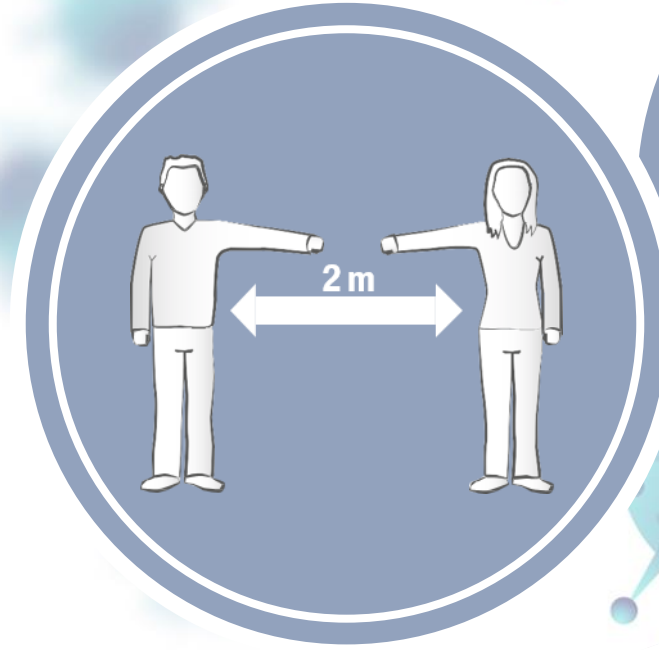


STAYING COVID-19 SECURE IN 2020.

PROTECT.PREVENT.TOGETHER.

Throughout this handbook, wherever a reference to **face coverings** is made, this can include face masks as well



BMW Group UK | September 2020
Version 1.2

BMW
GROUP

THE NEXT
100 YEARS



Rolls-Royce
Motor Cars Limited

CONTEXT OF THIS UK MANAGEMENT DOCUMENT. FOREWORD.

The COVID-19 Pandemic has implications for both the health of our associates and the economic position of our businesses in the UK. At BMW Group, the health and safety of everyone comes first. At the same time it is important that we also consider the long term success of our Company. We all have a responsibility to minimise the risk of COVID-19 infection at work and to secure the future of BMW Group operations in the UK.

This document forms the basis of the output of our risk assessments conducted across all BMW sites within the UK and sets out the necessary and practical control measures to protect the health of our associates.

Updated versions of this document will be published as required.

This document will enable us to implement and sustain effective control measures for our sites and areas of responsibility now and during the weeks ahead.

Stay Safe and Healthy.



Mark Adams, CR-H
HR Director Rolls-Royce Motor Cars

A handwritten signature in blue ink, appearing to read 'M. Adams'.



Helen Ward, PZ-EU-UK
HR Director UK & Ireland

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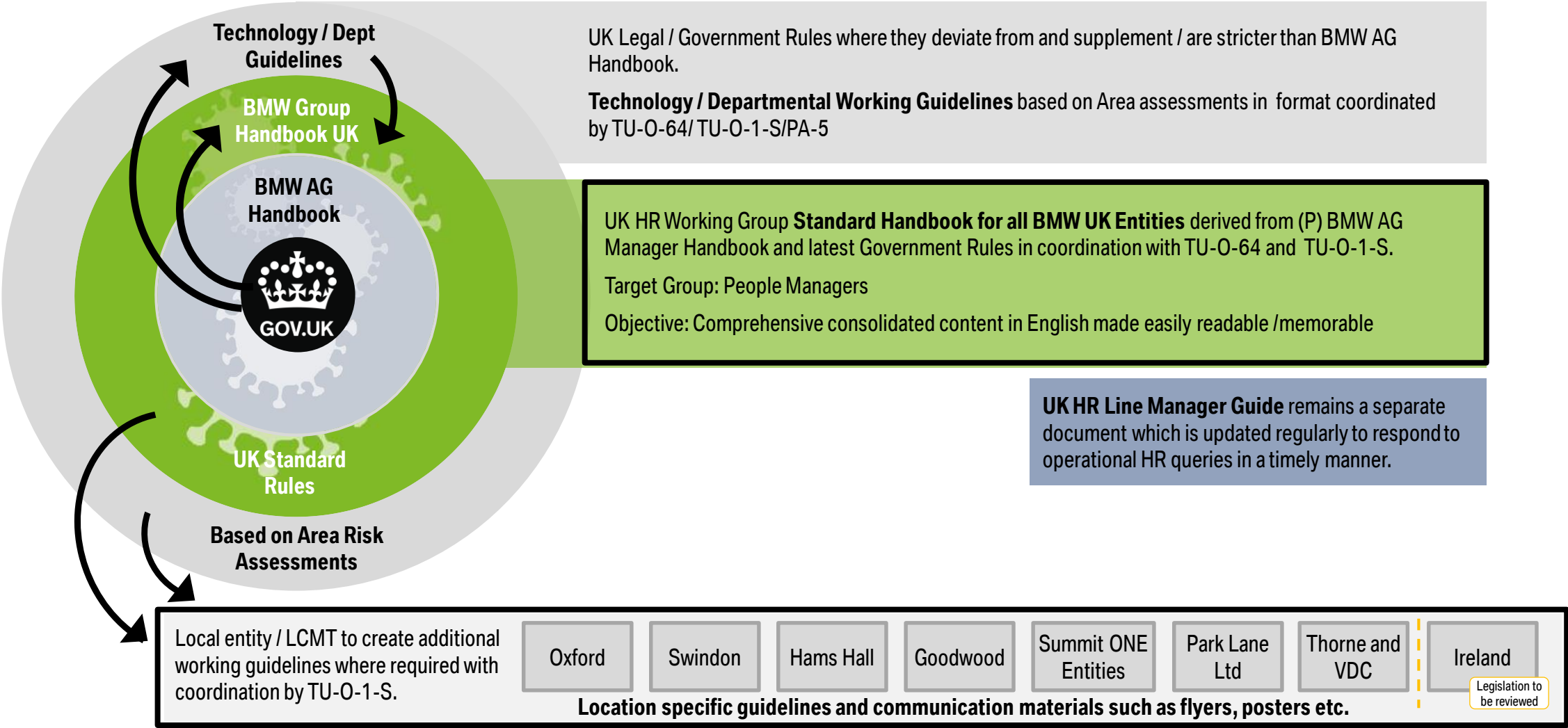


Bob Shankly, TU-O-6
HR Director Production Triangle

A handwritten signature in blue ink, appearing to read 'Bob Shankly'.

