

- no-physical-contact interactions;
- adherence to social distancing requirements;
- the sanitisation of items transferring between parties (e.g. keys, pens, documentation, iPads etc.);
- vehicle protection being applied to surfaces at risk of contamination (e.g. steering wheels, gear levers and seats);
- visible vehicle 'wipe-down' procedures (encompassing, as a minimum, controls, door handles – inside and out, and keys);

#### **• Remodelling of Non-Customer Facing/Back-of-House (BoH) Areas, (to Facilitate Social Distancing):**

BoH areas may encompass (although may not be limited to): Sales Offices, Administration Offices, Workshops, Parts Counters, Canteens, Kitchens, Washrooms, Smoking Areas and Valeting Bays.

- BoH areas may require temporarily remodelling, to allow for adherence to social distancing measures. This may require Centre Management Teams relocating workstations; cordoning off certain workstations etc. The principle of this is that all employees should be able to maintain a minimum distance of 2 metres from anyone else, whilst at a workstation.

#### Communal Areas:

- If sufficiently sizable, BoH communal areas (e.g. canteens) should be marked/taped, to provide clear indication of the requirement to maintain social distancing e.g. by marking out 2 metre x 2 metre zones on the flooring.
- In smaller BoH communal areas, it is the responsibility of the Centre Management Team to determine how many employees can be within an area at a given point, whilst being able to maintain a 2-metre distance from one another. To avoid 'unsafe' gatherings, therefore, this is likely to require the Centre Management Team implementing a policy limiting access to the area e.g. a lunchbreak rota.
- All BoH areas (e.g. canteens, kitchens, washrooms etc.) must display signage confirming the total number of people that can access it at any one time.

o For businesses large enough to have 3 Sales or Aftersales Teams, BoH areas should be divided into 2, allowing teams to work independently of one another – whilst the third team is able to work on the 'shop floor'.

#### **• General Procedures for Non-Customer Facing/Back-of-House (BoH) Areas, (to Facilitate Social Distancing):**

- The sharing of devices (e.g. keyboards, stationary etc.) should be avoided as far as is reasonably possible. If it is not possible to designate specific equipment to individual parties, it must be sanitised pre and post each usage.
- Cotton/Linen tea towels are not to be used. These must be removed and replaced with disposable tissue. Dishwashers are to be used where available.
- Employees are not to participate in tea 'rounds', nor collect the crockery of other employees. Each employee is responsible for the sanitisation of any crockery and cutlery they may use.

#### **• Health/Self-Isolation:**

The Government/Public Health has advised certain individuals to self-isolate (e.g. for reasons of increased vulnerability to Coronavirus). Employees who have received such notification are expected to adhere to the guidelines issued by the Government/Public Health with respect to self-isolation/shielding (during lockdown and potentially beyond). Should this be the case, the employee must notify their Manager without delay, ensure they remain updated and must not attend work during the isolation/shielding period.

If it is possible/feasible to do so, the Company may grant agreement with working from home, or a period of paid annual leave. If no such agreement is in place, the Company would apply the leave and pay advised by the Government/Public Health e.g. Statutory Sick Pay.

Individuals that choose to breach these guidelines (e.g. by attending the workplace whilst displaying symptoms) will be sent home, without pay, to self-isolate; and, may be subject to disciplinary action, if they are deemed to have endangered the health and safety of others.

➤ In conjunction with Government/Public Health advice/instruction, the Company may seek to implement wholesale or randomly selected, non-invasive, testing procedures e.g. infrared temperature testing. This is to help protect the health and safety of both customers and employees.

• **General Facilities:**

➤ The Company has endeavoured to ensure that sub-contracted cleaners are adhering to the Company's directions for heightened cleaning/sanitisation measures of the business premises. It is the responsibility of the Centre Management Teams to ensure that these measures are being appropriately maintained.

➤ Signage must be displayed at the car park and building entrances, instructing that people are not to enter if they are unwell. Such signage can be downloaded via the Gov.co.uk website.

➤ **Smoking Policy:**

The Company's Smoking Policy is outlined within the Employment Guide and has been temporarily updated, to maintain social distancing i.e.

