

COVID-19 Business Operations

Checklist and Resources for
Auto Care Industry Businesses

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Resource Checklist

To ensure optimal efficiency of your operations along with safety of your staff and customers, create policies and processes to address each of these. Use this as your operations checklist whether you're currently open or resuming operations soon. Of course, your particular circumstances may vary and you should consult with your legal advisors for your specific plan.

Branch Sales and Operations

- Amended Branch Operations Policies
- Branch Showroom Policy
- Daily Workday Time/Vacation/Sick Time Approvals
- Inventory Replenishment Adjustments
- Distribution Center Policy
- Interim Will Call Setup and Credit Card Policy
- Product Return Guidance
- Restroom Access for Contract Truck Drivers
- Social Distancing
- Team Member Symptom Check Sign
- Updated Team Member Work Instructions

Customer Service

- Customer Sign Templates
- Essential Business Classification
- Customer Communications

Safety and PPE

- Cleaning Supply Ordering and PPE Requirements
- COVID-19 Incident Response Process
- General Team Member Safety Procedures
- Safety Tips for Technicians and Delivery Drivers
- Team Member Glove Supply
- Updates on Mask Usage
- Use Caution with Buyout Inventory
- Wipe Down and Disinfect Work Surfaces

Shelter in Place/ Stay at Home Orders

- What to Do If A "Shelter in Place/Stay at Home" Order Is Issued
- Certification and Proof of Essential Business Employment

Health and Team Member Assistance Resources

- Health and Wellness Tips from Your Providers
- Employee Assistance Programs
- Medical Facts About COVID-19
- CDC Guidelines
- Spam Warnings

Generic Templates

- Location Metrics
- Team Members
- Other Parties
- Customer Sales Listing
- IT Response
- Employee Health and Safety Response
- Operations Response

Resource Templates

Location Metric Template

This template helps to give branch or building managers information to help with capacity limits per social distancing guidelines or fallback locations that compare in efficiency to help with operations.

Location Code	
City	
State	
Number of buildings at location	
Sq. ft. of location	
Sq. ft. of showroom	
Sq. ft. of offices/breakroom	
Sq. ft. of warehouse	
Next closest branch code	
Distance to next closest branch	
Areas of branch for exposure concern	

Close Contact Matrix

Use this template to list anyone who is in your location (non-customer) at the time an infected person was around. These individuals may need to be contacted to inform them of potential interaction with an infected person.

Full Name	Company	Position	Phone
1.			
2.			
3.			
4.			

Contact with Confirmed Case (<10 minutes)	Contact with Confirmed Case (<6 feet)	Next Steps	Notes
1.			
2.			
3.			
4.			



Resource Templates

Customer Sales Listing

Export the below information out of your point-of-sale (POS) periodically and keep it handy to show who was in your location. Should someone become infected, it will help trace anyone who may have come in contact with the virus.

Ticket No.	Customer No.	Customer Name	Customer Phone	Sell date	Salesperson Name

Cleaning Procedure Considerations

It's important to keep your staff and your customers safe by following disinfecting procedures and detailing those so that everyone on your premises has that information. Here are basic questions to answer periodically and keep handy.

Do we need to do some level of cleaning at the branch?	
What level of cleaning do we need to do?	
What company will we get to disinfect/clean?	
What is the date of disinfection?	
Cleaning Notes	



Resource Templates

Operations Response Plan

Should someone in your branch or building become infected with COVID-19, here are some essential questions to ask and answer to determine your next steps.

Will the branch stay open? If no, when will branch reopen?	
Do we need to turn off interbranch transfers?	
Do we need to stop replenishment orders?	
What is the operational plan to get the business back and going ASAP?	
Do we need to do some level of cleaning at the branch?	
Do we need to give systems access to other team members to access existing tickets?	