

Pacific Honda COVID-19 Safety Plan

This document and the procedures within have been developed to protect customers and staff from Covid-19 exposure within the workplace and to mitigate the possibility of transmission.

All staff must abide by the following directions along with those that are amended or added from time to time based on local health authority directives.

Training will be provided so employees are aware of the content and conduct they are required to follow.

General Safety Procedures/Guidelines

Occupancy

- a. Occupancy limits will be posted in certain areas to ensure social distancing.
- b. In customers waiting areas seating limits have been introduced and social distancing signage placed to alert users.
- c. Management will monitor customer waiting areas to ensure compliance.
- d. Appointments will be spread out to reduce the number of customers on site at any time.
- e. Work schedules will be reviewed on an ongoing basis and adjusted to best serve clients.
- f. Customers are restricted from entering the workshop and mezzanine.

Barriers and Protection

- a) Staff will keep physically distanced from clients and avoid close interactions. For instance, chairs will be set 2 meters from clients. Physical barriers have been installed in places where physical distancing is unable to be achieved by other methods when interacting with clients.
- b) Tire barriers have been placed in between steel barricade rails within the service drive-thru and around the sales tower to ensure customer interactions are at 2 meters or greater.
- c) Plexiglass has been installed at the Parts Department counter, Reception, Sales Tower desk and Insurance desk.
- d) A pass-thru barrier is in place at reception for payment of bills via a POS device.

Procedure and Guidelines

- a) Staff are to distance themselves from one another and clients. Where distancing is not possible, such as walking past another person, masks are to be worn. Masks are always to be worn in public areas. (Refer to Appendix I)
- b) Sanitized and used pens are to be kept in separate labelled containers for customers who are required to sign documentation. Used pens are to be sanitized by the employee after each use.
- c) Work areas (desks and chairs) utilized by customers are to be sanitized by the attending employee after each interaction.
- d) Employees are not permitted to accompany customers on test drives due to the close confines. Instead vehicles used for demonstration drives will be sanitized by the employee prior to the customer entering the vehicle.
- e) Vehicles to be appraised will have keys sanitized prior to staff using them. Staff conducting appraisals will wear a mask and gloves.

- f) Customers having their vehicles services will be directed to leave car keys on a table where they are sanitized by staff. Prior to the vehicle going for service:
 - o Keys/Key Fob will be sanitized
 - o Disposable covers will be installed on seats, shift knob, and steering wheel.
 - o Cleaning / Sanitizing of “high touch” surfaces in the vehicle will occur before and after service (door handles, steering wheels, gearshift, arm rests, cup holders, wiper lever, headlight/turn signal levers, Ignition switch if equipped as well as radio and HVAC buttons).
 - o Techs will wear a new pair of disposable gloves.
- g) Staff will sanitize customer vehicles prior to customer pick up.
- h) Social distancing stickers have been placed on the ground in the service department.
- i) Magazines, newspaper have been removed. Children’s toys have been removed from the playroom.
- j) The shuttle service has been suspended for the foreseeable future to protect both staff and customers. Customers will need to find their own transportation to and from the dealership as we are unable to provide acceptable distancing in shuttle vehicles.

Cleaning and Hygiene

- a) Automatic Purell hand cleansing stations have been placed in clear sight at the main entrance, east entrance, customer lounge, service drive and lunchroom.
- b) Staff are encouraged to practice safe hygiene and frequently wash hands, particularly after encountering surfaces which may harbour germs.
- c) Sanitizing protocols have been established for daily scheduled cleaning of high touch surfaces. (see Appendix II)
- d) Sanitizing is carried out by staff who have been appropriately trained.