CONTEXT OF THIS DOCUMENT.

APPROACH, STRUCTURE AND LINKS TO OTHER RELEVANT SOURCES.



CONTEXT OF THIS UK MANAGEMENT HANDBOOK. LATEST UK GOVERNMENT GUIDANCE AT GOV.UK.



GENERAL PRINCIPLES AND SECTOR SPECIFIC GUIDANCE

GOV.UK

Coronavirus (COVID-19) | Guidance and support

Home > Work > Health and safety at work

Part of
[Work and financial support during coronavirus](#)

Working safely during coronavirus (COVID-19) [Give feedback about this page](#)

From: Department for Business, Energy & Industrial Strategy
Published: 11 May 2020
Updated: 9 July 2020, [see all updates](#)

Search this manual

LINK HERE

- 5 steps to working safely**
Practical actions for businesses to take based on 5 main steps.
- Close contact services**
Guidance for people who provide close contact services, including hairdressers, barbers, beauticians, tattooists, sports and massage therapists, dress fitters, tailors and fashion designers.
- Construction and other outdoor work**
Guidance for people who work in or run outdoor working environments.
- Factories, plants and warehouses**
Guidance for people who work in or run factories, plants and warehouses.
- Heritage locations**
Guidance for people who work or volunteer in heritage locations.
- Hotels and other guest accommodation**
Guidance for people who work in or run hotels and other guest accommodation
- Labs and research facilities**
Guidance for people who work in or run indoor labs and research facilities and similar environments.
- Offices and contact centres**
Guidance for people who work in or run offices, contact centres and similar indoor environments.

LINK HERE

Working safely during COVID-19 in factories, plants and warehouses

Guidance for employers, employees and the self-employed
11 May 2020

LINK HERE

Working safely during COVID-19 in offices and contact centres

Guidance for employers, employees and the self-employed
11 May 2020

CONTROL MEASURES AND GENERAL PRINCIPLES.

TWO PRIMARY CONTROL MEASURES AND THE ERICPD METHODOLOGY.

The contents of this document are guided by two primary control measures and the ERICPD hazard control methodology.

CONTROL MEASURES

There are **two primary control measures** identified by the UK Government and enforceable by Health & Safety Executive:



Physical (Social) Distancing of individuals.

BMW Group UK continues to observe a **control distance of 2 metres**.



Personal & Area Hygiene.

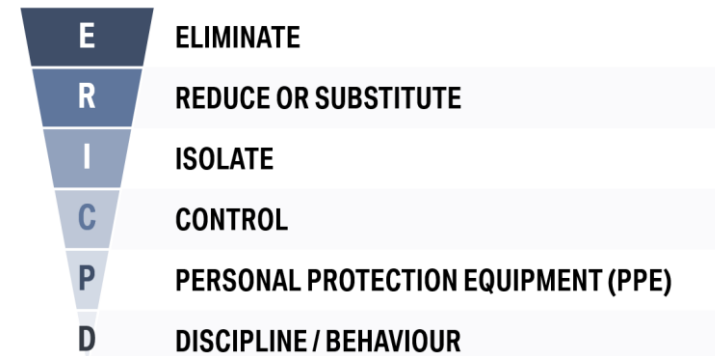
Therefore, we have produced a UK Management Handbook, which provides practical ways to manage the particular distancing & hygiene risk points in work environments therefore should be implemented.



Please note that **all work activities** (incl. movements to / from locations) **are required to be risk assessed**.

METHODOLOGY

In determining suitable risk mitigation, controls are assessed using the UK standard hierarchy for hazard control in the work place (ERICPD Model):



The provision of **face coverings** is **not** regarded as a **replacement for physical distancing** and is **not regarded** as PPE for the wearer. However, a face mask can offer protection to others in the vicinity and therefore will be issued to persons where the 2 metre rule is potentially compromised.

CONTROL MEASURES AND GENERAL PRINCIPLES. DEMONSTRATION OF RISK ASSESSMENT.



Trade Union (where applicable) and/or Employee Consultative Forum should be engaged/consulted with the risk assessment process or output, in relation to:

- Mitigation of the hazard;
- Return to safe operations within the workplace;
- Continuation of safe operations within the workplace.



Results of risk assessment(s) (i.e. control measures) must be shared with associates via appropriate channels and through the use of the Government '**FIVE STEPS TO SAFER WORKING TOGETHER**' statement (by legal entity), which will be displayed on company sites and intranet as appropriate.



An overview of the risk assessment output is published on the relevant company's external website.

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to help people work safely from a **COVID-19 Secure workplace** or work from home
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot keep 2m apart we have ensured at least a 1m distance and taken all the mitigating actions possible to **manage transmission risk**

