



coronavirus webinar

**Developing a Dealership Pandemic Response Plan and
Demonstrating to Customers, Employees, and Vendors
that You Care About Their Safety**

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THANKS FOR PROMOTING

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- Florida Independent Automobile Dealers Association (FIADA) www.fiada.com
- Minnesota Automobile Dealers Association (MADA) www.mada.org
- Montana Automobile Dealers Association (MTADA) www.mtada.com
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- Ohio Independent Automobile Dealers Association (OIADA) www.ohiada.org
- AutoMotoHR - applicant tracking and onboarding solution designed specifically for auto dealers www.automotohr.com
- Corkill Insurance - protecting dealerships against physical and economic loss, and leveraging your commitment to compliance to impact your bottom line www.corkillinsurance.com/specialties/auto-dealers
- Strategic Source – helping dealerships reduce costs, save time, and manage vendors www.strategicsource.com

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DEALERSHIP PANDEMIC RESPONSE PLAN

- What should it include?
- How should the Plan be communicated to employees and guests?
- How can you demonstrate the Plan is in effect?
- Has it been crafted so that it is easy to understand?

WHAT SHOULD THE PLAN INCLUDE?

- At least the following:
 - A statement of the purpose
 - An explanation of the hazard
 - An identification of who is in charge
 - The steps that can be taken before an outbreak
 - The response measures
 - A statement that the Plan can be overridden by government directives

PURPOSE OF THE PLAN

- Operate the dealership in a way that is safe for employees and guests
 - Occupational Health and Safety Act's General Duty Clause:
 - Employers must furnish to each employee a workplace that is free from recognized hazards that are causing or likely to cause death or serious physical harm. 29 U.S.C. 654, 5(a)1

EXPLANATION OF THE HAZARDS ADDRESSED BY THE PLAN

- What kind of hazards are addressed by the Plan:
 - Ones that cause serious health hazards, such as permanent injury and death, that affects an exceptionally high proportion of the population
 - Define outbreaks, epidemics, and pandemics
 - Explain that they are basically the same, except for geographic areas that they cover
 - Why they are so risky
 - Typically a novel (aka new) virus or an aggressive virus

PERSONS IN CHARGE OF THE PLAN

- High level individuals:
 - Executive management
 - Compliance
 - Legal
 - Human resources

PLAN SHOULD IDENTIFY STEPS THAT CAN BE TAKEN BEFORE AN OUTBREAK

- Determine which employees could work remotely and the IT necessary
- How shifts could be staggered to enhance social distancing
- Determine which employees will be unavailable to identify departments that would be particularly impacted
 - There are ADA-compliant ways for employers to identify which employees are more likely to be unavailable for work in the event of a pandemic
 - Use an ADA compliant *Pre-Pandemic Employee Survey*
 - Structure a “Yes” or “No” inquiry that is designed to identify potential non-medical reasons for absence during a pandemic
- Meet annually to review Survey and discuss these staffing considerations

PLAN SHOULD IDENTIFY STEPS THAT CAN BE TAKEN BEFORE AN OUTBREAK

- Prepare posters identifying obligations of customers and employees that identify the practices that are known to combat viruses
- Prepare communications that could be sent to employees and guests:
 - Indicating that there is a Plan in place (you were prepared), the response measures taken, and the obligations of employees and guests
 - A communication indicating that the risk has subsided and the response measures are no longer active
- Have an adequate stock of supplies (soap, hand-sanitizers, disposable pens, gloves, wheel covers, facemasks, etc.)
- Determine whether there is a risk for vendors

PLAN ACTIVATION DETERMINATION

- Make a difficult decision:
 - Do research and pay attention to directives and recommendations of WHO, CDC, OSHA, departments of health, and federal, state, and local authorities
- Designate persons responsible for:
 - Communication
 - Posting
 - Training
 - Making sure response measures are being followed