General Guidelines

- a) Any employee exhibiting or experiencing Covid-19 like symptoms must not attend the workplace.
- b) All employees are required to conduct a Covid-19 symptom self-check prior to entering the workplace. The self-check will occur utilizing the HR4 mobile app.
- c) If an employee observes a customer exhibiting symptoms, they should remove themselves from the area and immediately advise a manager. The manager will decide on how to proceed and if necessary ask the customer to leave the premises.
- d) Workstations of an employee who leaves the workplace due to sickness will be immediately sanitized.
- e) Employees who are experiencing Covid-19 like symptoms must pass a Covid-19 test before returning to work.
- f) Where possible employees should avoid sharing work spaces and use their own equipment such as pens, staplers and computers.
- g) Employees should avoid gathering in common areas and rooms where a social distance of 2 meters cannot be maintained.
- h) Sanitizing products have been set aside in specific places. See you supervisor if you are unfamiliar with sanitizing procedures.

Communication of Policies

- a) Assessment of Covid-19 risks are ongoing and will change as the situation necessitates. We will be communicating changes in policies directly to each employee electronically via the HR4 app.
- b) Employees are required to follow all guidelines, policies and directives issued.
- c) Employees who are uncertain about any procedural aspect must seek advice from their supervisor or manager.
- d) Signs have been posted at entranceways advising customers of our requirements and restrictions relative to Covid-19.
- e) Managers will monitor all workplace activities to ensure safety protocols are being complied with.

Workplace Wellness

- a. **All Employees are required to do a daily self-assessment before entering the workplace** to confirm that they do not currently meet any of the self-isolation criteria established by local Public Health. **You are not to come into work if any of the following apply:**

- You are exhibiting symptoms of COVID-19; even mild symptoms. Symptoms include fever, chills, cough or worsening of chronic cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, diarrhea, nausea and vomiting, and loss of appetite.
- You have been diagnosed with COVID-19 or are waiting to hear the results of a lab test for COVID-19;
- You have been in contact with a suspected, probable, or confirmed case of COVID-19;
- Anyone directed by Public Health to self-isolate; or
- Anyone who has arrived from outside Canada or who has had contact with a confirmed or suspected COVID-19 case must self-isolate for 14 days and monitor for symptoms.

Those employees must immediately contact their manager to request leave and discuss isolation requirements. You can also access the BC COVID-19 Symptom Self-Assessment Tool at <https://covid19.thrive.health/> for more information.

- b. If an employee feels unwell at work:
 - Report to first aid, even with mild symptoms.
 - Sick staff will be provided a mask, asked to wash or sanitize their hands, and isolated.
 - They will be asked to go home immediately and not interact with anyone or touch anything other than their personal belongings on their way out.
 - Management will determine all areas of the dealership the individual has been in contact with and those areas will be immediately cleaned and disinfected.
 - For further information refer to Appendix III: Procedure for Individuals Requiring Isolation/Quarantine.

These processes and protocols are a work in progress and continue to evolve with the ever-changing climate. Your understanding and cooperation are appreciated as we continue to navigate these challenging times.

Appendices

Appendix I: Mask Policy

Appendix II: Sanitizing Cleaning Protocol

Appendix III: Procedure for Individuals Requiring Isolation/Quarantine

Appendix IV: Sales Department Procedures

Appendix V: Home Pick-up & Dropoff

Appendix I: Mask Policy

Memorandum:

Date: November 7, 2020

To: All Employees

From: Darryl Nelson

Re: Covid-19_Mask Policy_Update #1
Appendix I – Covid-19 Safety Plan

With today's Covid-19 provincial government announcement we are updating our mask and physical separation policies effective tomorrow as follows:

Staff are required to wear a non-medical mask in all indoor areas where social distancing cannot be easily maintained.

- Masks are mandatory at all times in the Showroom, Sales Dept BDC, Service Drive-thru and Parts Department.
- Masks are to be worn at all times where 2 meters of separation is unable to be maintained.
- Masks are to be worn when moving about on the mezzanine or upstairs offices.
- Masks are not mandatory at Service Advisor podiums. Advisors must however wear a mask as soon as they leave their desk.
- Masks are not mandatory when alone at the Sales Tower, Sales Desks or Reception.
- Masks are not mandatory when alone in an office or in an office with 2 meters of separation.
- Masks are not mandatory in the Admin office (accounting) where social distancing can be maintained.
- Masks are not mandatory outdoors.
- The general public / customers will be required to wear masks at all times. Masks are available for customers at the main entrance and in the service drive.
- The general public / customers will be restricted to the Showroom and Service Drive. They will not be allowed upstairs.
- Separation is to be maintained in eating areas.

