



La Corporation des concessionnaires
d'automobiles du Québec



COVID-19 SANITARY PROTOCOL OF SALES



**CAR DEALERSHIPS:
AN ESSENTIAL SERVICE
FOR PUBLIC SAFETY.**



Mutuelle de prévention
de la CCAQ



RESPONSIBLE MEASURES DURING COVID-19

Following the announcement of the revival of certain economic sectors in Québec, including retail, we are pleased to present this protocol for the gradual return of sales.*

As the automotive sector is the second largest economic power in Québec, it is important to have a sales process, by appointment if possible, for transactions and vehicle deliveries that take place at the dealership. Public health authorities and the CNESST expect employers to be proactive in their efforts to ensure the health and safety of their employees, for the sake of both workers and the public. Companies are therefore required to identify contamination risks and to put in place preventive measures.

These measures reflect the recommendations of the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST), the Institut national de santé publique du Québec (INSPQ), the World Health Organization (WHO) and various government guidelines, and will continue to evolve.

CNESST, Commission des normes, de l'équité, de la santé et de la sécurité du travail

> <https://www.cnesst.gouv.qc.ca>

INSPQ, Public health expertise and reference centre

> <https://www.inspq.qc.ca/en>

Government of Québec,

Situation of (COVID-19) in Québec

> <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/situation-coronavirus-in-quebec/>

WHO, Novel coronavirus (COVID-19) advice for the public

> <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Government of Canada, Disease (COVID-19)

> <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

* This protocol was developed specifically for the automotive sector and does not replace the guidelines issued by the CNESST, which must be followed at all times.



OBJECTIVE

Enable the rental or sale of vehicles under conditions that meet health and safety requirements and in full compliance with health and safety regulations.

Our priority is and always will be the health of our customers and employees. The measures set out herein reflect this objective.

The following conditions must therefore be met.

GENERAL CONDITIONS

- When you return to work, schedule a meeting with your employees to explain the preventive measures that have been put in place;
- Identify a person in a position of authority who will be responsible for enforcing the protocols and for collecting reports and comments;
- Question employees about their health on a daily basis;

> <https://www.quebec.ca/en/health-issues/a-z/>

- Advise employees to stay home if they show symptoms associated with COVID-19 (fever, cough, difficulty breathing, loss of smell or taste, or any other symptoms that may be added) and to follow the Employer Response Guide issued by the CCAQ);

> [Employer Response Guide \(PDF\)](#)

- Isolate any employee who develops symptoms as outlined in the Employer Response Guide issued by the CCAQ and call 1 877 644-4545;
- Respect social distancing guidelines, avoid direct physical contact (e.g., handshake, hug) and maintain a distance of 2 m between people, use a sheet of plexiglass;
- Wear a conform surgical mask at all times, even when social distancing is possible and when there is a plexiglas. However, when a person is alone in a closed office (4 walls with a door, not partitions), that person can remove his mask;

- Promote hand hygiene by providing employees with the necessary materials (soap and warm water, hand sanitizer, contact-free garbage cans, disposable tissues, wipes or paper towels, etc.);
- Ensure all employees watch the video on safe hand washing;

> https://www.youtube.com/watch?v=0kv-WM07R_8

- Install hand sanitizer dispensers at the entrance and other areas and encourage customers, contractors and other visitors to disinfect their hands;
- Promote respiratory etiquette (cough into your elbow, or into a tissue discarded immediately after use, then wash your hands as soon as possible);
- Post reminders at specific locations, such as the entrance, washroom, waiting area, service counter, etc.;

> <https://covid19.ccaq.com/knowledge-base/coffre-a-outils/>

- Avoid bringing personal items into work areas;
- Remove non-essential items (e.g., magazines, newspapers, brochures, etc.) from common areas;
- Prioritize the use of digital documents;
- Offer the option of a virtual shopping experience and remote trade-in appraisals, if possible;
- Visually define the 2 m physical distancing measure on the floor with tape;
- Keep all vehicles in the showroom and outside locked;
- Make sure customers visiting the showroom are accompanied by a representative and maintain a distance of 2 m between people;
- Limit the number of clients in the showroom to respect the maximum number of customers.