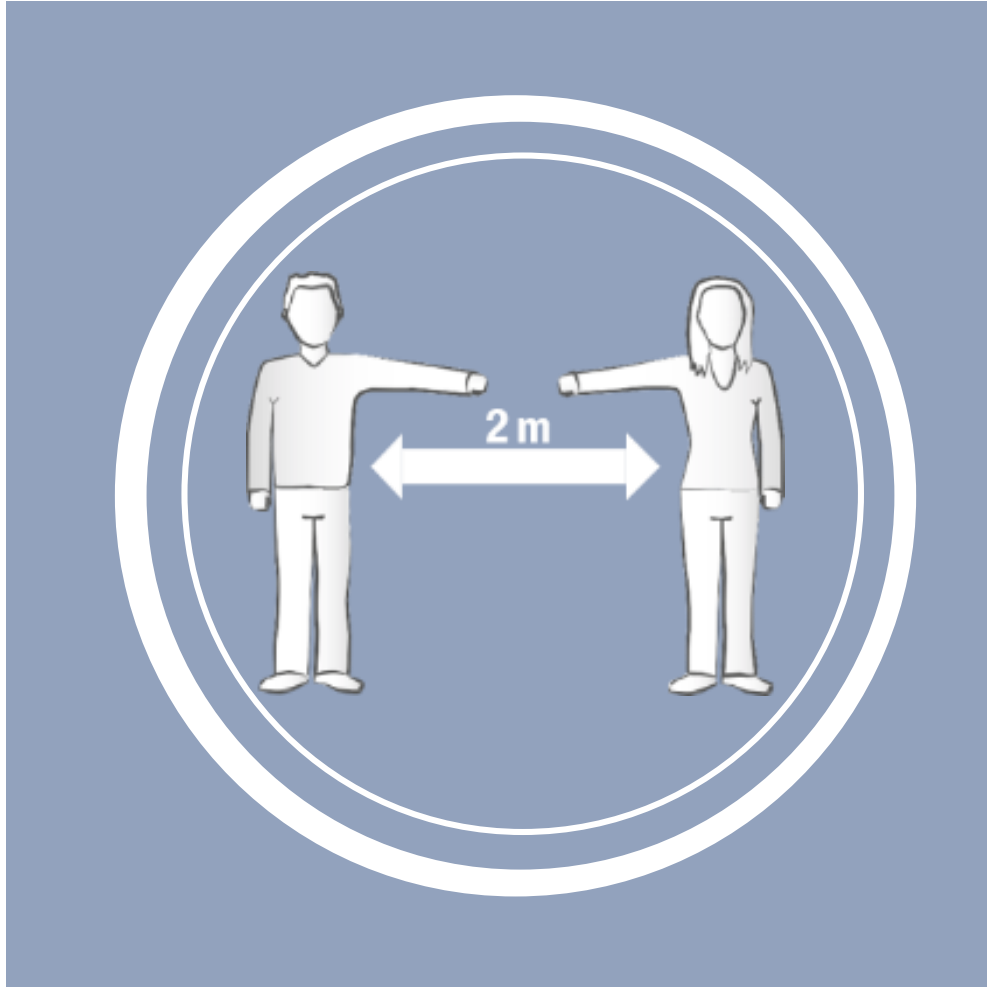
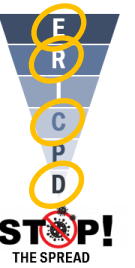
Signed on behalf of employer _____
Employer representative signature

Employer _____
Employer name Date _____

Who to contact: _____
Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1047)

CONTROL MEASURES AND GENERAL PRINCIPLES.

PHYSICAL (SOCIAL) DISTANCING.



Although the UK government has recently introduced the '1m +' rule with mitigation measures, the BMW Group entities in the UK have made the conscious decision to continue to observe **physical (social) distancing of at least 2 metres**. This applies whether at work, meetings or events, during breaks, in workspaces, break areas, corridors and other areas, and in toilet facilities and changing rooms. Where physical (social) distancing is not possible, the situation must be assessed and appropriate control measures must be implemented.



In particular, the use of staircases, doors, lifts, etc. at work must be properly planned to enable physical (social) distancing. Where people are known to gather (e.g. swiping in and out at entrances, in canteens, shops, elevators), floor markers should be applied.

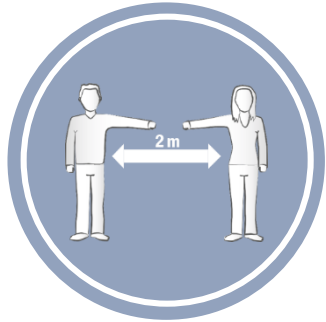
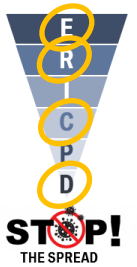


Physical (social) distancing principles apply even when contact is limited.

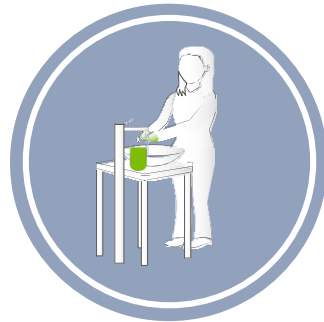


By complying with the minimum distance of 2 metres, you help to protect yourself, your family and colleagues and the entire BMW Group!

CONTROL MEASURES AND GENERAL PRINCIPLES. WHAT ALL OF US CAN DO.



Make sure you maintain a minimum distance of at least 2 metres from other people — no matter what your working situation, and even if you are just having a break or a cigarette.



Avoid shaking hands. **Wash your hands often.** Clean them thoroughly with soap and water for at least 20-30 seconds, including the areas between the fingers.



Coughing and sneezing. Stay well away from other people, and cough or sneeze into the crook of your arm or into a paper handkerchief. Dispose of handkerchiefs immediately.



Do not touch your face with your hands. Keep your hands well away from your eyes, nose and mouth.



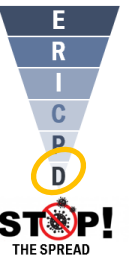
If you notice any symptoms of COVID-19, stay at home. If you experience any symptoms, such as a fever, cough or breathing difficulties, at work, advise your Line Manager and go home to self-isolate. Follow current NHS/PHE/ Gov.uk instructions. If symptoms worsen, contact NHS111 online or by phone. Testing may be available via the NHS.

For more detailed guidance on individual circumstances in relation to symptoms or underlying health conditions, please refer to the UK HR Line Manager Guidance.



Your workplace and equipment should be cleaned thoroughly – this will be different by location. If you normally clean your workplace and equipment, you will need to do it every time you arrive or leave, and especially if you share it with somebody else. Use normal wipes, as these are sufficient. Alternatively, use a cleaning agent and a paper towel.

CONTROL MEASURES AND GENERAL PRINCIPLES. PERSONAL (HAND) HYGIENE.

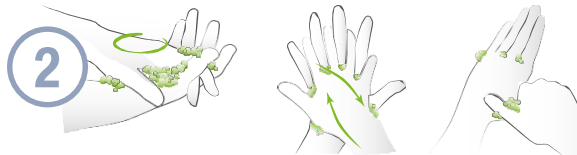


According to the latest medical research, hand-washing remains the most effective way of keeping clean. **Wash your hands more often than usual, especially ...**

- ... after arriving at your workplace
- ... before and after eating
- ... after using the washroom
- ... after contact with high-use surfaces (e.g. in lifts)
- ... after coughing or sneezing.



