

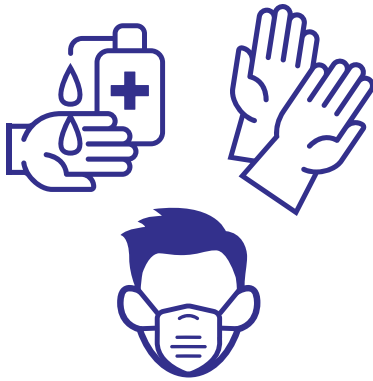
We have implemented these health and safety measures to mitigate the risk of exposure to COVID-19 for Refresh Specialists and Dealership staff.

Safety Protocol: Refresh Specialists should always be mindful of a given dealership's "house rules", follow COVID-19 rules and regulations set by local municipalities and ensure to come equipped with their sanitation kits prior to each visit.



Employee Health

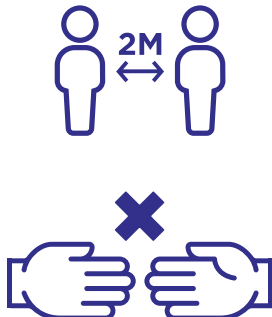
Any Refresh Specialist who feels ill must not visit any dealerships until they are symptom free (without the use of fever-reducing or other symptom altering medicines) for 48 hours.



PPE: Sanitizer, Gloves and Mask

Refresh Specialists must sanitize their hands, avoid touching their face, put on disposable gloves and wear a face mask before entering the dealership. Gloves are worn at all times, changed for each dealership location or if damaged.

In the event the Refresh Specialist must take off his/her gloves, the old gloves need to be disposed of safely in a plastic bag, hands will be sanitized, and new gloves will be put on immediately after.



Stand 2 Metres Apart

Refresh Specialists must maintain a physical distance of at least 2 metres (6 feet) when speaking with staff. Refresh Specialists should not shake hands, high-five, hug or have any other physical contact with any dealership staff or anyone else.

Also, Refresh Specialists must maintain a physical distance of at least 2 metres (6 feet) while standing in line to obtain vehicle keys. Refresh Specialists must wipe down all parts of the key track machine or keyboard they touched while obtaining the keys.



Review Health and Safety Protocol

Refresh Specialists should review COVID-19 Health and Safety Precautions with dealer, if asked.



Wipe Down Touch Points

Refresh Specialists must wipe down all parts inside and outside the vehicle that were touched. This includes but is not limited to door handle, window, radio controls and center console.

When returning keys to the dealership, Refresh Specialists must ensure that all keys have been disinfected.



Garbage Removal

Refresh Specialists must leave no trace; no garbage or materials left behind in any vehicle they enter.

Once all vehicles have been refreshed and the visit is complete, the Refresh Specialist must dispose of gloves in a plastic bag and discard in a trash bin.

Refresh Specialists must be sure to sanitize their hands before entering their personal vehicle.

Required Safety Materials | Must have all items on hand to refresh at a dealership

FACE MASK
(approved face cover)



**HAND
SANITIZER**



**DISPOSABLE
GLOVES**



**DISINFECTANT
PRODUCTS**



While the above precautions are based on guidelines recommended by the CCOHS and local governmental authorities, there is no guarantee that they will be 100% effective in preventing exposure to COVID-19. Anyone with concerns about visiting a dealership should consult with their manager. Further, the above information is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Individuals should always seek the advice of their physician or other qualified health provider with any questions they may have regarding a medical condition.