

We can confirm that two members of staff have been confirmed positive for COVID-19.

We have been in discussions with PHE, they are deeming the actions we have taken to be appropriate and have suggested no further action other than advising them if there are any additional tests proving positive.

We were made aware of the first case when one of our employees contacted us when they arrived home to find a family member within the household had that day been confirmed positive for COVID-19. Whilst there are no guarantees that it was contracted from a family member, it is highly likely that that is the source of the infection.

They contacted us and immediately went into self-isolation whilst they sought a test themselves. They were last in on Wednesday. This test proved positive and as a business we immediately tracked and traced all of those they had been in “contact” with, as defined by the government guidelines. These then also self-isolated.

One of these was a non-customer facing member of staff, who had had extensive social activity from outside of the day-to-day business. They also tested positive. The exact same track and trace procedure was implemented. Whilst awaiting some of the final results, no other members on the track and trace list have been confirmed as contracting the virus.

Neither members of staff displayed any symptoms.

Anyone working in the same areas of the business as these members has their temperature checked twice daily, as are a number of random employees within the business.

During our discussions with PHE the following actions, which had already been taken by the business were discussed:

### **Controls, Preventative and Protective Measures already in place:**

#### **Preventing contamination**

##### **1 Communication of symptoms**

Prominently displayed signs used to discourage staff and visitors with Coronavirus symptoms from entering the workplace and remind people of

- The signs and symptoms of Coronavirus.
- The importance of self-isolation of individuals with symptoms.
- The importance of respiratory etiquette and hand hygiene at all times:
  - Cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it—Bin it — Kill it)
  - Put used tissues in the bin straight away
  - Wash hands regularly with soap and water for at least 20 seconds (use hand sanitiser gel if soap and water are not available)
  - Do not touch face, eyes, nose or mouth if hands are not clean.

##### **2 Staff Training**

“COVID secure” coronavirus policies and safety procedures provided to all staff.

All staff to complete a back to work induction to show how to behave and the precautions they must adopt to keep them safe. All to complete a back to work quiz to show

understanding of the risk assessment and to also complete the e-learning course 'Coronavirus – Guidance for employees on staying safe in the workplace'.

Repeat offenders not following social distancing will be requested to leave site.

### **3 Cleaning and Hygiene**

Hand sanitiser is available at the entrance of the building.

All employees to wash their hands when arriving at site and frequently during the day.

Hand soap to be replaced with anti-bacterial soap.

Disposable hand towels to be used rather than hand blowers.

Additional cleaning to take place to include transmission hot spots: door handles, tap handles, fridge door handles, chilled cold-water button & kettle.

Workstations cleaned by employees after every customer interaction.

Vehicles on display to be locked and then cleaned with disinfectant following customer use.

Loan vehicles interior to be cleaned with disinfectant following customer use.

### **4 Social Distancing**

Practice effective social distancing whilst in and around the workplace by keeping a safe distance of at least 2 metres from others whenever possible.

Avoiding physical contact (e.g. handshakes, etc)

Effective use of physical barriers (screens and counters) used to help restrict close interaction and direct contact with potentially ill customers or visitors.

Adjustments made to the workspace/rotas/work patterns/ procedures necessary to facilitate effective infection prevention and social distancing at work.

Layout changes including one-way systems with appropriate signage, stickers and floor markings to denote safe distances, etc.

Workstations and desks are arranged with separation between them – where necessary additional screens are fitted.

Maximum occupancy limits for offices and work areas are set and communicated e.g. "Only one person in this area" signage

Hot-desking suspended and each member of staff will be allocated a desk to work from.

Fixed teams and partnering implemented to reduce the number of people each person has contact with.

Changes made to processes to ensure less face to face interaction – such as key drop where possible.

Test drives are to remain unaccompanied.

## **5 PPE**

Personal protective equipment (PPE) such as gloves, masks and eye protection are provided if required.

Staff are not required to wear face coverings or gloves whilst at work but may do so if they wish.

Masks and gloves to be provided to First Aiders who may have to assist others.

Signs showing the correct removal of gloves and face coverings to be displayed.

PPE to be worn when in customer cars and replaced when exiting. Gloves must be worn.

Seat covers and steering wheel covers are available to sales executives for use following demonstrations.

## **6 Dealing with those with Symptoms**

Prominently displayed signs used to discourage staff and visitors with Coronavirus symptoms from entering the workplace.

Employees with a high temperature or new, continuous cough should return home and self-isolate for 7 days – others in their household should isolate for 14 days.

If anyone else in an employee's household have symptoms the employee should self-isolate for 14 days.

If a visitor to site displays symptoms, they should be asked to return home and self-isolate for 7 days.

All possibly contaminated areas to be disinfected.

## **7 Customers**

Face coverings are mandatory in shops from Friday 24<sup>th</sup> July.

All customers/visitors must sign in or leave their details with the hosts on every visit they have to the dealership for track and trace. All staff members are to ensure customers do this.

Self-dispense hot drink machines in operation are to be used only by staff for customers where appropriate.

All drinks are to be served to customers in disposable cups.

As a business, we have and will continue to follow the government guidelines in order to provide a safe working environment for our staff and customers.