Wet both hands and apply **soap or hand-wash (liquid or foam)**. Rub your hands thoroughly all over for at least **20-30 seconds** without using more water.



Clean them front and back, paying special attention to the areas between the fingers, the finger tips and the thumbs.



Afterwards, rinse your hands with **plenty of water**.



Dry your hands thoroughly using a **disposable paper towel**.



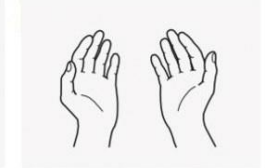
In exceptional cases, hand sanitisers may be used instead of hand-washing.



Apply sufficient hand sanitiser (3 – 5 ml) to your dry hands. Rub your hands to distribute it.



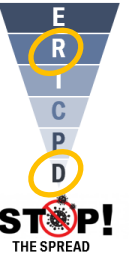
Rub the liquid into the palms and backs of your hands, between the fingers, and especially on the fingertips, nails and thumbs.



Hand sanitiser generally takes 30 seconds to work. Your hands should be damp for this length of time.

CONTROL MEASURES AND GENERAL PRINCIPLES.

AREA HYGIENE AND CLEANING (1/2).



According to the European Centre for Disease Control a regular cleaning routine is – apart from hand hygiene – the most effective measure to prevent the spread of germs through surfaces.



It is not recommended to apply disinfection measures on a routine basis. Therefore, any general cleaning product will be fit for purpose. Where a case of COVID-19 is confirmed, the local Health Management team should be consulted and may advise the disinfecting of contact surfaces.



When cleaning surfaces such as desks at the workplace, keyboards, computer mice, etc., it is important to use a cleaning product to remove the virus. If cleaning wipes are not available, then alternatively use paper towels and cleaning product (e.g. washing-up liquid).



Kindly note that for tools and other work equipment, special cleaning product might be needed. Please specify and discuss with your associates.



Using the standard BMW purchase order systems, suitable products for the respective application can be ordered by the department. In production, when cleaning tools and other work equipment, the release in ZEUS must be ensured.



CONTROL MEASURES AND GENERAL PRINCIPLES.

AREA HYGIENE AND CLEANING (2/2).



For the BMW Group this means:



Professional Cleaning Routine through Facilities. Cleaning protocols are reviewed and amended. In order to reduce risks of infection, more frequent cleaning is arranged across all facilities. Managers must consider how to meet the cleaning provider's schedule. Extra attention will be given to 'high touch' areas and surfaces such as door handles, hand rails, toilet facilities, lifts, staircases etc.



Workplaces and work equipment. Where usual to do so, associates are required to clean their work place (mostly desks, monitors) when starting and leaving work. Specifically, associates must clean their work equipment every time they arrive or leave, and especially if they share it with colleagues. Surface wipes will be provided by the relevant department.

Where associates are unable to clean their work station (i.e. during shifts), breaks or alternative infection prevention measures may be considered. Examples include the wearing of protective gloves such as HyFlex for mechanical protection.



Waste disposal. Waste material should be disposed of quickly and appropriately in the correct bin.



TRAVEL TO / FROM WORK. BEFORE COMMENCING YOUR JOURNEY TO WORK.



GETTING TO WORK



AT WORK

LEAVING WORK



Where your work is on one of our sites, before commencing your journey to work, please **ask yourself the following three questions each day**. Thank you for keeping safe!

1

Are you currently self-isolating or have you been in contact with someone who has symptoms of Coronavirus (COVID-19) in the last 14 days?

NO

YES

Stay at home

2

Do you have a high temperature which means you feel hot to touch on your chest or back?

NO

YES

Stay at home;
Check NHS Advice

3

Have you noticed any symptoms recently like a new continuous cough which means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse), or a loss of or change to your sense of smell or taste?

NO

YES

Stay at home;
Check NHS Advice



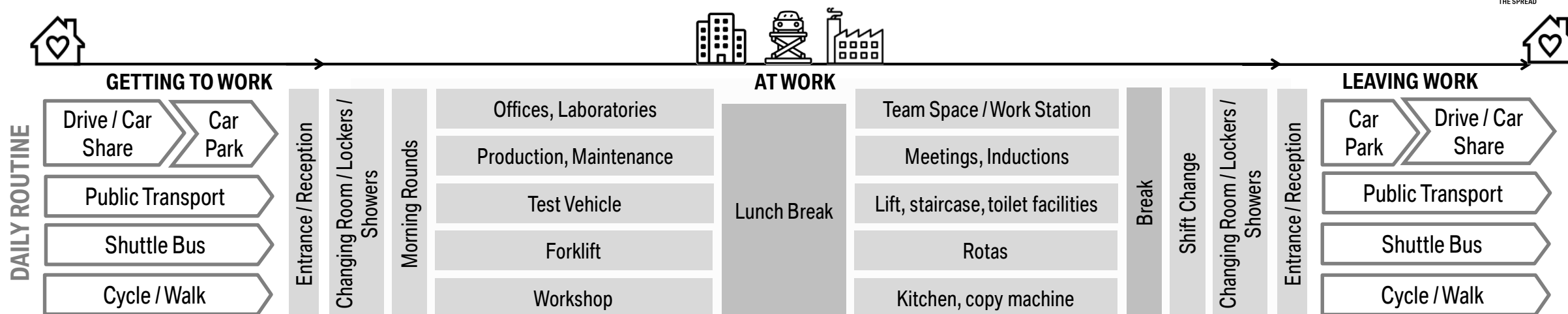
If you can answer **any of those questions** with **YES**, **do not come in to the workplace** and **inform your Line Manager** as soon as possible.

In case you have a high temperature or show other symptoms, check the [NHS Website](#) for further advice.

**YOU CAN COME
IN TO WORK**

**YOU CANNOT
COME IN TO WORK**

DAILY ROUTINE. PRODUCTION AND WORKSHOP ENVIRONMENT OVERVIEW.