***'Smoking is only permitted in the designated areas and during your contractual breaks.'***  
***'Only 2 employees are permitted to enter a designated smoking area at any one time and they are expected to maintain a 2-metre distance from one another. Smoking anywhere other than a designated smoking area remains prohibited.'***

'Contractual breaks' relates to the lunchbreak outlined within Contracts of Employment; and to assist with limiting access to the designated smoking area and maintaining social distancing, the Company does not permit to the lunchbreak being reduced to allow for additional smoking breaks during the day.

It is the responsibility of the Centre Management Teams to ensure that this policy is consistently enforced; and it is the responsibility of all employees to adhere to it.



## Our 'Risk Assessment':



In line with the 'Covid-19 Secure' guidelines, it is prudent for us to share our organisation's all-encompassing risk assessment with our employees and customers. The following risk assessment is supplemented by specific versions relevant to each business within the Vindis Group.

Assessment No: 220421		Assessment Date: 22/04/2020		Assessed By: Lee Kennedy & Jamie Vindis		Review Date: 22/04/2021		
Description of Activity or Location: Social distancing & hygiene to prevent the spread of contagious diseases.						Persons at Risk		
Public areas; car park, showroom, forecourt, reception areas								
Dealing with members of the public and visitors whilst preventing the risk of infection by implementing social distancing and sufficient levels of hygiene in a work environment.						Employee	<input checked="" type="checkbox"/>	
						Agency	<input type="checkbox"/>	
						Contractor	<input checked="" type="checkbox"/>	
						Public	<input checked="" type="checkbox"/>	
						Other	<input type="checkbox"/>	
Hazards associated with activity	RISK			Existing control measure in place	Further action required, Date to be completed & person responsible	RESIDUAL		
	L	S	R			L	S	R
Ill health from infection and/or close of social contact.	4	5	20	Staff briefed on social distancing and hygiene controls.	Pandemic Policy, Coronavirus Policy and demonstration videos signed acceptance from all staff before returning to work.  No unnecessary physical contact, PPE provided to Centres (gloves and masks available to be worn by staff), gloves to	2	2	4

				<p>be checked and disposed of after contact with face or handling keys or items handled by others that have not been sanitized.</p> <p>Workstations to be placed 2m apart, public seating areas to incorporate 2m spacings, unless customers are accompanied onsite.</p> <p>Floors to be clearly marked to indicate 2m spacing queuing distances at reception areas.</p> <p>In addition to daily contracted cleaning, each site cleaned 3 times per day – in line with Policy.</p> <p>At all times, anti-bacterial spray, disposable cloths &amp; PPE (gloves, face masks) will be provided.</p> <p>Hot Drinks will only be served in disposable cups (or customers can use their own), cold drinks served in individual single use packaging</p> <p>Communicate with customers on procedures to ensure social distancing can be achieved.</p>			
			<p><b>Social distancing from members of the public and employees, and site sanitization.</b></p>				
			<p><b>Delivery parts to customers</b></p>	<p>Access to goods in areas and drop off points for paperwork etc.</p>			
			<p><b>Reduce likelihood of contagion with vehicles by leaving keys in sealed plastic bags and fully sanitizing prior to use.</b></p>	<p>Service Advisors, where possible, to book timed appointments and specific numbers of expected customers to avoid congestion in car parks and showroom.</p> <p>'THINK! Social distancing' posters to be clearly displayed in all dealership areas - inside and outside.</p>			

				<p>Disposable gloves available at entrance points and on reception areas with sanitiser wipes/sprays and bags for customer's vehicle keys.</p> <p>Where possible, ensure parking attendants, wearing high visibility clothing, can direct customers with social distancing being considered.</p> <p>All staff having contact with customer vehicles will adhere to all policies and are permitted to wear appropriate PPE (disposable gloves and masks).</p> <p>Vehicles to be sanitised on main touch points i.e. steering wheels, gear change levers, handles keys multimedia controls, boot lids, sliding doors and fuel filler caps; in line with Policy guidance.</p> <p>All items passed between staff or between staff and customers to be done in compliance with Policy - i.e. no direct transfer, to be wiped down in advance of exchange.</p> <p>Shared work tools should be kept to a minimum, but where unavoidable, items should be wiped with antibacterial substance before and after each use.</p> <p>Vehicle sanitisation checklist completed prior to returning vehicles to customers.</p>			
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