

Dear Customer,

In light of the recent global pandemic Coronavirus (COVID-19), we are writing to inform you that we have reviewed our valeting operations to ensure that safety is of paramount importance to our staff and customers.

Following the Government's guidelines, we have implemented a number of key actions specifically aimed at safeguarding our staff and customer's health, whilst also ensuring our business delivers high quality valeting operations and continues to fulfil the expectations of our customers.

**Our plan includes:**

- Ensuring all staff receive regular briefings regarding new operating procedures aimed at protecting our staff, customers and the business.
- The introduction of best practice including the display of Coronavirus signage in all work areas.
- Taking steps to ensure the welfare of our operatives, including updating our Area Management on the current Government advice to identify any Coronavirus symptoms so we can send any unwell operatives' home to self-isolate.
- The introduction of no face to face meetings until further notice to not put any of our customers at risk.
- Increasing the frequency of cleaning and disinfecting surfaces in the valeting work bay areas, also including the cleaning of our materials which will be done several times during working hours.
- Deployment of anti-bacterial hand sanitisers and hand wipes to our valeting operatives.
- Regular disinfection of vehicle door handles, gear knobs, steering wheel, touch screens and keys.
- The full implementation of wearing protective gloves at all times with at least one minimum change of gloves daily.

Finally, we would like to assure you that the Senior Management team and Board of Directors are taking the Coronavirus situation extremely seriously and are working hard to protect our staff, customers and business.

Thank you for your continued support of the Secure Group.