CONTROL MEASURES

Ask yourself 3 questions before leaving home (see [here](#))

Put on workwear before coming into work

Wash your hands before leaving home

Avoid Public Transport

Use own vehicle (avoid lift sharing if possible) or consider cycling / walking. If lift sharing is unavoidable, follow guidelines.

Park courteously

Refrain from using changing rooms, Lockers and Showers where possible

Stick to seating plan, **stay in designated work zone**

Clean work station at the beginning and end of working day thoroughly

Respect **physical (social) distancing rules**

Meetings should take place digitally, where possible. If a face to face meeting does take place, please ensure physical (social) distancing measures are in place as well as area and hand hygiene

Meeting Room furniture must not be moved and must be wiped after use

Implement **staggered breaks** where possible

Enable social distancing in restaurants/cafes/break rooms (e.g. use dividers, reduce number of seats, etc.)

Where possible, implement screens on break room tables (e.g. Perspex or other suitable material)

Clear signage in waiting areas to keep 2 metre distance and adhere to one-way system

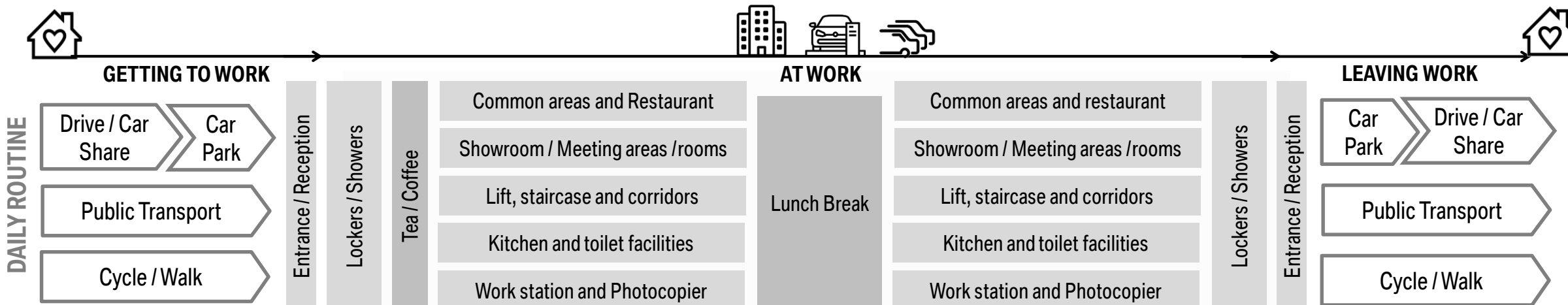
Wash hands regularly and thoroughly for 20-30 seconds

Do not share objects like crockery, pens, chargers, etc. with other people

Wash your hands before leaving work and leave your workwear on

Leave by your designated exit point and adhere to one-way system

DAILY ROUTINE. OFFICE / CUSTOMER ENVIRONMENT OVERVIEW.



CONTROL MEASURES

Ask yourself 3 questions before leaving home (see [here](#))

Wash your hands before leaving home

Avoid Public Transport
Use own vehicle (avoid lift sharing if possible) or consider cycling / walking. If lift sharing is unavoidable, follow guidelines

Park courteously

Refrain from using showers where possible

Follow directional signage and adhere to one-way systems for corridors and staircases which won't allow for 2 metre distances when passing

Stick to seating plan, **stay in designated work zone**

Work stations will be thoroughly cleaned daily. Be mindful of cleaning times and prepare to clean desk at the start and end of each day if necessary

Respect **physical (social) distancing rules**

Meetings should take place digitally, where possible. If a face to face meeting does take place, please ensure physical (social) distancing measures are in place as well as area and hand hygiene

Meeting Room furniture must not be moved and must be wiped after use

Stagger lunch breaks

Reduce number of seats in restaurants / cafes / break rooms

Refrain from shaking hands or any greeting that impedes the 2 metre social distancing rule

Wash hands regularly and thoroughly for 20-30 secs

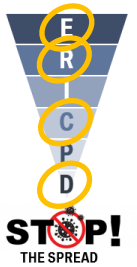
Do not share objects like crockery, pens, chargers, etc. with other people

Only use office lockers when they are available outside of the 2 distance and be courteous in use632919

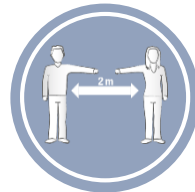
Wash your hands before leaving work

Leave by your designated exit point (where applicable) and adhere to one-way system in corridors, etc.

DISTANCING, HYGIENE AND VENTILATION REGULATIONS WHEN AT WORK. COMMUNAL AREAS AND RESTAURANTS.



Extended opening hours and staggered breaks to avoid crowds. Floor markings are further implemented to observe physical (social) distancing rule. One way systems to be implemented in all facilities to ensure social distancing is adhered to.



Restaurants / satellites to re-open where 2m distancing can be adhered to. Perspex/PVC or similar partitions at till points to separate catering staff and customers. Some locations may not be opened if in confined spaces – alternatives in review with catering service provider. Catering staff will adhere to physical (social) distancing measures and wear PPE where required.



Eat at desk or designated areas. Provision of restaurant service will vary from location to location. Face coverings must be worn at all times in the restaurant areas unless seated for eating and drinking.



Spend as little time as possible in staff kitchens etc. Enter break areas in turn, if necessary. Used cutlery to be cleaned straight away by hand or in the dishwasher using the max. temperature of the dishwasher. Items such as towels must not be shared with others. The site / building / floor manager will determine the maximum number of people allowed in enclosed spaces, such as staff kitchens.



Take precautions when using communal areas. Microwaves can be used around site, but must be cleaned and wiped down after use. In communal kitchen areas, physical (social) distancing and hand hygiene must be observed after using communal facilities.



Cleaning of communal areas, canteens and restaurants = increased. Recycling and normal waste disposal procedures to be followed. Catering staff will ensure increased cleaning of catering areas (high touch-points).



Vending machines to go cashless. All vending machines will no longer accept cash, with card or mobile payments accepted instead. Physical (social) distancing must be observed when using vending machines around site.

