

MEDIA RELEASE

CYCLE & CARRIAGE SINGAPORE ROLLS OUT INDUSTRY-LEADING SAFE MANAGEMENT MEASURES

- *Enhanced precautions above and beyond what were required.*
- *Disinfectant doormats and sanitised pens amongst a host of safe management measures to ensure the well-being of customers and staff.*

SINGAPORE, 12 JUNE 2020 – Cycle & Carriage Singapore (“CCS”), one of Singapore’s most established automotive groups, has taken the decisive step to implement a series of safe management measures, above and beyond what were required for the resumption of business activities in phase one, post-circuit breaker. These additional measures include placing disinfectant doormats at all entry points to sanitise shoe soles; sanitising all pens used by customers; and sanitising of car interiors before and after working on the car, as well as using protective coverings on all high touch areas within the car. In addition to these, all visitors are also offered disposable gloves and all customers’ car keys are sanitised and kept in individual zipper bags. These measures set the standard for the industry.

The enhanced safe management measures have been implemented across all CCS operating premises, covering the brands it carries – Mercedes-Benz, Mitsubishi, Kia, Citroën, DS Automobiles and Maxus.

“This is the new normal and as a responsible business, we have decided to take additional safety measures above and beyond what are required. We walked through the entire customer journey and paid attention to every detail. These measures are taken seriously as they concern the health and safety of our customers, staff and that of their loved ones. All of us need to play a part for a safe Singapore. Together, we can overcome the virus,” said Mr Eric Chan, Managing Director of CCS.

“As our business reopens, we know that our customers will be concerned about their safety when visiting our premises. Our strengthened measures are in place to provide customers with greater peace of mind. While there could be some inconveniences arising from the additional precautionary measures, we hope that customers can understand that these are

done with their best interests in mind. While putting in place these safety measures, we also took into account human-centric design thinking. The goal is to get our customers and staff to adopt these safe practices as part of their habitual behaviour,” said Mr Stanley Toh, Chief Customer Officer of CCS.

To keep customers informed, CCS will be actively communicating these enhanced safe management measures to its customers via emails, mobile apps, and social media channels.

Other safe management measures which CCS adopted include temperature-taking from the safety of your car, handing out colour-coded stickers, SafeEntry check-in and check-out, usage of face shields, gloves and table shields, capacity controls, contactless greeting of customers, availing hand sanitisers throughout the premises (before and after every swing door, restroom, and lift), safe distancing floor markers and furniture arrangements, isolation room in the event of a suspected case, higher frequency of area cleaning, periodic sanitisation of tools and encouraging contactless payment.

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Attachments

1. **CCS Safe Management Measures Pictures and Video**: Assets for use can be downloaded from this [link](#). The video has also been uploaded on our [Facebook page](#).
2. **About Cycle & Carriage (www.cyclecarriage.com)**

At Cycle & Carriage, we are driven by our passion to create people-focused experiences. We began our exceptional journey in 1899 in Kuala Lumpur and we are now a leading



regional automotive group in Southeast Asia. Cycle & Carriage distributes, retails and provides aftersales services for passenger cars as well as commercial vehicles in Singapore, Malaysia and Myanmar.

Cycle & Carriage carries Mercedes-Benz, Mitsubishi, Kia, Citroen, DS Automobiles, Maxus vehicles, retails used cars under its Republic Auto brand, and distributes BYD electric forklifts in Singapore; is one of the leading dealers of Mercedes-Benz vehicles and carries FUSO trucks in Malaysia; and is the distributor and dealer of Mazda and Mercedes-Benz passenger vehicles as well as FUSO commercial vehicles in Myanmar. Cycle & Carriage is a member of the Jardine Cycle & Carriage Group.