Appendix II: Sanitizing Cleaning Protocol

Dealership Sanitization:

- The dealership will be providing appropriate supplies for cleaning and disinfecting.
- A cleaning schedule and checklist has been implemented with appropriate instruction and training provided to the individuals assigned to disinfect.
- High frequency cleaning protocols with a focus on high traffic areas, including all tables, counters, door knobs/handles, light switches, desks, toilets, faucets and sinks. These areas will be disinfected every 3 hours.
- Service vehicles – Frequent touch surfaces will be disinfected before and after servicing. Seat covers, floor mats and gloves will be used by technicians.
- Sales vehicles – Frequent surfaces will be disinfected before and after a customer presentation and or demonstration.
- Implementation of a daily cleaning schedule as below:

Pacific Honda

Daily Sanitation

Morning Shift	Afternoon Shift
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Date:

10:30am

03:00pm

The purpose of this cleaning schedule is to mitigate any risk of transmitting the COVID19 virus in the workplace. As such it is imperative that this work be done carefully and thoroughly each time. DO NOT spray the cleaning solution directly onto surfaces. For the washrooms please use paper towel and spray ONLY on the paper towel, wipe surfaces and dispose. For all else please use a cloth and again, spray ONLY on the cloth, then wipe surfaces.

Gloves must be worn while doing this work.

Showroom:

- Entranceway door handles inner and outer (4 doors)
- Handicapped buttons
- Washrooms - door handles inner & outer, faucets & soap dispensers
- Washrooms – cubicle door
- Showroom car door handles
- Office door handles
- Key machine touch pad (do not spray directly at pad)
- Photocopier touch pad (do not spray directly at pad)
- Reception (high countertop only)
- Arms of chairs - shuttle waiting area, customer lounge, sales desks
- Vending Machine buttons
- Stairway railing
- Kids Room- Door handles, tables, Games machine (do not spray directly at control)
- Sales Desks
- Light Switches

Service Drive:

- Entranceway door handles inner and outer (2 doors)
- Advisor desks (high countertop only)
- Red protection barriers
- Faucet, soap dispenser
- Parts Door
- Light Switches

Service BDC Hallway:

- Door handles inner and outer
- Water fountain
- Washrooms - door handles inner & outer, faucet & soap dispensers
- Washrooms – cubicle doors
- Light Switches

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Parts Department:

- Door handles inner and outer
- Light Switches

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Workshop

- Entranceway door handles inner and outer
- Faucets & soap dispensers
- Light Switches

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Lunch Room/ Stairwell:

- Door handles inner and outer (2 doors)
- Rail on stairs
- Handles on Fridge and Microwave doors
- Vending Machine Buttons
- Faucet, soap dispenser
- Light Switches

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Tech Locker Room

- Faucets, soap dispensers
- Cubicle doors
- Door handles inner and outer
- Light Switches

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Mezzanine

- Door handles inner and outer
- Water fountain
- Washrooms - door handles inner & outer, facets & soap dispensers
- Washrooms – cubicle doors
- Office door handles inner and outer
- Light Switches

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Appendix III: Procedure for Individuals Requiring Isolation/Quarantine

Procedure for Employees Requiring Isolation/Quarantine

At the Dick Irwin Group, our priority is the health and safety of our employees and customers. We have developed the following procedures in consideration of the ongoing COVID-19 Pandemic. These procedures will be continually reviewed and revised based on new information.

All Employees are required to do a daily self-assessment before entering the workplace to confirm that they do not currently meet any of the self-isolation criteria established by their local public health official.

You are not to come into work if any of the following apply:

- You are exhibiting symptoms of COVID-19; even mild symptoms. Symptoms include fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, and loss of appetite.
- You have been diagnosed with COVID-19 or are waiting to hear the results of a lab test for COVID-19;
- You have been in contact with a suspected, probable, or confirmed case of COVID-19;
- Anyone directed by Public Health to self-isolate; or
- Anyone who has arrived from outside Canada or who has had contact with a confirmed or suspected COVID-19 case must self-isolate for 14 days and monitor for symptoms.