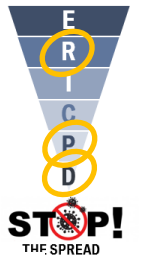


Ventilation. Where possible, work areas can be ventilated with fresh air regularly during the day. Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your Facilities Management teams. Also check the direction of any floor standing or desk fans as part of the local risk assessment.



Physical (social) distancing regulations also apply in smoking areas. Associates may smoke in designated outdoor areas.

DISTANCING, HYGIENE AND VENTILATION REGULATIONS. PRODUCTION / WORKSHOP ENVIRONMENT.



Shift patterns. Local, technology specific solutions are implemented where possible, based on area risk assessment, to achieve physical (social) distancing requirements (i.e. 2 metre rule).

For example, reduced number of associates working at each station, revised work packages so distance is maintained between associates working on the same vehicle, gaps introduced in the assembly line to enable distance between associates, work stations separated to maintain physical distance requirement.

Associates must stay in their designated work areas.
Associate rotation may be restricted as an additional measure.



Protective Equipment: If the task specific risk assessment identified that PPE is required to prevent the risk of spread of infection, the instruction must be complied with.



Technical Access Controls. Appropriate technical or organisational measures must be taken to **avoid crowds** (i.e. at entrances, gates, meeting points and during fire alarms). Including, for example, defining process alternatives for entry/exit points where appropriate. Balance with security implications.



Eat at desk or designated areas. Provision of restaurant service will vary from location to location. Face coverings must be worn at all times in the restaurant areas unless seated for eating and drinking.



Ventilation. Where possible, work areas can be ventilated with fresh air regularly during the day. Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your Facilities Management teams.
Also check the direction of any floor standing or desk fans as part of the local risk assessment.



One Way systems should be implemented, with appropriate signage, where possible. Doors, (except fire doors) should be wedged open.

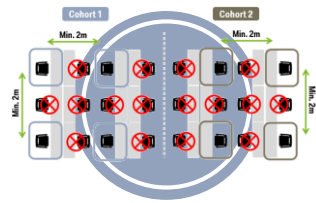
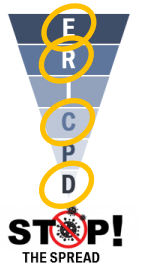


Meetings should take place digitally, where possible. If a face to face meeting does take place, please ensure physical (social) distancing measures are in place as well as area and hand hygiene.

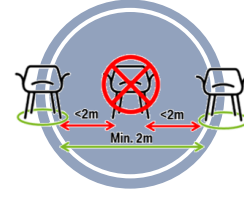


Whilst driving/testing vehicles. Limit to one person per vehicle to maintain physical (social) distancing rules; if this is not possible, temporary partition walls / dividers may be used. Open windows and ensure air circulation during and after the journey. After vehicle use, clean shared surface touch-points. Please refer to the respective risk assessment for further information.

DISTANCING, HYGIENE AND VENTILATION REGULATIONS. OFFICE ENVIRONMENT.



Cohorting is one option to manage office capacities. Define two or more cohorts or 'shifts' to be in the office on alternating times and desks. Desk signage would require moving after cleaning prior to the swap taking place.



Create Seat Plans in line with physical (social) distancing rules. Team and Meeting Rooms may be considered to create additional space for teams.



Desk-sharing rules. Desks / Work stations that may not be used must be labelled accordingly and hot desking should be avoided where possible.

Work stations will be thoroughly cleaned daily. Be mindful of cleaning times and prepare to clean desk at the start and end of each day if necessary.



Meetings should take place digitally, where possible. If a face to face meeting does take place, please ensure physical (social) distancing measures are in place as well as area and hand hygiene.



Do NOT share any pens, paperwork, chargers, staplers, tissues, coffee cups, snacks / sweets etc. Desks need to be kept clean and tidy.



Technical Access Controls. Appropriate technical or organisational measures must be taken to **avoid crowds** (i.e. at entrances, gates, meeting points and during fire alarms). Including, for example, defining process alternatives for entry/exit points where appropriate. Balance with security implications.

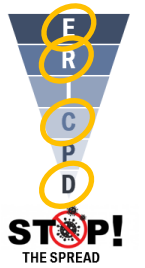


Ventilation. Where possible, work areas can be ventilated with fresh air regularly during the day. Most air conditioning systems do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your Facilities Management teams. Also check the direction of any floor standing or desk fans as part of the local risk assessment.



Refrain from shaking hands. Consider non-contact greetings that comply with the rules of physical (social) distancing.

DISTANCING, HYGIENE AND VENTILATION REGULATIONS. CUSTOMER ENVIRONMENT.



Customer Confidence is vital. Aim for a dialogue. Make sure customers feel safe. Openly address customer queries and concerns.

Face coverings should be available for customers to wear (please refer to local guideline).

Test drives need to comply with physical (social) distancing rule. If customers share a household, more than one person may be in the car.

Vehicles will be cleaned after the test drive.



Ensure Infection Prevention Measures and Barriers are in place. Physical (social) distancing rule applies to seating arrangements; Perspex /PVC or similar dividers at welcome counter / reception.



Ventilation. Where possible, work areas can be ventilated with fresh air regularly during the day. Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your Facilities Management teams. Also check the direction of any floor standing or desk fans as part of the local risk assessment.



Refrain from shaking hands. Consider non-contact greetings that comply with the rules of physical (social) distancing.



Events are suspended until further notice.



Cleaning of showrooms cars. Customers are to be informed about updated cleaning protocols.



Catering areas are closed until further notice. Coffee machines may be available where cleaning regimes allow.

DISTANCING, HYGIENE AND VENTILATION REGULATIONS WHEN AT WORK.

GENERAL INFORMATION ON FACE COVERINGS.



Face coverings are available for all people on site and should be used where zonal agreements have defined that they are recommended.



Face coverings are merely an addition and not a replacement for physical (social) distancing of at least 2 metres and regular hand-washing.



Where advised through Risk Assessments, PPE is used for the associates' own protection; it is recommended to wear face coverings to protect the associates' colleagues. Volumes of face coverings will be dictated by local assessment processes.



After use, disposable face coverings must be disposed of in general waste bins.