PLAN RESPONSE MEASURES

- Display the Posters
- Train your employees and keep record
- Send communications to employees and guests
- Notify those that do not need to be on-site to stay away
- Implement a stay-at-home policy if sick, or exposed to someone that is sick
- Strategically place hand-sanitizers stations throughout all areas of dealership and task someone with making sure they are filled
- Remove items that are commonly touched and can be removed (coffee makers, water coolers, popcorn makers, bagel trays, etc.)
- Cease sharing food that will be commonly touched (e.g., pizza boxes, 2 liters, donut boxes)

PLAN RESPONSE MEASURES

- Disinfect routinely and often:
 - Work areas
 - Items that are commonly touched
 - At facility
 - In vehicles
 - Door handles
 - Steering wheels (use coverings if available)
 - Gear shifts
 - Window switches
 - Radio knobs
- Implement a window-down policy (if weather permits)

NON-PLANNED ACTIONS

- You may need to act outside of the Plan, and the Plan should acknowledge that there may need to be other measures taken:
 - Other health and safety measures
 - Personal protective equipment (PPE). 29 CFR 1910.132.
 - Respiratory protection. 29 CFR 1910.134.
 - Eye and face protection. 29 CFR 1910.133
 - Hand protection. 29 CFR 1910.138
 - Sanitation. 29 CFR 1910.141
 - Staffing
 - Marketing
 - Best avenues for reaching customers
 - Doing things differently

MODEL DEALERSHIP OUTBREAK, EPIDEMIC & PANDEMIC RESPONSE PLAN

DEALERSHIP OUTBREAK, EPIDEMIC & PANDEMIC RESPONSE PLAN

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**FREE TO CUSTOMERS
& ATTENDEES**

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DEALERSHIP
OUTBREAK, EPIDEMIC & PANDEMIC
RESPONSE PLAN

What are the purposes of this Plan?

The purposes of this Dealership Outbreak, Epidemic & Pandemic Response Plan (Plan) is to combat and minimize the risk of contracting and spreading outbreak, epidemic, and pandemic diseases that have been identified by the World Health Organization (WHO), the Center for Disease Control (CDC), or federal, state, or local departments of health as having the potential to cause serious health hazards to employees, customers, and/or vendors that may come to our dealership.

This Plan may be modified at anytime at the dealership's discretion. PLEASE NOTE that laws and orders from federal, state, and local authorities may override portions of this Plan, in which case, the laws and orders from these authorities should be followed and the portions of this Plan that have been specifically overridden should be disregarded.

What are outbreaks, epidemics, and pandemics?

An "outbreak" is a disease that occurs over a small geographic area and affects an exceptionally high proportion of the population in that small geographic area. Disease outbreaks are usually caused by an infection, transmitted through person-to-person contact, animal-to-person contact, or from the environment.

An "epidemic" is an outbreak of a disease that occurs over a wide geographic area and affects an exceptionally high proportion of the population in that wide geographic area. Like outbreaks, disease epidemics are usually caused by an infection, transmitted through person-to-person contact, animal-to-person contact, or from the environment.

A "pandemic" is the worldwide spread of a disease that affects an exceptionally high proportion of the population. A pandemic typically occurs when a virus, sometimes new (or novel), emerges and spreads around the world, and most people do not have immunity. The impact or severity tends to be higher for those that contract a pandemic virus, in part, because a much larger number of people in the population lack pre-existing immunity to the new virus. Like outbreaks and epidemics, disease pandemics are usually caused by an infection, transmitted through person-to-person contact, animal-to-person contact, or from the environment.

What is a serious health hazard?

A "serious health hazard" is one that has the potential for causing permanent injury or death.

Who is in charge?

The dealership's Executive Management Team is in charge of implementing this Plan. If an outbreak, epidemic, or pandemic occurs and is anticipated to appear in the dealership's

geographic region, the Executive Management Team shall meet (in-person, by telephone, or virtually, as the circumstances dictate) to determine whether this Plan's response measures should be activated.

