

## Associate Interaction

### **Why read this document?**

Over the past 15 months we have witnessed sweeping changes to operations to help minimise the potential transmission of COVID 19 within our business and in turn protect Associates, their families and visiting customers.

Stage 4 of the Governments Road map out of the COVID 19 pandemic is being implemented in July 2021. This means there is a huge range of reductions in social COVID 19 Risk Controls. It's up to businesses to risk assess their own operations and adopt the correct level of control taking on board the Government guidance.

Despite the change in stance by the Government, the existence and infectious nature of the COVID pandemic remains part of the working world so controls still need to be considered.

The principles in this guide aims to ensure that Associates are aware of the most current controls in place to help manage the risks presented by COVID 19

### **What - Points to Consider and...**

#### **How - to control them**

The core principles to adopt remain the same for all Associate interaction. They are as follows:

- 1) Social Distancing – Where possible attempt to keep at least 2 metres apart
- 2) Hand Washing – Regularly wash your hands. The key control for contact transmission
- 3) Sanitisation – Ensuring regular sanitisation of touch points
- 4) PPE – What personal protective equipment can add to the control level

The following stages help to identify areas of challenge and how to effectively adopt the required principles.

Additional guidance for each topic is featured in the table below on how to perform each category of control for a multitude of common dealership situations

## Right to Challenge

The principles within this document are being implemented to keep both Associates and customers safe. It is your responsibility to respectfully challenge anybody perceived to be not following identified controls. You can raise concerns directly to your Team Leader or any other deputising Leader in the business.

<u>Consideration</u>	<u>Social Distancing</u>	<u>Hand Washing</u>	<u>Sanitisation</u>	<u>PPE – Personal Protective Equipment</u>
Lunch breaks/Comfort breaks	Stagger comfort breaks to avoid too many Associates being in a communal area at the same time. If sharing an area for breaks, ensure you remain 2metres apart. Toilet facilities; Communal toilet facilities have been reduced to prevent too many people in the same area and the 2metre controls not being adhered to. Single access facilities are preferred. All Associate and customer welfare areas have a capacity limit calculated and displayed that allows for the keeping of social distancing	In line with NHS guidelines, wash your hands before and after every comfort break and at regular intervals.	<p>If using a communal table, sanitise the surface before and after use. Wash cutlery and crockery used.</p> <p>Additional cleaning of welfare facilities features within the dealership cleaning programme</p> <p>Microwaves, kettles, toasters and other food preparation appliances are not permitted due to the contact transmission created in a high-risk area. Fridges are permitted to keep fresh food cool and safe to eat</p>	A face covering should be donned whilst preparing drinks/food and residing in any areas with a stated capacity limit
Using Associate Work/Computer stations	Configure the workstations to ensure a minimum of 2metres between each station. They must not be face to face with another workstation. If the working space is one long desk the seating stations will be a minimum of 2 metres	Make sure you wash your hands prior to when you start work at a computer station; when you leave the computer station to perform another task and; when you return.	When starting work at a computer station ensure you sanitise all key touch points: Mouse, keyboard and monitor controls. If using a touch screen, the screen will need sanitising. This should be performed every time there is a change	Face coverings should be worn whilst within a room with a capacity limit such as a sales or admin office

	apart. In the event of having a customer facing desk a screen has been installed in between the Associate and Customer. Avoid hot desking and sharing of any touch screen devices. If working in an office it must have a correctly calculated and signed capacity limit that allows for the adherence of social distancing		of user or the operative has been away for a period in excess of 15minutes	
Interacting with Customers	Any customer facing desks should allow for a 2-metre space between Associates and Customers. The floor should be marked to indicate this distance. Screens MUST be in place at customer interaction desks due to the face-to-face nature of customer interaction	Associates should wash/sanitise their hands prior to and after interacting with a customer	Hand and surface sanitiser should be available on each customer interaction desk. Associates must take ownership of sanitising these desks after each customer interaction	Associates must don a face covering whilst interacting inside with customers
Sharing paperwork	When handing paperwork to another Associate have a designated place the paperwork can be left for your colleague to receive.	After sharing paperwork with a colleague or customer its advised that you wash your hands.	Sanitising paper is not viable.	No additional PPE required. Associates need to ensure good hand hygiene and wash their hands frequently

