

GUILFORD COUNTY GUIDELINES  
REGARDING AUTOMOBILE DEALERS

**Detailed Plan of Action**

- 1) All dealership operations shall be fully compliant with all the requirements set out in Executive Order 131.
- 2) Motor vehicle sales conducted by appointment.
- 3) Posting online whether a facility is open and how best to reach the facility and continue services by phone or remotely.
- 4) Designate six-foot distances with signage, tape, or by other means, six-foot spacing for employees and customers to maintain appropriate distance and maintaining at least six-foot social distancing from other individuals.
- 4) No more than ten (10) people, including customers and employees, in the showroom at any one time.
- 5) All customer lounges closed.
- 6) Tables available outside the showroom for customers who wish to conduct transaction outside of showroom.
- 7) Hand sanitizer and sanitizing products readily available for employees and customers.
- 8) No test drives permitted unless expressly requested by the purchaser and only conducted in adherence to the following requirements:
  - a. Vehicle are completely sanitized with COVID-19 approved products after every test drive with a card stating time it was driven and when it was sanitized.
  - b. No sales representative riding in vehicle with a customer.
  - c. Customer to wear gloves that are provided by dealership while test driving vehicle.
  - d. Disposable seat mats to be used for the test drive.
  - e. Vehicles test driven will not be driven by another potential customer for 72 hours.
- 9) To the extent legally possible, conduct off-site / home delivery of vehicles.
- 10) Adhere to a n y CDC recommendations in addition to Executive Order 131 for maintaining a safe workplace, including the measures referenced above as well as:
  - a. Identify customers and employees who have viral symptoms and prohibit them from entering the dealership.
  - b. Require what the CDC calls “respiratory etiquette,” including covering coughs and sneezes
  - c. Provide customers and employees with tissues and trash receptacles.
  - d. Prohibit employees from using other employees’ phones, desks, offices, work tools and equipment.
  - e. Prohibit hand shaking and other physical contact between individuals.
  - f. Post handwashing signs around the dealership.