Employees must immediately contact their manager to request leave and discuss isolation requirements. You can also access the BC COVID-19 Symptom Self-Assessment Tool at <https://covid19.thrive.health/> for more information.

What you should do if you are scheduled to work and are exhibiting symptoms:

1. Do not enter the workplace.
2. Call your manager to request sick leave.
3. Contact your physician or 8-1-1 for further direction as you may need to be assessed for a COVID-19 test and required to isolate for at least 10 days.
4. Speak to your Controller regarding the benefits available to you (i.e. short term disability benefits or available government programs).
5. If you were in the workplace and it is confirmed by a health care provider that you are/were infected with COVID-19, you must report this to management. This information helps the employer determine a time period when you were in the workplace before self-isolation and if other employees would have been exposed. The company will maintain confidentiality of this information.
6. Employees must keep in contact with their manager regarding the direction provided by their health care provider and their expected return to work. No employees should return to the workplace without the approval of their manager.

What you should do if you are exhibiting symptoms while at work:

1. Report to first aid, even with mild symptoms.
2. Sick workers will be asked to wash or sanitize their hand, provided with a mask, and isolated.
3. You will then be asked to go home immediately. When leaving the workplace, do not interact with anyone or touch anything other than your personal belongings.

4. Contact your physician or 8-1-1 for further direction as you may need to be assessed for a COVID-19 test and required to isolate for at least 10 days.
5. Speak to your Controller regarding the benefits available to you (i.e. short-term disability benefits or available government programs).
6. If you are/were in the workplace and it is confirmed by a health care provider that you are/were infected with COVID-19, you must report this to management. This information helps the employer determine a time period when you were in the workplace before self-isolation and if other employees would have been exposed. The company will maintain confidentiality of this information.
7. Employees must keep in contact with their manager regarding the direction provided by their health care provider and their expected return to work. No employees should return to the workplace without the approval of their manager.

What Management will do if an employee is exhibiting symptoms:

1. If management/first aid becomes aware of employees exhibiting symptoms in the workplace, the individual will be immediately be asked to wash or sanitize their hands, provided with a mask, and isolated.
2. Management will determine all areas of the dealership the individual has been in contact with and those areas will be immediately cleaned and disinfected. Please note, all frequently touched areas of the dealership are currently disinfected throughout the day to limit any possible spread of the virus.
3. The employee will be immediately sent home. Please see above for the procedure the individual should follow once they are on sick leave.
4. Management will ask employees in the work area to take a 20 minute break to wash their hands and allow time to have the work area disinfected before returning to work. If employees in the workplace have any concerns, they are asked to speak with their manager.
5. If Management is aware that an employee in the workplace has tested positive for COVID-19, the employer determines the time period when the individual was in the workplace before self-isolation and if other employees would have been exposed.

What you should do if someone you live with exhibits symptoms:

1. Do not enter the workplace.
2. The individual should self-isolate immediately (please see the attached information regarding isolation).
3. Have the individual contact 8-1-1 or their physician to determine what steps need to be taken in regards to isolation. They may need to be assessed for a COVID-19 test and required to isolate for at least 10 days.
4. Contact your manager to inform that someone in your household has symptoms and provide any guidance provided by the individual's physician or 8-1-1 regarding isolation requirements. You may be required to self-isolate for 14 days.
5. Speak to your controller regarding the benefits available to you (i.e. short-term disability benefits or available government programs).
6. Ensure your household is following the appropriate isolation protocols and continue to self-monitor yourself for any symptoms.

7. Employees must keep in contact with their manager regarding the direction provided by their health care provider and their expected return to work. No employees should return to the workplace without the approval of their manager.