If the Plan goes into effect, the Executive Management Team shall designate the dealership employees that are responsible for communicating the response measures to employees, workers, and vendors and posting the necessary notices about the dealership.

The Executive Management Team shall make the determination of when a threat is no longer present and designate the persons to notify employees, customers, and vendors that the Plan's response measures are no longer in effect.

What pre-planning steps shall be taken?

1. Pre-Pandemic Surveying

Upon hire, and at least annually, all employees shall submit to a Pre-Pandemic Employee Survey that is compliant with the American Disabilities Act to identify employees that may not be able to work at the time of an outbreak, epidemic, or pandemic. See, Appendix A, Sample Pre-Pandemic Employee Survey. This Survey will assist the dealership in determining who might not be available at the time of an outbreak, epidemic, or pandemic.

2. Annual Meeting of Executive Management Team

The Executive Management Team shall meet annually to discuss the responses to the Survey and to devise a business continuity plan for the departments that are anticipated to be most impacted should an outbreak, epidemic, or pandemic occur.

The Executive Management Team shall determine which job functions can be performed at the dealership and which can be performed remotely. For those employees that can perform their job functions remotely, the persons responsible for Information Technology shall be consulted to determine what measures can be taken to minimize the risk of the compromise of systems and the loss of sensitive information, including, but not limited to, customer information, as required by the FTC's Safeguards Rule.

The Executive Management Team shall determine whether certain job functions can be staggered or whether certain employees can be moved to temporary work stations so as to avoid employees working together in close contact (6 feet or less).

3. Prepare Notices (Posters and Templated Notification Messages)

The Executive Management Team shall cause Notices defining the health and safety obligations of employees, customers, and other guests to be printed as posters for posting should an outbreak, epidemic, or pandemic occur. See, Appendix B, Sample Poster. Consistent with such messaging, the Executive Management Team shall create templated notifications to send to employees, customers, and vendors explaining their obligations

when the Plan is in effect (see, Appendix D, Sample Notification That Plan is Active), and templated notifications to send to employees, customers, and vendors when the Plan is no longer in effect (see, Appendix E, Sample Notification That Plan is No Longer Active).

4. Analyze Vendors

The Executive Management Team shall determine which vendors are required to visit the dealership, and how often. The Executive Management Team shall also determine if there are alternative vendors that could be used should there be a disruption of a vendor's services due to the outbreak, epidemic, or pandemic.

5. Have an Adequate Stock of Supplies

The Executive Management shall designate a person to make certain that the necessary supplies are on-hand that may help combat an outbreak, epidemic, or pandemic. These supplies include, but are not limited to, soap, hand-sanitizers, gloves, facemasks, and disposable pens.

What are the response measures?

1. The cleaning crew shall be instructed to wipe down all surfaces with disinfectant that people touch on a regular basis, such as countertops, door handles, and credit card processing machines, and employees in the showroom and service department are instructed to wipe down all of these surfaces on a regular basis.
2. Employees that have been deemed able to perform their job functions remotely will be notified that they must telecommute.
3. An employee will be tasked with strategically placing hand-sanitizer stations throughout all of the departments at the dealership, and employees will be tasked with refilling or resupplying the hand-sanitizer, as needed.
4. An employee will be tasked with ensuring that disposable pens are made available to customers in the showroom, finance offices, and service departments for their use and keeping, and to resupply the disposable pens, as needed.
5. Employees will be instructed to wipe down their work areas before each shift, after each shift, and periodically during each shift.
6. By conspicuously displaying the pre-made Posters and using the templated notification message, communicate to employees via meetings and messages that:
 - ✓ If you are sick, or have been exposed to someone that is sick, stay home until you fully recover, or for 14 days, whichever is later

