

## Clancy Automotive Dubbo Social Distancing Policy 1.0

**1.0** This policy covers the Social Distancing measures the dealership has in place in line with the guidance of the Government and Department of Health. Our number one priority is the health and wellbeing of our customers and staff. With the development of the COVID-19 virus we believe it is vital that we are proactive in putting measures in place to allow us to continue serving our customers.

**2.0** This policy applies to all customers, visitors and staff, in and around the dealership.

**3.0** This is a new policy, created and distributed on 26/03/2020.

**4.0** This policy will be reviewed daily due to the quick development of the COVID-19 virus.

**5.0** This policy includes new measures and requirements that have been put in place in light of the COVID-19 virus:

**5.1** All staff and customers to keep a distance of 1.5 meters between themselves and any other person.

**5.2** Please abide to the distances marked out on the floor between all reception and desk areas.

**5.4** In all customer lounges and areas please keep the 1.5 meter rule.

**5.5** All offices and enclosed areas have a limited of people allowed in there at one time. The number is clearly displayed on the offices, please ensure this number is not exceeded at any time.

**5.6** As well as social distancing measure we also ask that a high level of personal hygiene is maintained throughout your visit to the dealership. Please use the sanitizer provided and follow the guidance that has been outlined by the Government and Department of Health.

**5.7** Where possible Clancy Automotive Dubbo has made adjustments to the dealership to ensure that there is enough space between each individual, in line with the Government's rule of 4 meter squared per person for indoor venues.

**5.8** In order to maintain the correct social distancing and to ensure the safety of all passengers, we have ceased the use of our Service Courtesy Bus until further notice, due to it being extremely difficult to implement social distancing in this specific environment.

**5.9** Our team have been advised to no longer shake hands with customers, or greet customers with a hug. Please don't be offended by this, it is in the best interest of the health and safety of the team and the customer to follow this rule. We will however still greet everyone with a warm smile.

**5.10** Our sales team are likely to sit in the back of the vehicle when on a test drive with a customer. This is the most efficient way to maintain the correct social distancing of 1.5 meters.

Clancy Automotive Dubbo thank you for your cooperation during this testing time, if you have any questions please do not hesitate to reach out to one of our team.