Coronavirus disease (COVID-19): How to isolate at home when you have COVID-19

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>

How to isolate at home when you may have COVID-19

Isolation means staying at home when you have a symptom of COVID-19 and it is possible that you have been exposed to the virus. By avoiding contact with other people, you help prevent the spread of disease to others in your home and your community.

You must:

- **go directly home and/or stay at home** if you have:
 - been diagnosed with COVID-19, or are waiting to hear the results of a lab test for COVID-19
 - any symptom of COVID-19, even if mild, and have
 - been in contact with a suspected, probable or confirmed case of COVID-19
 - been told by public health (directly, through public communications or through a self-assessment tool) that you may have been exposed to COVID-19
 - returned from travel outside Canada with symptoms of COVID-19 (mandatory)^{Footnote*}
- monitor your symptoms as directed by your healthcare provider or Public Health Authority until they advise you that you are no longer at risk of spreading the virus to others
- immediately contact your healthcare provider or Public Health Authority and follow their instructions if your symptoms get worse

Limit contact with others

- Do not leave home unless it's to seek medical care.
- Do not use public transportation (e.g. buses, taxis).
- Arrange to have groceries and supplies dropped off at your door to minimize contact.
- Stay in a separate room and use a separate bathroom from others in your home, if possible.
- If you have to be in contact with others, practice physical distancing and keep at least 2 metres between yourself and the other person.
- Avoid contact with individuals with chronic conditions, compromised immune systems and older adults.
- Keep any interactions brief and wear a medical mask if available, or if not available, a non-medical mask or facial covering (i.e., made with at least two layers of tightly woven fabric, constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) when coughing, sneezing or if you need to be in the same room with others in the home.
- Follow instructions online for the safe use and disposal or laundering of face masks, or as provided by your Public Health Authority.
- Avoid contact with animals, as there have been several reports of people transmitting COVID-19 to their pets.

Keep your hands clean

- Wash your hands often with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer containing at least 60% alcohol.
- Avoid touching your eyes, nose and mouth.
- Cough or sneeze into the bend of your arm or into a tissue.

Avoid contaminating common items and surfaces

- At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes.
- Do not share personal items with others, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- To disinfect, use only approved hard-surface disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada.
- Place contaminated items that cannot be cleaned in a lined container, secure the contents and dispose of them with other household waste.
- Put the lid of the toilet down before flushing.
- Wearing a face mask, including a non-medical mask or facial covering (i.e., made with at least two layers of tightly woven fabric, constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops), may trap respiratory droplets and stop them from contaminating surfaces around you - but wearing a mask does not reduce the need for cleaning.

Care for yourself

- Monitor your symptoms as directed by your health care provider or Public Health Authority.
- If your symptoms get worse, immediately contact your health care provider or public health authority and follow their instructions.
- Get some rest, eat a balanced diet and stay in touch with others through communication devices.

Supplies to have at home when isolating

- Medical masks if available for the case and the caregiver
 - if not available, non-medical masks or facial covering (i.e., made with at least two layers of tightly woven fabric, constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops)
- Eye protection (face shield or goggles) for use by caregiver
- Disposable gloves (do not re-use) for use by caregiver
- Disposable paper towels
- Tissues
- Waste container with plastic liner
- Thermometer
- Over the counter medication to reduce fever (e.g., ibuprofen or acetaminophen)
- Running water
- Hand soap
- Alcohol-based sanitizer containing at least 60% alcohol

- Dish soap
- Regular laundry soap
- Regular household cleaning products
- Hard-surface disinfectant
 - if not available, concentrated (5%) liquid bleach and a separate container for dilution
- Alcohol prep wipes or appropriate cleaning products for high-touch electronics

Appendix IV: Sales Department Procedures

Procedure: Sales Process Steps (Updated with COVID-19 Protocols)

Employees Involved: Sales Managers, Finance Representatives & Product Advisors

Background: In light of COVID-19, Pacific Honda has made significant changes to the operation of the sales department, to ensure the health and safety of both our staff and customers. This process update provides guidance on how staff are expected to interact with customers during the sales process while adhering to updated health and safety recommendations from the provincial and federal government.

