



---

## HR | Test Drive Protocol - Coronavirus Preventative Action 14<sup>th</sup> March 2020

Dear Colleagues,

As we enter a period of heightened awareness and increased need to take precautions to protect our staff and customers from Covid19 transmission, please observe the following actions when it comes to test driving customers;

1. Please use antibacterial wet wipes prior to every test drive to wipe down hard surfaces such as steering wheels and door handles. We are currently looking into the availability of wet wipes and will advise ASAP.
2. If your customers appear visibly unwell, although they may not have Covid19, please note that we will relax our accompanied test drive policy on a case by case basis.

Along with these measures, all sales staff are to refrain from shaking hands with customers. Please also take other steps such as not handing your pen to a customer for signatures, wiping down your desk regularly and limiting any other actions where contact may occur.

After every interaction, please remember to wash your hands.

Many of these precautions are basic hygiene messages which most people already observe. We ask that you take a few additional steps as further precautions, and to reassure our customers that we take the threat of Covid19 seriously.

We thank you for your support.

# YOU MATTER. ALWAYS.