# PENDRAGON

	Do NOT hand paperwork directly to a colleague.			
Use of pens/pencils	Do not share your pen with anybody else. Ensure you have a sufficient supply. Have pens available for customers to use. Once used, placed in the designated plastic box for either sanitisation or disposal. Avoid chewing your pen or putting it in your mouth.	If you realise you have shared a pen wash your hands immediately and inform the colleague who the pen belongs to.	Customer pens from the designated pen box will need sanitising prior to re-use, pens that are unclaimed or suspected of being used by more than one person must also be sanitised prior to re-use.	None required
Use of communal stationary/devices	Place communal stationary such as hole punches, staplers, printers, photo copiers in a location where they can be used more than 2metres away from any workstation or customer interaction area. Where possible ensure that Associates have their own stationary to prevent communal use. Only one Associate should use the communal equipment at any period of time.	Following the use of communal stationary or machines you should wash your hands	Any communal equipment must feature as part of the dealership cleaning routine.	No additional PPE required. Associates need to ensure good hand hygiene and wash their hands frequently
Coffee/Tea rounds	Associates must only make their own drink and avoid “tea-rounds”.	You MUST wash your hands prior to making/preparing any food or drink.	Cups or trays must be washed in hot water with detergent prior to use.	Face coverings should be worn whilst making refreshments and within a room with a

	It is preferred that Klix drinks machines or the water boilers provided are utilised wherever possible.		When drying cups/tray ensure you use fresh, disposable paper towels. Do not leave disposable cups on desks and counters. Kettles are not permitted for use	capacity limit (such as a kitchen or canteen)
Customer Refreshment areas	Seating must be spaced out to allow for the correct social distancing to occur. If possible, bookings should be made to avoid long periods of waiting.	Prior to rearranging customer areas or appliances, you should wash/sanitise your hands	Service of hot drinks and use of coffee machines are not permitted. Provision of cold drinks from fridges such as bottled water, cans of fizzy drinks etc is permitted. Fridges and surfaces should form part of the contract cleaning schedule and be wiped down regularly	None required
Narrow spaces/Entrance and Exit Points	Consider hallways within the site. Do NOT converse or gather in communal passageways, use them only for getting from one place to another. Check who is in the hallway before entering. Avoid passing a colleague or customer in a narrow space. If required place signage at the end of narrow corridors informing	If having to navigate through and open multiple doors in a corridor then its good practice to wash your hands	Door handles in corridors form part of the dealership cleaning routine	Face coverings should be worn whilst navigating the site and within a room/space with a capacity limit (such as corridors) Associates need to ensure good hand hygiene and wash their hands frequently

	<p>people to give way and not pass in corridors. Narrow spaces can also be avoided by adopting a one-way system around the dealership. Try to have one entrance point and one exit point that are clearly signed. If this is not possible separate the access/egress point (enter on left exit on right) or create a give way system. There is a requirement in small areas and rooms to calculate and sign a maximum number of attendees in a certain area and manage it accordingly.</p>			
Moving vehicles	<p>Vehicle sharing should be avoided where possible. If business critical it must be authorised by the HOB. If being performed Associates should follow the guidance outlined in the "Vehicle Sharing Guide"</p>	<p>Ensure you have washed your hands prior to entering and once you have left the vehicle. The same applies to pushing a non-running vehicle</p>	<p>Seat covers on the driver's seat must be in place every time a vehicle is operated. They should be removed once the Associate has finished operating the vehicle. The key touch points should be sanitised prior to and after each use of the vehicle: The door handles (inside and out), door pillar on the driver's side (inside</p>	<p>Associates need to ensure good hand hygiene and wash their hands frequently In the unavoidable event that a vehicle needs to be manually moved by a number of Associates MUST wear a face covering</p>

			and out), steering wheel, gear stick, hand brake, seat belt, seat adjustment levers and any display screens, dials and buttons that may have needed to be operated. More detail available in the “Vehicle sanitisation Guide”	
Use of key cabinets/key control	Only one person to access a key cabinet at any given point. Under NO circumstances hand a key directly to a colleague or a customer. Place the key in an identified location so your colleague or customer can collect the key from that area. Consider vehicle key handover - place the key in a plastic bag. For contactless keys & key cards these can remain in the bag. For keys with a blade, push the blade piercing a hole in the bag. This enables the key to be used, and be still be kept in the bag without risk of contamination	Hands should be washed after handling a set of keys. Keys have the potential to be passed between multiple persons so hand washing after use is vital.	If removing keys from the plastic bag, keys should be sanitised whenever you collect them or leave them. This is consistent for all keys in all situations. Key pads to key cabinets should be sanitised on a regular basis	Face coverings should be worn whilst navigating the site and within a room with a capacity limit (where key cabinets are typically located). Associates need to ensure good hand hygiene and wash their hands frequently