Greeting:

- As always, greet all customers in a warm and friendly fashion, ensuring there is no form of physical contact. We are a handshake-free zone.
- Always respect personal space by maintaining a 6-foot physical distance (when seated and standing)
- Masks must be worn by all clients and staff
- Mention the measures we are taking to ensure everyone's safety. Some examples include:
 - Disinfecting workstations between clients
 - Disinfecting vehicles before & after test drives
 - Enhanced cleaning routine in place to disinfect touch surfaces throughout the dealership
 - Wearing protective gloves when going into customer vehicles
 - Disinfecting keys before handing them to a customer
 - Multiple handwashing and hand sanitizer stations available
 - Physical distance reminders in place (neon lines, tire barriers)
 - Disinfected pens for use anywhere a client signature is required

Example Greeting:

Welcome to Pacific Honda! My name is _____, and you are? Nice to meet you! What brings you by today? Great! Before we get started, I wanted to let you know a few things about our processes that we have in place in light of the current situation...

You'll notice that we have some reminders in place throughout the dealership so we remember to respect physical distancing [point to neon lines, tires, posters, etc...] We have regularly scheduled disinfecting routines that take place throughout the day, we've also rearranged things inside to give everyone a little more space to move around, and I personally disinfected my workstation after my last client...

Let's talk a little more about what brought you in today...

Virtual Sales Tools:

We have several virtual sales tools that can be used to reduce the amount of in-person contact we have with clients. These include:

- Online Vehicle Listings: All our inventory (new and used) is listed on our website. We encourage Product Advisors to share these vehicle listings with customers.
- Virtual Presentation tools: Product Advisors can also use tools like Zoom and FaceTime to give customers a Virtual vehicle presentation.
- Virtual Payments: We can send customers a link to view a copy of our payment matrix online.
- Virtual Finance Office tools: Our Financial Services department can help clients complete a virtual credit application to obtain their lease/finance approval without visiting the dealership. (Applications done via phone or email require the client's identity to be verified.) We also have a virtual presentation tool to help the Finance Representative review approval details and protection options with clients via the web, reducing the amount of face-to-face contact required for the purchase transaction.

Vehicle Presentation/Demonstration Protocols:

Prior to engaging in a vehicle presentation or demonstration drive, the vehicle must be disinfected using the kits available by reception. The solution in the spray bottle specifically cleans but does not damage the interior of the vehicle. The kits have paper towel as well as gloves for both staff and customers to use. All 'touchable' surfaces and handles in inside and outside of the are to be wiped down. This includes:

- Keys
- Door handles (inside and out) and trunk/hatch release
- Steering wheel (including tilt adjustment lever/button)
- Centre Console/touch screen/climate control and other buttons
- Seat and mirror adjustment levers/buttons (including rear view mirror)
- Seatbelts
- Shift lever/buttons
- Door panels/handles/window switches

Test Drive Procedure:

To respect physical distancing measures currently in place, Pacific Honda's Test Drive procedure has been adjusted as follows:

1. Customer must be properly logged in TMS.
2. Customer has been qualified by the Product Advisor/Sales Manager and has reviewed pricing details on the vehicle they are interested in. (ie/ they are aware of Smart Purchase Program on pre-owned vehicles and the selected vehicle fits within their budget.)
3. Customer must fill out and sign the Demonstrator Vehicle Agreement, which includes providing two pieces of Identification and a credit card. (See below for acceptable forms of primary and secondary identification.)
4. The on-duty Sales Manager must meet and examine only valid, current, original, unaltered photo identification documents issued by federal, provincial or territorial governments and verify that the name and photograph are those of the customer. They must also verify the credit card number.