- ✓ Roll down the windows of vehicles that you or your customers are entering and allow them to air-out (weather permitting)
 - ✓ Work areas of employees that are staying home due to sickness must be disinfected
 - ✓ Avoid shaking hands
 - ✓ Use social distancing (at least 6 feet)
 - ✓ Wear gloves if handling objects provided by others
 - ✓ Clean, cover, and/or disinfect surfaces (such as handles, steering wheels, switches, shifters, and key fobs) when receiving a vehicle or before allowing someone to test drive a vehicle
 - ✓ Clean, uncover, and/or disinfect surfaces (such as handles, steering wheels, switches, shifters, and key fobs) when returning a vehicle or after allowing someone to test drive a vehicle
 - ✓ Avoid touching your eyes, nose, and mouth with unwashed hands
 - ✓ Regularly wash hands for at least 20 seconds with soap and water, and regularly use hand-sanitizer as an alternative
7. An employee and trainer signed training roster will be maintained indicating that employees were trained on the response measures, the contents of the Poster, the date of training, and the trainer. See, Appendix C, Sample Training Roster.
8. By conspicuously displaying the pre-made Posters and using the templated notification message, communicate to customers via messages and social media that:
- ✓ If you are sick, or have been exposed to someone that is sick, stay home until you fully recover, or for 14 days, whichever is later
 - ✓ Tell us if you are at the dealership and feeling ill
 - ✓ Roll down the windows of your vehicle (if weather permits)
 - ✓ Avoid shaking hands
 - ✓ Avoid touching surfaces and people
 - ✓ Avoid being near other customers and employees (and feel free to roam the lot and look at other vehicles)
 - ✓ Wash your hands in the bathroom, or use one of the hand-sanitizer dispensaries
 - ✓ Avoid touching eyes, nose, and mouth with unwashed hands

- ✓ If you need to sneeze or cough, please use a tissue and place it in the trash can
 - ✓ Keep the pen (if you sign paperwork)
9. For vendors that do not need to be on-site, notify them not to visit the dealership while the Plan is in effect.
10. By conspicuously displaying the pre-made Posters and using the templated notification message, communicate to vendors via messages and social media:
- ✓ If you are sick, or have been exposed to someone that is sick, stay home until you fully recover, or for 14 days, whichever is later Please do not come on-site unless you have an appointment
 - ✓ Tell us if you are at the dealership and feeling ill
 - ✓ Avoid touching surfaces and people
 - ✓ Practice social distancing of at least 6 feet
 - ✓ Wash hands on a regular basis and use hand-sanitizer dispensaries after touching a surface
 - ✓ Avoid touching eyes, nose, and mouth with unwashed hands
 - ✓ If you need to sneeze or cough, please use a tissue and place it in the trash can
11. Sharing of food and drink with guests will cease in order to minimize the touching of common surfaces (*i.e.*, eliminate coffee machines, bagel and donut trays, popcorn machines, etc.).
12. Providing employees with food and drink that can be shared and that may result in touching of common surfaces (*e.g.*, 2 liters, pizza in a box, etc.) will cease.
13. The dealership will take all other steps as deemed necessary by the Executive Management Team to promote health and safety, including, but not limited to, supplying any personal protective equipment (PPE) or taking other measures that are required by the Occupational Safety and Health Administration (OSHA), the CDC, the departments of health, and/or other federal, state, and local authorities.

APPENDIX A
SAMPLE PRE-PANDEMIC EMPLOYEE SURVEY

PRE-PANDEMIC EMPLOYEE SURVEY

Directions: Answer "yes" to the whole question *without specifying the factor that applies to you*. Simply check "yes" or "no" at the **bottom of the page**.