	and reduces handling by Associates.			
Using landline/mobile telephones	Good practice is to use the same handset and make it exclusive to you. Label the handset with your name. If not possible (such as service desks or sales desks) additional sanitation will be required. Do NOT hand your mobile phone to a colleague or customer either to view something on the screen or to operate. Hands free headsets must NOT be shared	Before proceeding to use a communal phone its good practice to have washed your hands	At the start of each day sanitise the phone at the workstation. Also sanitise the phone when returning to a desk after being away for a prolonged period. It's important to sanitise both the keypad and the handset paying particular attention to the mouth piece.	None required
Taking Associate temperatures	This task is not possible without being within 2 metres of a colleague. Minimise the exposure by avoiding additional Associates in the area and only be close to your colleague for the duration of the test. Retreat to a 2metre distance to record the results	The Associate performing the test will wear gloves but should wash their hands prior to donning and after removing the gloves	Sanitise the thermometer between each use and prior to stowing away	A face covering should be worn by both the Associate performing the test and the Associate being tested due to the close proximity of the test. The Associate performing the test should also wear gloves.
Administering First Aid	Depending on the kind of first aid required it may be possible to give instructions to the injured person(s) to adhere to social	Before AND after handling any first aid supplies you MUST wash your hands.	The first aid 'box' should be sanitised before AND after use. Waste products must be disposed of in the correct manner.	Fresh gloves and a mask MUST be worn before performing any first aid and if applicable the face shield provided in your



	distancing guidelines, do this where possible. Should first aid need to be given urgently where contact is needed this should only be done where all concerned feel comfortable. If not, call the emergency services.		The Associate performing first aid should sanitise their hands. Any items that are reusable in the first aid box should be sanitised.	first aid box should be used if deemed necessary to perform CPR  ONLY perform tasks you and the recipient are comfortable with
Parts hand over	Any parts being dropped off for collection or being handed to service should be left in a hand over location to be collected. Parts should never be handed directly to another individual. Only one technician to attend the workshop/bodyshop parts counter at any given time. To limit queuing at the the parts counter Technicians can email their parts orders to the parts team for them to be collected when ready	Parts Associates should wash their hands on a frequent basis. After receiving parts, they should be washed.	Parts and components cannot be sanitised. Every effort should be made to avoid unnecessary contact with parts. During this period avoid major parts stock exercises that involve excessive movement of stock. Parts counters will be included within the Dealership cleaning programme	No additional PPE required. Associates need to ensure good hand hygiene and wash their hands frequently.
Parts Selection	Anybody selecting parts should maintain at least a 2metre gap from colleagues. Only 1 Associate should	Associates should wash their hands frequently. Typically, after each order picked	Any buckets or collection vessels should be frequently sanitised	Associates need to ensure good hand hygiene and wash their hands frequently.

	operate in an aisle at any given time.			To adhere to manual handling safety principles, if more than 1 Associate is required to pick up a component due to size, face masks should be worn by all
Waste Disposal	Disposal of waste can be completed in the way that would normally be done but the waste area must be segregated away from busy areas and nowhere near narrow areas that might mean coming into contact with colleagues/customers. Consider a designated Associate responsible for removing and emptying bins, this minimises contact with the communal bin area	You MUST wash your hands immediately following disposal of ANY waste products	Sanitise all areas of contact on the waste disposal unit before AND after use. Where waste is removed from the unit to a skip facility the same again controls apply. Waste disposal units with lids will form part of the Dealership cleaning programme	No additional PPE required. Associates need to ensure good hand hygiene and wash their hands frequently.
Communal areas and advertising merchandise	Communal seating must be spaced correctly to allow for a 2metre space between each customer.	If moving or re-organising anything in the communal area, Associates should wash their hands prior to the activity and after	Customer waiting areas will be regularly cleaned and form part of the dealership cleaning programme. Where possible seats will be wiped clean. The additional merchandising COVID guidance MUST be followed for sanitisation guidance	People within communal areas are not required to wear any additional PPE unless performing cleaning when gloves should be donned.

Use of Passenger Lifts	Only 1 person is permitted to use the passenger lift at a time. Whenever possible stairs should be used instead of a lift due to the confined nature of a lift.	It is advised that after using the lift you wash your hands following making contact with different buttons and door handles	Entrance handles and operational buttons within the lift must be frequently sanitised. The lift will form part of the Dealer ship cleaning programme	A face covering should be worn whilst navigating the site. Gloves should be donned for cleaning the lift.
Use of Meeting Rooms	Face to face gatherings will be avoided. If a meeting room is being occupied then the occupants must remain 2metres apart whenever possible. Open all windows and doors to increase ventilation. All meeting rooms and offices must have a calculated and displayed capacity limit based on the requirement to maintain social distance	It is advised that you wash your hands prior to and after using a potentially communal facility such as a meeting room	Tables or key touch points in the meeting room will be sanitised before and after use.	Face coverings should be worn for face-to-face meetings
Vehicle Part Exchange Appraisal Process	The appraisal process should be completed by one Associate with the customer ideally remaining in the dealership or as a minimum 2metres away. Keys should be handed over as per the "handling keys" section of this document	You should wash your hands prior to performing the appraisal and after	The key touch points of the vehicle must be sanitised prior to touching (see vehicle sanitisation guide). If sitting in the drivers seat a seat cover should be used and disposed of after.	Whilst interacting with a customer a face covering must be worn. Associates need to ensure good hand hygiene and wash their hands frequently