> <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/restriction-on-the-number-of-customers-admitted-to-commercial-enterprises/>



Be extra careful in the following situations:



MEALTIMES

- Schedule mealtimes so as to limit the number of employees in the dining area at any given time;
- Have employees eat in rooms large enough to maintain a distance of at least 2 m between people or install plexiglasses;
- Authorize the employees to remove their mask only when they are eating and they must immediately put it back on right after they finish.
- Ensure thorough hand washing before and after meals;
- Prohibit the sharing of items (e.g., cups, dishes) or food.



BREAKS

- Ensure social distancing guidelines are respected during breaks (no gatherings);
- Do not share items (e.g., cigarettes, pens, cash, cell phones).

HYGIENE AND CLEANING

The virus responsible for COVID-19 can survive for some time (a few hours to several days) on various surfaces, but can be easily removed using most regular cleaners and disinfectants. The cleanliness of the premises is a priority and requires the implementation of certain measures.

Visit the Institut national de santé publique du Québec website for surface cleaning guidelines.

> <https://www.inspq.qc.ca/covid-19/nettoyage-surfaces>

Disinfect

- 01-** Dining areas before and after each meal;
- 02-** Washroom facilities after each shift;
- 03-** The showroom each day;
- 04-** The work area, frequently touched surfaces (tables, counters, doorknobs, telephones, computer accessories, pens, etc.) with a cleaner or disinfectant after each shift;
- 05-** Chairs used by customers after each use.



Clean vehicles

Disinfect all vehicle surfaces touched by the customer during the demonstration or test drive, such as keys, door handles, steering wheel, gear shift, touch screen, accessories and trunk handle.

Once the vehicle has been cleaned, lock it and mark it as disinfected.

SET APPOINTMENTS

- Offer customers staggered appointments whenever possible;
- Ask customers if they have symptoms associated with COVID-19 (fever, cough, difficulty breathing, loss of smell or taste, or any other symptoms that may be added);
- Notify customers of the measures put in place for their safety (restricted access to the showroom, hand washing, etc.);
- VIP sales and any marketing or sales activities that do not allow for a distance of at least 2 m between people are not recommended and should be avoided.

GREET THE CUSTOMER

Anyone entering the dealership must be greeted at the front desk.

- Make sure that the client is wearing a face-covering;
- Ask the customer to disinfect their hands with hand sanitizer;
- If possible, representatives should meet with no more than 2 people at a time;
- Keep a paper or electronic logbook to track all the customers who came to the dealership;
- Notify the representative of the customer's arrival and have them meet the customer at the front desk.

VEHICLES IN THE SHOWROOM AND OUTSIDE

When the sales representative shows the vehicle to the customer.

- Unlock the vehicle and keep the key at all times;
- Customers are only allowed to sit in the front seats;
- Lock the vehicle after the showing and return the key to the designated area for the cleaning staff;
- Post a sign on the vehicle once it has been cleaned.

TEST DRIVES

The sales representative must:

- Wash their hands with hand sanitizer before the test drive and ask the customer to do the same;
- Take a picture of the customer's driver's license without touching it;
- Select a vehicle that has been disinfected;
- Allow the customer to drive the vehicle within a specific radius and set a time limit;
- If the customer is only wearing a non-compliant face cover or mask, require eye protection or install a plexiglass in addition to wearing a surgical mask for your representatives;

> <https://covid19.ccaq.com/wp-content/uploads/2020/04/PAROIS-PROTECTION-CCAQ-3.pdf>

> <https://covid19.ccaq.com/knowledge-base/masques-ou-couvre-visage/>

- Sit in the back of the vehicle;
- Wash their hands with hand sanitizer after the test drive and ask the customer to do the same;
- After the test drive, ask the customer to park the vehicle and return the key to the designated area for the cleaning staff.

SIGNING DOCUMENTS

- Set up a space that ensure confidentiality while maintaining a distance of 2 m between people;
- Install a protective plexiglass screen if the area does not allow for the appropriate distance;
- Disinfect the surface of the desk and any chairs, electronic devices and other items used by the customer;
- Provide a single-use pen or disinfectant;
- Wash your hands after the transaction.

TRADE-IN APPRAISALS

Wear gloves during the appraisal and wash your hands when you remove them.

REPOSESSION OF A TRADE-IN VEHICLE

Upon repossession, disinfect the vehicle.

VEHICLE DELIVERY

Vehicles must be delivered to the customer at the dealership, either inside or outside, in a designated area.

- Disinfect the vehicle before the customer takes possession;
- Show the vehicle virtually.