Employee health and safety is very important to us. In the event of a pandemic, would you be unable to come to work because of any one of the following reasons:

- If schools or day-care centers were closed, you would need to care for a child;
- If other services were unavailable, you would need to care for other dependents;
- If public transport were sporadic or unavailable, you would be unable to travel to work; and/or
- If you or a member of your household falls into one of the categories that has historically been identified by the Center for Disease Control (CDC) as being at high risk for serious complications from a pandemic virus, such as:
 - Pregnant women;
 - Persons with compromised immune systems due to cancer, HIV, history of organ transplant or other medical conditions;
 - Persons with cardiovascular disease;
 - Persons with diabetes;
 - Persons with chronic respiratory disease;
 - Persons with hypertension;
 - Persons less than 60 years of age with underlying chronic conditions; or
 - Persons over 60

CHECK ONE:

_____ **YES** (I would be unable to come to work for one of those reasons)

_____ **NO** (None of those reasons apply; I would be able to come to work)

Employee Signature: _____ Date: _____

Employee's Printed Name: _____

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NOTICE
DUE TO RECENT EVENTS, AND FOR THE SAFETY
OF CUSTOMERS & WORKERS,
OUR DEALERSHIP'S OUTBREAK, EPIDEMIC &
PANDEMIC RESPONSE PLAN IS **ACTIVE**
TO STOP DISEASE FROM SPREADING

WE'LL DO OUR PART. PLEASE DO YOURS.

EMPLOYEES:

- ✓ Require workers to stay home when they or a family member is sick
- ✓ Disinfect work areas of employees that are staying home due to sickness
- ✓ Avoid shaking hands
- ✓ Use social distancing
- ✓ Wear gloves
- ✓ Clean, cover, and/or disinfect surfaces (such as handles, steering wheels, switches, shifters, and key fobs) when we get your vehicle or before we allow you to test drive a vehicle
- ✓ Clean, uncover, and/or disinfect those surfaces when we return your vehicle to you or after you test drive a vehicle
- ✓ Avoid touching our eyes, nose, and mouth with unwashed hands
- ✓ Regularly wash hands for at least 20 seconds with soap and water, and regularly use hand-sanitizer as an alternative
- ✓ Allow certain workers to work from home when this Plan is in effect

GUESTS:

- ✓ If you are sick, or have been exposed to someone that is sick, stay home until you fully recover, or for 14 days, whichever is later
- ✓ Tell us if you are at the dealership and feeling ill
- ✓ Roll down the windows of your vehicle (if weather permits)
- ✓ Avoid shaking hands
- ✓ Avoid touching surfaces and people
- ✓ Avoid being near other customers and workers (and feel free to roam the lot and look at vehicles)
- ✓ Wash your hands in the bathroom, or use one of the hand-sanitizer dispensaries
- ✓ Avoid touching eyes, nose, and mouth with unwashed hands
- ✓ If you need to sneeze or cough, please use a tissue and place it in the trash can
- ✓ Keep the pen (if you sign paperwork)

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APPENDIX C

SAMPLE TRAINING ROSTER

Outbreak, Epidemic & Pandemic Response Plan Training Record

Facility: _____

By signing my name below, I am acknowledging that I have reviewed and understand the contents Dealership Outbreak, Epidemic & Pandemic Response Plan Posters that are posted and agree to adhere to them, and that other steps are being taken under the Dealership Outbreak, Epidemic & Pandemic Response Plan to minimize the risk of spreading and contracting infectious diseases by touching common surfaces (such as the elimination of coffee machines, water coolers, bagel or donut trays, popcorn machines, etc.):

[illegible]

Trainer's Printed Name: _____

Trainer's Signature: _____

Date: _____

APPENDIX D
SAMPLE NOTIFICATION THAT PLAN IS ACTIVE

As you know, some very difficult times are upon us. To counteract what we are all facing, employees, customers, vendors, and government officials must make a concerted effort to work together to save lives.