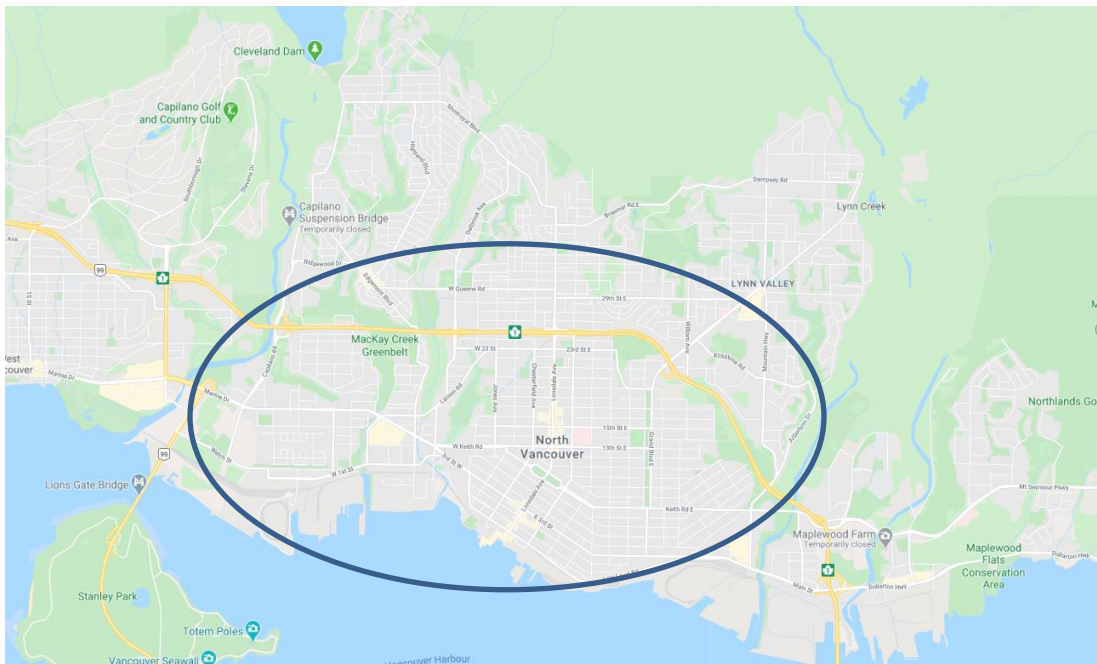
Under no circumstances is a customer to take a test drive without completing this ID verification.

Off-Site Test Drives:

In the event the test drive takes place at the customer’s house or place of work, we require the Demonstrator Vehicle Agreement to be signed by the customer and sales person on site. The ID verification will be done electronically, with the product advisor taking photos of the ID as well as of the customer and sending to the on-duty manager. The test drive can only proceed once management confirms the ID.

Approved Test Drive Radius:

Product Advisors are asked to review Pacific Honda’s approved test drive radius with customers. This area offers a nice mix of both city and highway driving. If the customer prefers a shortened test drive route, they may drive the vehicle around the Automall Drive - Harbourside Drive area.



Upon completion of the test drive, the manager or product advisor setting up the test drive is responsible for retrieving the keys from the customer and inspecting the vehicle for damage before signing it back in. All Demonstrator Vehicle Agreement forms are kept on file with management.

Acceptable forms of Identification for a test drive/vehicle purchase:

Primary: Valid Class 5 BC Driver’s License with no restrictions

Secondary: Canadian Permanent Resident Card, Canadian Passport, BC Health Card, BCID Card, Canadian Citizenship Card, Canadian Military Identification Card, Certificate of Indian Status Card.

(*All pieces of Identification, both primary and secondary, must not be expired.)

Trade Appraisals:

Any employee(s) carrying out the evaluation of vehicles for potential trade are required to wear protective gloves throughout the process and observe proper hand-washing protocols immediately upon completion of the evaluation. Keys are to be disinfected prior to being returned to the customer.

Delivery Appointments:

In accordance with Provincial requirements, all final purchase/lease transactions are to take place at Pacific Honda. Pacific Honda has ensured that the Finance Offices where purchase transactions take place afford the appropriate 6-foot distance between customers and staff members. All surfaces (including desktops and chairs) are disinfected between customers, and customers are provided with a disinfected pen to use while signing documents (and there is a receptacle to deposit used pens once signing is complete.)