Vehicle Hand Over	The handover process should be completed by one Associate with the keeping a distance of 2metres away from the customer at all times. If possible avoid sitting in the vehicle with the customer. If you do keep the windows or doors open. Keys should be handed over as per the “handling keys” section of this document	You should wash your hands prior to performing the handover and after	The entire vehicle should be cleaned prior to hand over. Once placed in the hand over location the key touch points should be sanitised again.	Associate must don a face covering if they enter a vehicle with the customer. Associates need to ensure good hand hygiene and wash their hands frequently
Sales Demonstrations	Accompanied test drives are not permitted in line with the “Test Drive Policy” Unaccompanied demonstrations are permitted using the DayInsure Booking system and utilising DayInsure Connect Insurance.	You should wash your hands prior to performing the handover and after	The entire vehicle should be cleaned prior to hand over. Once placed in the hand over location the key touch points should be sanitised again.	If interacting with a customer inside a face covering must be donned.
Technician collecting vehicle from compound to work on	Avoid collecting vehicles in the company of other colleagues or customers.	Technicians should wash their hands before entering a vehicle and after the vehicle movement has been completes	Seat covers should be installed within the vehicle being moved. The key touch points on the vehicle should be sanitised prior to touching. The Associate can also lower the vehicle windows to increase air changes in the	No additional PPE required. Associates need to ensure good hand hygiene and wash their hands frequently

			vehicle whilst in operation	
Technician working on a vehicle	Technicians in the workshop/bodyshop must maintain 2metres of social distancing at all times. Dynamically assess tasks that require at least 2 Associates (eg. Removing a gear box) to be within 2metres of each other. Avoid touching and be efficient with your time when operating within close proximity.	Technicians should wash their hands on a regular basis. This should be done prior to donning gloves and after removing. They should also ensure they wash their hands after each completed job as a minimum	Seat covers should remain in the vehicle until the work has been completed. Following completion of the work the key touch points of the vehicle should be sanitised	Technicians should be wearing gloves as part of their job role to minimise substance contact with their skin as opposed to providing infection control. It is important that these gloves are changed as a minimum between jobs. If 2 Associates are required for a task that involves them working within 2metres of each other face masks should be donned.
Technician using communal workshop/bodyshop equipment	The 2metre social distancing measures should still be applied when using communal workshop/bodyshop machines such as tyre changers, wheel balancers or even adjusting the radio. Only one technician should use the equipment at any given time	Its highly likely that the technician will be wearing gloves whilst using communal equipment. Hands should be washed prior to donning gloves and after removal. If not wearing gloves hands should be washed prior to and after using the piece of equipment	Key touch points such as operating buttons and handles should be sanitised on a regular basis	Technicians should be wearing gloves as part of their job role to minimise substance contact with their skin as opposed to providing infection control. It is important that these gloves are changed as a minimum between jobs. If working within 2metres of a colleague you must don a face covering
Technician Vehicle Road Test	Any vehicle sharing for this processes must follow the "Vehicle Sharing" SSOW.	Technicians should have removed gloves for a road test and in turn washed their	A seat cover should be in place when performing a vehicle road test. The key	Associates need to ensure good hand hygiene and wash their hands frequently

	Windows should be open to increase ventilation and spacing in the vehicle should be maximised	hands prior to road testing. Following the road test they should wash their hands again	touch points of the vehicle should also have been sanitised prior to vehicle entry. If the vehicle is being handed over after the road test the key touch should also be sanitised after exiting the vehicle	If occupying a vehicle at work you must don a face covering
Contractor Visits	Any contractors attending site will be expected to follow the correct 2metre social distancing controls. This may require any equipment or areas they are visiting to be isolated for them to work safely. Any signing of paperwork should follow the same controls as detailed within this document. Contractors should be challenged if not following requirements.	Contractors will be expected to wash their hands at the same regularity as Associates. This may involve them to use our hand washing facilities. Contractors should be challenged if not following requirements.	Equipment touched and handled by contractors should be sanitised after work is completed. During the works Associates should not interact with the equipment. It should be ascertained from the contractor whether they have sanitised the equipment after they have finished with it. If not, it should be sanitised prior to being used.	Contractors should stipulate the PPE they are going to be wearing and why.
Monitoring and assistance with controls in place	All sites nominate an Associate to fulfil the role of a "Social Distancing Marshall" This Associate acts as a point of contact for advice on controls as well as monitoring current processes in place to amend as required. All Associates have a responsibility to do this but the designated Marshal can help provide focus to what is required.			