



Risk assessments relating to Covid-19

Risk assessments have been carried out in all of the Group's locations regularly since May 2020, in line with the Government's Covid-19 Guidelines as well as the sector guidelines produced by the NFDA and SMMT. An employee representative at each site was consulted on the Group policies and procedures as well as the site's individual risk assessment.

A summary of the current actions taken across the group as part of the latest risk assessments is set out below, although the implementation is unique to each location.

General

- Face coverings and other PPE provided to colleagues to be worn in customer-facing areas or when colleagues choose.
- Protocol to respond to any diagnosed cases of Covid-19 amongst colleagues.
- Hand sanitisation stations provided throughout work locations and at entrances.
- Increased cleaning protocols, particularly for high touch points.
- Social distancing implemented in areas of the UK where it is required.

Customers

- Service customers arriving by appointment to avoid congestion at sites.
- Unaccompanied test drives implemented, although accompanied test drives are available with masks being worn.
- Screens in place at service receptions (and elsewhere).
- Sales system has no need for any physical or electronic signatures on our documents (signed by SMS) and can be done entirely remotely by telephone or video chat.
- Vehicles on site regularly sanitised.
- Dashboard system removes the need for paper deal files.
- All vehicles sanitised before being returned to customers, in accordance with a Group procedure.
- No cash payments accepted.

These procedures are under constant review and are amended/adapted as circumstances require and communicated to colleagues.