Voluntary face covering wearing is acceptable as long as users continue to maintain physical (social) distancing of at least 2 metres.



DISTANCING, HYGIENE AND VENTILATION REGULATIONS WHEN AT WORK. DEALING WITH VISITORS.



At present, the access of business partners or visitors (e.g. external consultants, agencies) is to be kept to a minimum where possible and meetings are to be conducted using alternative means of communication (Skype) as far as possible.



Meetings that cannot be held by other means (e.g. Skype), should as far as possible take place close to the entrance, in a controlled space allowing physical (social) distancing to be observed.



Before entry, visitors must be informed by security / reception/ the BMW associate of the measures in accordance with the present instructions for action, which are currently applicable in the company with regard to infection protection from COVID-19 and must be observed.



Plant tours will not take place until further notice.

DISTANCING, HYGIENE AND VENTILATION REGULATIONS WHEN AT WORK. DEALERSHIPS (1/2).



Given the situation, associates should approach customers and their questions with an open mind. They should ensure they are up to date with all regulations and hygiene standards and ensure they are briefed to answer customer questions correctly.



Dealerships must have sufficient control measures in place to observe physical (social) distancing in all areas (e.g. minimum distances between seats, protective screens at counters).



Customers will be provided with a face covering to wear whilst on site. When engaged in face to face customer contact, associates should wear a face covering if stipulated by the local risk assessment and/or if requested by the customer.



Protective procedures must be put in place before and during test drives. Test drives will be allowed with one person only. If this is not possible, temporary partition walls/dividers may be used. Instructions should be given outside rather than inside the car. Open windows and ensure air circulation during and after the journey.



Vehicles must be cleaned after every test drive, with particular attention to shared surface touch-points.

DISTANCING, HYGIENE AND VENTILATION REGULATIONS WHEN AT WORK. DEALERSHIPS (2/2).



In general, customer events are not running at the moment, however, if they are taking place, they must comply with current legislation and in accordance with the mandatory guidance in this handbook.



Showroom vehicles must be cleaned as needed. Customers must be informed of hygiene guidelines.



Any open catering areas must comply with current legislation and in accordance with the mandatory guidance in this handbook.



Vending machines where it's safe to do so, queue management can be implemented and only in accordance with legislation and the local risk assessment.



Children's play areas will remain closed.



Dealerships should consider their opening hours and days to ensure an adequate cleaning regime. During trading hours, suitable measures must be in place to ensure the number of visitors in dealerships at any one time complies with legal requirements and authority regulations.

IMPLEMENTATION AND COMMUNICATION. IMPLEMENTATION OF MEASURES.

UK MANAGEMENT RESTART HANDBOOK

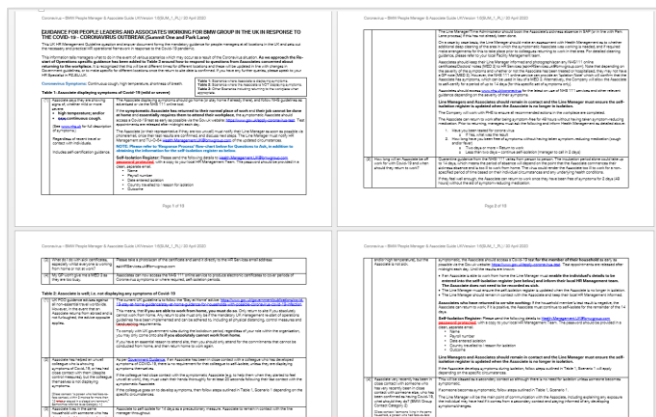


This document forms the basis of Mandatory Guidance for People Managers at all locations of BMW Group in the UK and sets out the necessary and practical control measures to protect the health of our associates. This content which must be implemented with immediate effect forms the common basis for the mandatory implementation of the location specific guidelines at the UK sites which are binding.



Updated versions of this document will be published and communicated as required. This version is based on mandatory UK Government Guidance and where applicable, the latest version of the BMW AG Handbook.

UK HR LINE MANAGER GUIDE



This question and answer document forms the mandatory guidance for People Managers at all BMW Group locations in the UK and sets out the necessary and practical HR operational framework in response to the COVID-19 pandemic.



This information tells managers what to do in the event of various scenarios which may occur as a result of the Coronavirus situation, including information about dealing with at-risk individuals and what to do with suspected/confirmed cases of COVID-19.



Specific guidance can be found in Table 3 around how to respond to questions from associates with questions about returning to the workplace. If you have any further queries, please speak to your local HR Management Team.

IMPLEMENTATION AND COMMUNICATION. COMMUNICATION AND INSTRUCTION.



Please note that there is a suite of communication and education materials available.



It's the Line Manager's responsibility to ensure all associates are informed and educated to comply with Occupational Safety requirements.



Associates must be aware of the relevant risk assessment, so that they are aware of the control measures and working safely.



All associates must be aware of their personal responsibility of complying with instructions, signage, guidelines to ensure a safe working environment.



Respect and Kindness. We all have concerns and this is normal.

- We must all recognise everyone is dealing with this situation in their own way.
- It is important to keep talking to each other.
- If you need additional support, please speak to your Line Manager about available services.

IMPLEMENTATION AND COMMUNICATION. BRIEFING PROCEDURE.



All managers and associates must be briefed, consistently and without exception. Managers may need to add content that applies specifically to their specialist division / department.



All associates must be instructed immediately on / prior to returning to the workplace and individually sign or personally email to acknowledge receipt of each relevant induction / briefing / tool box talk, as applicable.



