

Customer Interaction COVID-19 Policy

The Dutton Group is committed to doing everything it can to ensure that the Health and Safety of our customers and staff is paramount during these ever-changing times.

To assist us meet this goal we have introduced some new practices and reviewed existed practices to ensure that our processes align with current Best Practice in dealing with COVID 19.

Detailed below are some of the processes that we have in place to deal with the Coronavirus. If there is anything else that we can do for you to ensure that you feel confident dealing with us, let us know and we shall endeavour to do our best to meet your needs.

The Dutton Group constantly monitor the Department of Health for updates and changes in response requirements and ensure that these are communicated to all our sites and staff in a timely manner.

| Customers | Hygiene | Social Distancing | Online viewing and remote sales |
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| <p>If you are currently suffering from any flu like symptoms, feeling unwell been diagnosed or suspected of having Coronavirus or have been in close contact with a someone who meets the above criteria please do not enter our site.</p> <p>We would be more than happy to assist you on another day when you're feeling a bit healthier.</p> | <p>We have increased the cleaning and sanitising regimen at all of our sites, with sites cleaned and sanitised several times a day.</p> <p>Our vehicles are also cleaned and sanitised on a regular basis to ensure they are maintained in a hygienic condition to minimise the risk to all. This includes but not limited to continual wipe downs of steering wheels, gear shifts, pedals, seats and door handles after every time somebody sits in a car.</p> <p>To help us maintain good hygiene across our sites we ask that all customers and suppliers coming onto our sites ensure that they have sanitised their hands.</p> <p>We regularly reinforce the importance of good personal hygiene with our staff, and we have facilities available at all of our sites for customers to wash their hands.</p> <p>Please don't be offended if our staff members asks you to wash your hands before inspecting a vehicle or entering an office, it's just another level of hygiene we have implemented.</p> | <p>Our staff have been instructed to maintain social distancing requirements of 1.5 metres between people and 1 person per 4m2 in accordance with Health Department requirements. Please assist us by maintaining your social distance.</p> | <p>We understand that you may prefer not to come into our showroom. We can organise an online viewing of any car we have in stock. If you are happy with what you see on line we can bring the car to you for a live inspection, process any sales off site and deliver your new car to you. Please feel free to take advantage of this service.</p> |