



# COVID-19 Business Protocols Checklist for Auto Dealerships

Completed By:			
Date Completed:		Supervisor:	

Item		Response			Action	
No.	Description	Yes	No	N/A	Corrective Action	Remarks
1.	Have you prepared a COVID-19 preparedness and response plan in accordance with OSHA requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.	Is a COVID-19 preparedness and response plan available at your headquarters and worksites?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.	Are workers present on premises restricted to no more than is strictly necessary to perform the in-person work permitted?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.	Are you promoting remote work to the fullest extent possible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.	Are you keeping workers and patrons who are on premises at least six feet from one another to the maximum extent possible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6.	Are you increasing standards of facility cleaning and disinfection to limit worker and patron exposure to COVID-19, as well as adopting protocols to clean and disinfect in the event of a positive COVID-19 case in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.	Are there policies in place to prevent workers from entering the premises if they display respiratory symptoms or have had contact with a person with a confirmed diagnosis of COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8.	Are you implementing any other social distancing practices and mitigation measures recommended by the Centers for Disease Control & Prevention (CDC)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9.	Are face coverings required for employees and patrons prior to entry into the establishment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Showroom/Sales Department

Item		Response			Action	
No.	Description	Yes	No	N/A	Corrective Action	Remarks
1.	Are cleaning protocols in place for the showroom area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.	Are cleaning protocols for key handling in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.	Are there protocols in place to accommodate customer contacts with showroom vehicles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.	Are sanitizing protocols in place for cleaning showroom vehicles after each customer contact?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.	Are social distancing protocols in place for showroom and customer waiting/lounge areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6.	Are sales cubicles spaced to provide adequate social distancing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.	Are sales associates able to maintain adequate social distancing when interacting with customers in sales cubicles? If not, are barriers in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8.	Are hand sanitizer stations available for customers within showroom and waiting/lounge areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9.	Have designated entrance-only and exit-only doors been marked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10.	Is adequate space being kept between showroom vehicles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
11.	Is COVID-19 signage posted on entry doors leading into the showroom and within the showroom areas and waiting/lounge areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
12.	Does the dealership allow walk-ins? If Yes, is there a customer greeting protocol in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
13.	Are the number of walk-ins limited to an amount that will allow for proper social distancing practices and the ability to clean vehicles after customer contacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
14.	Are face coverings required for customers entering the showroom?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
15.	Are customer vehicle demo protocols in place where only one customer at a time can demo or get into vehicles on the showroom floor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
16.	Do customers have to check in with a sales associate before getting in or demoing a vehicle?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Showroom/Sales Department

Item		Response			Action	
No.	Description	Yes	No	N/A	Corrective Action	Remarks
17.	<p>Are test drive protocols in place that minimize possible exposures including:</p> <ul style="list-style-type: none"> <li>▪ Limited test drive distance?</li> <li>▪ Driving with windows open when possible?</li> <li>▪ Hand washing or sanitizing before and after test drive?</li> <li>▪ Sanitation of vehicle after each test drive?</li> <li>▪ Gloves and other Personal Protective Equipment (PPE) available for clients' use?</li> <li>▪ Disposable coverings and floor mats used?</li> <li>▪ Face coverings used when sales staff accompany test drive?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
18.	Are new/used vehicle delivery protocols in place for completed sales?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
19.	Are trade-in protocols in place including employee contact with customer trade-in vehicles during evaluation and delivery process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
20.	Are sales associates provided with appropriate PPE?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
21.	Are sales associates required to wear PPE?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
22.	Is the dealership following state face covering requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## F&I Department

Item		Response			Action	
No.	Description	Yes	No	N/A	Corrective Action	Remarks
1.	Are there cleaning protocols in place for F&I offices/cubicles/areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.	Are F&I work areas/cubicles arranged to provide adequate social distancing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.	Is there adequate space to social distance between customer and F&I associates? If not are barriers in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.	If barriers are not feasible, is a face covering policy in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.	Is F&I paperwork handling minimized as much as possible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6.	Is contactless authorization available for F&I interactions? If not, are pens sanitized for customer use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Service Department