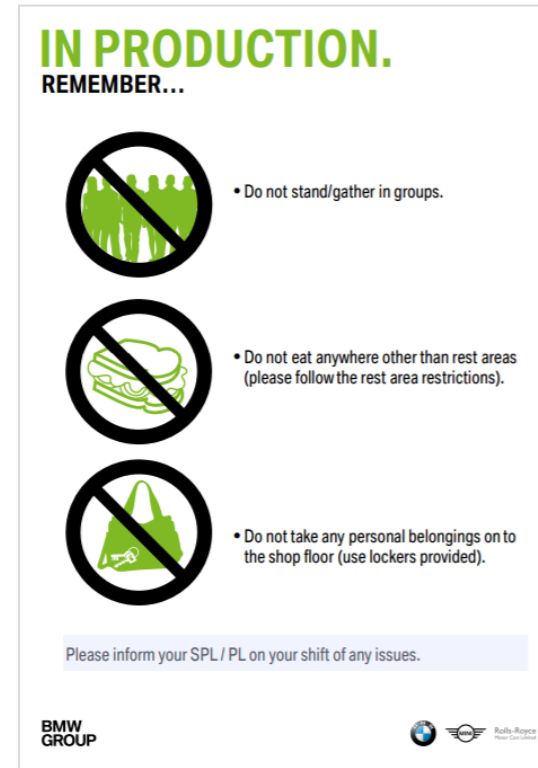
Confirmation of briefings may be requested by the relevant UK authorities. For this reason, **managers must maintain an attendance record in order to track who and what has been briefed.**



Suggested materials include: UK Management Handbook; UK HR Line Manager Guidance; BMW Group in the UK and local site related leaflets; videos; etc.

IMPLEMENTATION AND COMMUNICATION. EXAMPLES OF HEALTH & SAFETY COLLATERAL.

Relevant Health & Safety collateral is available for local use.



SUPPORT FOR MENTAL HEALTH AND PRE-EXISTING MEDICAL CONDITIONS. HEALTH MANAGEMENT SUPPORT SERVICES FOR ALL BMW ASSOCIATES.



We all have concerns in this unprecedented time. This is normal and we must all recognise everyone is dealing with this situation in their own way. Together we will overcome this unusual situation. There is a range of supporting services and information available to all BMW associates.

WHAT IS RESILIENCE?

- **Resilience** relates to the ability of an individual to ‘bounce back’ and recover quickly from stressful life events and adversities.
- **Resilience** is not a trait that people either have or do not have. It involves behaviours, thoughts and actions that can be learned and developed in anyone.
- **Resilience** can be learned and developed over time and it’s a life long journey.

THE SEVEN PILLARS OF RESILIENCE

1. **Taking self-responsibility.**
2. **Optimism:** having a positive approach to challenges.
3. **Autonomy:** self-confidence and a positive self- concept.
4. **Solution orientated.**
5. **Clear future orientation:** self-management and taking initiative.
6. **Building networks:** developing strong personal relationships.
7. **Acceptance:** coming to terms with reality, achieving emotional stability.

TOP TIPS TO INCREASE YOUR RESILIENCE

- Pay attention to details:** Practice bringing focused **attention to the here and now.**
- Focus on what you can control:** Accept that you **can’t change the past** and can’t often change **other people.** Take an objective look at your experiences and learn from them.
- Practice optimism:** **Being positive** can help you bounce back from difficult situations. Forgive when you offer forgiveness, you release stress.
- Gain perspective:** **Decide what’s most important in life**, such as relationships or good health and emphasise those areas of your life.
- Laugh:** A **sense of humour** can help you deal with life’s ups and downs.
- Visualise resilience:** Imagine yourself as **someone who bounces back from adversity.**

WHERE TO FIND THE LATEST INFORMATION AND UPDATES?

Please refer to the relevant Health Management Intranet Pages:

HEALTH
MANAGEMENT



- [Production Triangle & R-RMC](#)
- [Summit ONE](#)

PRE-EXISTING MEDICAL CONDITIONS

Please refer to the HR Line Manager Guidance for further information. Please contact your HR Specialist for further information and refer to the overview [here](#).

WHAT SUPPORT SERVICES ARE AVAILABLE?

BMW Emotional Wellbeing Helpline, available 24/7/365:

- Helpline: 0800 243 458
- [Online Resource Portal](#)
- Name: BMW I Password: employee

BEN Helpline, available Monday to Friday 8am – 8pm:

- Helpline: 08081 311 333
- <https://ben.org.uk/> or email supportservices@ben.org.uk

FURTHER INFORMATION IN DETAIL.

SUPPORTING DIVERSITY AND INCLUSION WHEN IMPLEMENTING MEASURES.



The coronavirus is challenging for everyone and for some, it may be extremely unsettling. A break with the familiar routines and procedures can cause feelings of uncertainty and fear.



Our task is to **support our associates as best we can** by addressing their needs with sensitivity and offering them reassurance by familiarising them with what's new.



If you have an associate who has trouble with the new circumstances or routines, **take additional time to reassure them and listen to their concerns**. Sources of information to support you include the Health Management intranet page; UK HR Line Manager Guide; Occupational Health service. If you sense they are uncertain, address the issue as soon as possible, or **refer them to the relevant source of information**, where this is applicable.



Write the most important instructions down – in plain, simple language for them to refer to later.

Make sure the routes that are in place do not have any trip hazards or other dangers. If necessary, clear the way. If needed, consider offering points of orientation (such as tactile markers on floors for people with limited/no vision). Warn them of any other dangers or hazards they may need to take into account.

Consider any language barriers to ensuring full understanding of the new regulations and guidance, where use of plain, simple language may be beneficial.



If you need to plan out new routes, keep in mind that associates with mobility restrictions may require barrier-free access.

EDITORIAL.

THIS DOCUMENT WAS COORDINATED BY THE FOLLOWING DEPARTMENTS.

Coordinating Departments	Health Management, Occupational Safety, Food Services, Human Resources, Planning and Steering of BMW Group in the UK.
Published by	Health Management, Occupational Safety, Food Services, Human Resources, Planning and Steering of BMW Group in the UK.
Sources	GOV.UK (including 'Staying COVID-19 Secure in 2020') PHE / NHS England World Health Organisation Health and Safety Executive BMW AG Handbook BMW Group Guideline on Face Mask Provision European Centre for Disease Prevention and Control (ECDC).
Version	1.2
Change History	Update on Approach To 2 Metre Rule for all BMW Group Entities in the UK, Updated Government links following amends to Government guidance on Working From Home and Face Covering Requirements, Updated Face Covering Terminology, Updated Poster 'Five Steps To Safer Working Together'.

PROTECT. PREVENT. TOGETHER.