Customer vehicles are sanitized before delivery. We are recommending our staff review the vehicle's features with the customer virtually (ie/ through online video tools like HondaHelp.ca or via FaceTime/Zoom.

We have also staggered our delivery appointments to reduce the number of clients waiting in the delivery area at the same time. This also allows time for proper cleaning procedures to take place between customer appointments.

Additional Finance Office Considerations:

Many of our lender partners have made significant changes to their lending policies as a direct result of COVID-19.

- Increased amount of fraud is resulting in finance/lease applications being manually adjudicated, oftentimes requiring proof of income/employment
- System approvals are no longer available or valid
- All approvals are subject to additional fraud screening at the bank, meaning we are unable to accommodate spot deliveries for finance applications

Banks are also recommending the following best practices:

- Verify the customer's email prior to sending any documentation by requesting the customer to message the dealership from their originating email address to help prevent errors and avoid misdirected information
- Ensure that all customer information is accurate at the time of application, especially employment status and income.
- Disclose whether the client has been laid off due to the COVID-19 Pandemic or had their income affected in any way.
- Password protecting (encrypting) emails that contain sensitive information

Appendix VI: Home Pick-up & Dropoff

Procedure: Home Vehicle Pick Up / Drop Off Service (Updated with COVID-19 Protocols)

Customers requiring vehicle pick up & drop off service are to be informed the service is based on a 24 hour turn around. Pick up will occur the morning of the appointment and drop off will be the following morning.

Appointment:

- Check the pick-up service availability via the sign-up sheet in the BDC.
- Reconfirm address and any special pick up/drop off instructions.
- Inform the customer we will need to park our vehicle at their home while their car is in for service. The vehicle will not be available for customer use, it is just for transporting our staff. If the customer is unable to provide parking for our vehicle to stay at their home discuss alternatives with your manager.
- The customer is to be informed a credit card payment will be required once servicing is complete.
- Update the customer on our Covid-19 safety protocols. These include:
 - Contactless key drop-off in the service drive
 - Sanitation of Keys/Key Fob upon drop-off.
 - Disposable covers installed on the vehicle for the seats, shift knob, and steering wheel.
 - Cleaning / Sanitizing of “high touch” surfaces in the vehicle before and after service (door handles, steering wheels, gearshift, arm rests, cup holders, wiper lever, headlight/turn signal levers, Ignition switch if equipped as well as radio and HVAC buttons).
 - Changes in the waiting area seating.
 - Mask required throughout the dealership.

Information Update:

- After the appointment is set document their information in the Pick up / Drop off sheet in the BDC.
- Open Outlook and set a calendar reminder for their pick up / drop off and invite the entire service department team to ensure everyone is aware that the vehicle needs to be picked up and dropped off.

Vehicle Pick-up:

- The driver will use a mask and gloves at pick-up. Customer should leave keys in an accessible area in line with social distancing.

Check in:

- After vehicle has been brought back by our driver he/she will see the any available Service Advisor.
- The Service Advisor will open a work order and phone the customer to commence the check-in process. All steps for regular workflow will be followed until the vehicle is completed.

Completion and Delivery:

- Once the vehicle has been completed the Service Advisor will conduct a “Service Quality Control Check”. Once done the keys and invoice are to be filed in the completed accordion folder.
- The Service Advisor will contact the customer, go over the invoice and answer any questions the customer may have (the customer is to be emailed an invoice copy in advance).

- The Service Advisor will process the credit card payment prior to arranging the return of the vehicle to the customer.
- The Service Advisor is to check with the customer for any special instructions regarding drop off.
- Once the shuttle driver is ready to drop off the vehicle, they will retrieve the customer copy of the invoice from the accordion folder, as well as the keys and call the customer before they leave. They will reconfirm the drop off address and double check for any special instructions regarding drop off.
- Once at the customer's drop off location they will return the keys to the customer ensuring they wear a mask and gloves and maintain social distancing.
- Once drop off has been completed they will sanitize their hands with the sanitizer provided in each of our shuttle vehicles (if the COVID supplies are low the driver will need to restock as necessary).