Item		Response			Action	
No.	Description	Yes	No	N/A	Corrective Action	Remarks
1.	Are cleaning protocols in place for service department operations including service advisor areas, service department areas and quick lube operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.	Are service advisor protocols in place to handle incoming customers in a touchless process, or are desks arranged to provide adequate social distancing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.	Are service advisors and other service department employees who handle customer vehicles wearing gloves, using seat and other coverings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.	Are keys sanitized before service staff handles them, and after service has been performed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.	Are loaner vehicle protocols in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6.	Are loaner vehicles properly sanitized after each use for the next customer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.	Are electronic or touchless acknowledgement procedures in place for authorization and acceptance signatures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8.	Is there a shuttle service protocol in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9.	Do shuttle drivers wear face coverings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10.	Are shuttle drivers directed to not handle customer bags or items unless wearing gloves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
11.	Are shuttle vehicles sanitized after each shuttle?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
12.	Are shuttles only transporting one passenger or related group per trip?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
13.	Are shuttle clients sitting as far from driver as applicable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
14.	Has the dealership considered suspending loaner and shuttle service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
15.	Are changing areas provided to service techs for in and out of uniforms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
16.	Are uniforms laundered for re-use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
17.	Are service stalls spaced so as to provide adequate social distancing amongst service employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Service Department

Item		Response			Action	
No.	Description	Yes	No	N/A	Corrective Action	Remarks
18.	Is PPE such as gloves, face coverings, safety glasses/shields available for service tech employees and utilized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
19.	Are common tools and equipment available for use by any service tech sanitized after each use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
20.	Are toolboxes kept segregated so that there is only one user/owner for each toolbox?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
21.	Are customer distancing protocols similar to the sales/service advisor lanes and parts department in place for all quick lane/lube operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
22.	Are technicians wearing gloves and using other coverings when making test drives after service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
23.	Are vehicles completely sanitized after service and before returning to customers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Parts Department

Item		Response			Action	
No.	Description	Yes	No	N/A	Corrective Action	Remarks
1.	Are cleaning protocols in place for the parts department?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.	Are cleaning protocols in place for parts distributed to customers prior to distribution?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.	Is the parts counter sanitized after each customer interaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.	Are pens sanitized after each use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.	Are parts department employees separated by a physical barrier from customers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Reception Desk/Office

Item		Response			Action	
No.	Description	Yes	No	N/A	Corrective Action	Remarks
1.	Does the reception desk have a physical barrier between receptionist and customers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.	Are workspaces cleaned after each shift and between shifts if shared with another employee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.	Is there space between workspaces to provide adequate social distance where possible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.	Are common areas and congregation areas identified and addressed for proper safety protocols?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.	Are break rooms and kitchen areas routinely sanitized and are staggered use rules in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6.	Is PPE provided and required per state requirements for all office personnel?					

## General Dealership

Item		Response			Action	
No.	Description	Yes	No	N/A	Corrective Action	Remarks
1.	Are cleaning protocols in place including regular/frequent cleaning and deep cleaning after a known or suspected positive COVID-19 case?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.	<p>Is there a cleaning/sanitation schedule for each area within the dealership, including:</p> <ul style="list-style-type: none"> <li>▪ Showroom/guest waiting areas</li> <li>▪ Vehicles frequently touched surfaces</li> <li>▪ Waiting areas including furniture</li> <li>▪ Tables</li> <li>▪ Restrooms</li> <li>▪ Sales Desks</li> <li>▪ Office Cubicles/Workstations</li> <li>▪ Service Writer stations</li> <li>▪ Service Techs workstations/tools</li> <li>▪ Parts Counter/Workstation</li> <li>▪ Break Rooms/Locker Rooms</li> <li>▪ Vehicles located in the showroom</li> <li>▪ Vehicles located in the sales lot</li> <li>▪ Vehicles located in the service areas</li> <li>▪ Owned vehicles</li> <li>▪ Client vehicles?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## General Dealership

No.	Item Description	Response			Action	
		Yes	No	N/A	Corrective Action	Remarks
3.	Are cleaning protocols in place including regular/frequent cleaning and deep cleaning after a known or suspected positive COVID-19 case?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.	Are cleaning supplies approved to kill virus and other biologicals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.	Are all cleaning supplies for COVID-19 cleaning and sanitizing found on the Environmental Protection Agency (EPA)/CDC list of approved products?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6.	Is appropriate signage in place throughout the dealership indicating proper social distancing, frequent handwashing/sanitizing, PPE use and "stay home if ill or showing" signs or symptoms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.	Are hand sanitizing stations located throughout the dealership?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8.	Are protocols in place for known or suspected positive cases of COVID-19 from either employees, customers or vendors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9.	Has the dealership contemplated symptom screening for all employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10.	Are occupancy requirements being met per state requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
11.	Is required signage in place on entry doors and within the dealership, as mandated by state requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
12.	Have high risk "choke" or "congregation" points been addressed with a facility analysis and those "choke" points eliminated as much as feasible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
13.	Are all dealership employees trained on COVID-19 policies and requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
14.	Are customer common area self-service condiments temporarily suspended (coffee and snacks)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

### Additional Resources

For additional resources, tools, information, and links, please visit our COVID-19 resource page at [www.usi.com/public-health-emergencies](http://www.usi.com/public-health-emergencies)



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