Please know that our dealership has established a robust Dealership Outbreak, Epidemic & Pandemic Response Plan (Plan) that is specifically designed to combat these types of situations at our dealership. According to the Plan, we have activated vigorous response measures to help combat and minimize the spreading and contracting of diseases, which we are requiring to be followed by our employees, vendors, customers, and other guests. Please know that we have mandated the following for the protection of our employees and guests:

EMPLOYEES:

- ✓ If you are sick, or have been exposed to someone that is sick, stay home until you fully recover, or for 14 days, whichever is later
- ✓ Roll down windows of vehicles that you or your customers are entering and allow them to air-out (weather permitting)
- ✓ Work areas of employees that are staying home due to sickness must be disinfected
- ✓ Avoid shaking hands
- ✓ Use social distancing (at least 6 feet)
- ✓ Wear gloves if handling objects provided by others
- ✓ Clean, cover, and/or disinfect surfaces (such as handles, steering wheels, switches, shifters, and key fobs) when receiving a vehicle or before allowing someone to test drive a vehicle
- ✓ Clean, uncover, and/or disinfect surfaces (such as handles, steering wheels, switches, shifters, and key fobs) when returning a vehicle or after allowing someone to test drive a vehicle
- ✓ Avoid touching your eyes, nose, and mouth with unwashed hands
- ✓ Regularly wash hands for at least 20 seconds with soap and water, and regularly use hand-sanitizer as an alternative

GUESTS:

- ✓ If you are sick, or have been exposed to someone that is sick, stay home until you fully recover, or for 14 days, whichever is later
- ✓ Tell us if you are at the dealership and feeling ill
- ✓ Roll down the windows of your vehicle (if weather permits)
- ✓ Avoid shaking hands
- ✓ Avoid touching surfaces and people
- ✓ Avoid being near other guests or employees (and feel free to roam the lot and look at vehicles)
- ✓ Wash your hands in the bathroom, or use one of the hand-sanitizer dispensaries
- ✓ Avoid touching eyes, nose, and mouth with unwashed hands
- ✓ If you need to sneeze or cough, please use a tissue and place it in the trash can
- ✓ Keep the pen (if you sign paperwork)

You may also notice that certain amenities (like food and coffee stations) have been removed, which is an intentional strategy to help avoid people touching common surfaces. We know this is an inconvenience, but it is the best practice to avoid spreading diseases.

Thanks in advance for your understanding and your efforts and your commitment to keeping yourself and others safe and healthy!

APPENDIX E
SAMPLE NOTIFICATION THAT PLAN IS NO LONGER ACTIVE

With the coordination and dedication of our employees, customers, vendors, and government officials, together we have successfully navigated through a very difficult time. Most importantly, because we were solidified in this important quest, many lives were saved.

We should all be proud of our efforts.

As you may recall, our dealership had established a Dealership Outbreak, Epidemic & Pandemic Response Plan (Plan) that was specifically designed to combat these types of situations at our dealership. Vigorous response measures outlined in this Plan were put into effect to help combat and minimize the spreading and contracting of diseases, which we required to be followed by our employees, vendors, customers, and other guests. It was not an easy time, but it we all understood that it was necessary and we all did our part.

The time has now come to lift the vigorous response measures from the Plan, but not without having gained a new perspective. We cannot forget what happened; nor do we want to forget. Much has been learned through this process and we are all determined to enjoy, a clean, safe, and healthy environment.

We simply want to say, thank you. Thank you for all that you did and all that you will do!

CORONAVIRUS COUNTERMEASURE VERIFICATION PROGRAM

- For the peace of mind of your customers and employees, we have also created a ***Coronavirus Countermeasure Verification Program*** if your dealership has taken action to combat COVID-19 and want an independent third-party to verify that these actions have been implemented
- This service requires a FaceTime or similar video-meeting where your dealership must demonstrate the actions that have been taken to combat COVID-19
- After demonstration, you will receive a verification that can be posted at your dealership, along with an approved message that you can send to your customers and employees, and post on your website and social media platforms
- If you are interested in our ***Coronavirus Countermeasure Verification Program***, please visit: <https://checkout.square.site/buy/BPXZE4ZPNRABQM33T5PVJSDR>



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