



COVID-19 POLICY

Please carefully read the following policy as this will inform you of how our working practices may have altered as we re-open our branches from 1st June 2020.

Webbs are fully committed to providing a safe working and trading environment for both staff and customers. We fully monitor and abide by the recommendations provided by the Government to ensure we meet or exceed the required standards.

In line with guidance from the UK Government and World Health Organisation, on the prevention of the spread of the Corona virus, we have put the following precautionary safety measures in place;

Customers

- Respectfully we request you do not visit our branches if you or a member of your household has displayed symptoms of Covid-19 within the last 14 days.
- To enable us to enforce our strict 2m (6ft) social distancing requirement, appointments **MUST** be made in advance to visiting one of our branches to view a vehicle.
- Personal protective equipment such as face masks and gloves will be provided, and may be required to be worn to enter our premises / vehicles.
- Hand sanitising stations will be provided and must be used prior to entering our branches.
- We may ask permission to take your temperature upon entry to our sites.
- Where possible a one-way system has been introduced, with specific signage provided.
- We may be required to limit the number of customers in branch at any one time. Please be patient with us during this time, especially if you have been asked to queue prior to gaining access.
- Some of our usual facilities may not be available, such as toilets or refreshments.
- We will not accept payment by cash within our shops, only by card / contactless.
- Our staff are empowered to politely refuse entry to anyone they believe has symptoms associated with Coronavirus, or who is not adhering to our social distancing policy.

Vehicles

- Appointments **MUST** be made in advance to visiting one of our branches to view a vehicle.
- With so much detail on each of our vehicles online including photos, videos, finance calculators, much of initial legwork of your enquiry can be done remotely. If you have any additional questions or require advice then please contact a member of our Sales team who will be more than happy to help.
- All our vehicles and keys are deep cleaned and sanitised with anti-bacterial cleanser prior to inspection, test drive or delivery.
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- We may limit the number of vehicles customers are able to view upon appointment to enable our cleaning team to implement the appropriate level of sanitation.
- We will offer contactless collection of your new vehicle, and will provide a video handover to limit personal contact in line with our social distancing policy.

Staff

- Training our employees about our Covid-19 policies and increased hygiene practices in the workplace.
- Implementing social distancing measures including keeping 2m (6ft) apart from customers and colleagues.
- Conducting daily temperature checks each morning prior to starting work.
- Monitoring staff sickness and ensuring staff are aware of symptoms to look out for.
- Any staff displaying symptoms of Covid-19 will be required to self-isolate.
- Educating our staff on prevention.
- We have shared with staff the guidelines for frequent and proper handwashing.
- Introducing hand sanitiser stations.
- Providing employees with personal protective equipment such as face masks and gloves.
- Screens provided for customer facing staff.
- We have implemented a 'no handshake' policy for all staff.
- We're increasing the frequency of cleaning in high contact areas.

We are actively monitoring Government guidelines and will adapt our procedures and policies accordingly to continue to provide a safe working environment for our staff and customers. Thank you for your understanding.