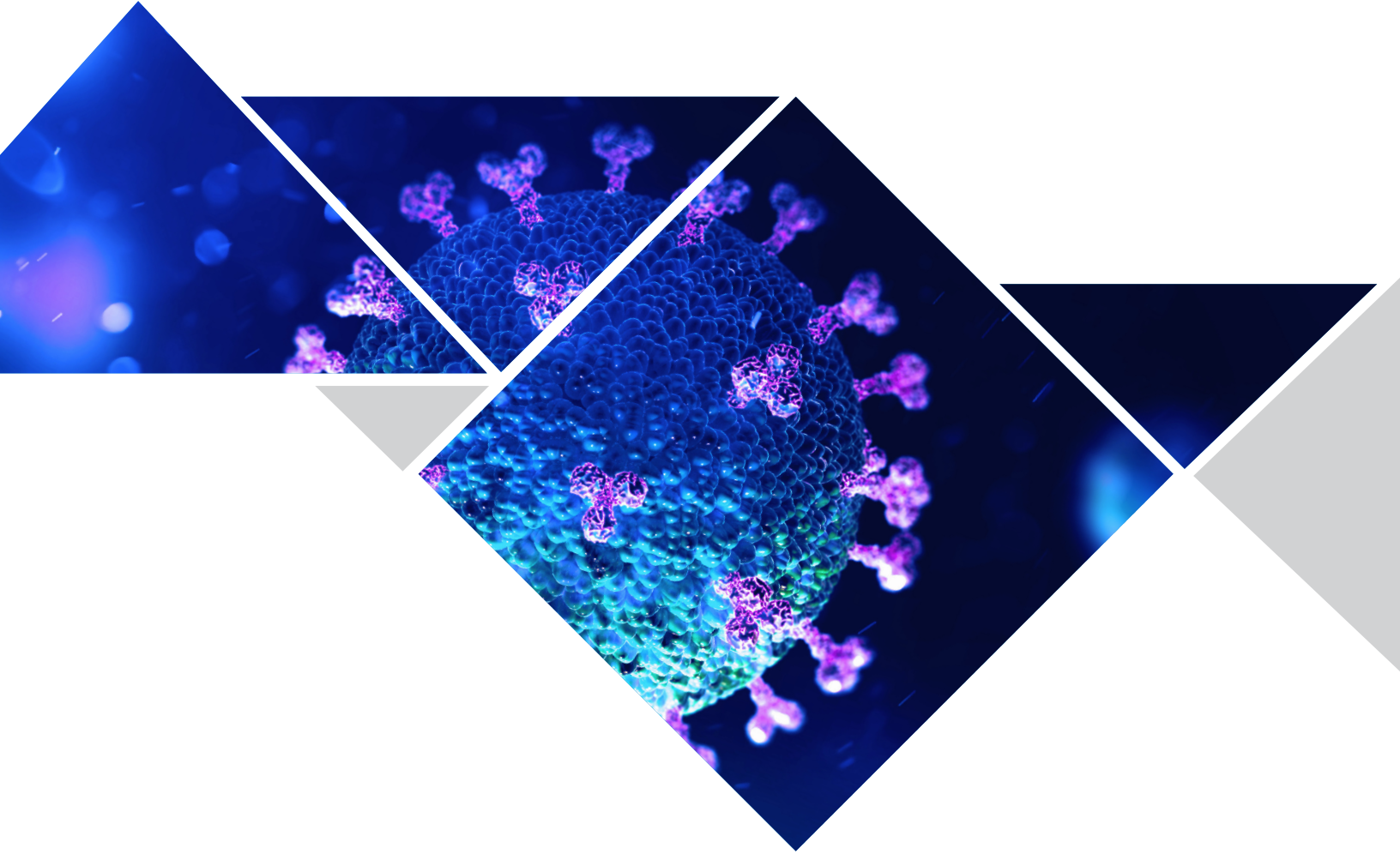


20 Group Best Practices

COVID-19



20 GROUP

nada.org/20group

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This document is a compilation of ideas and best practices from our NADA 20 Group dealer members. It is not intended as legal advice. Each dealer must seek their own legal counsel and make their own business decisions. Any reference to any entity, person, organization, activities, product or services, as well as any links to external websites, does not constitute or imply any endorsement, recommendation or approval by NADA. The presentation of this information is not intended to encourage concerted action among competitors or any other action on the part of dealers that would in any manner fix or stabilize the price or any element of the price of any good or service.

Sanitizing and Disinfection

Daily and hourly cleaning process for all touch point surfaces, including but not limited to:

- Printers, fax machines, phones, countertops, desks, doorknobs, drawer handles and knobs
- Tables and chairs throughout
- Keyboards, mouse, tablets, laptops
- Pens (all employees should have/use their own pen, kept on their person)
- All interactive touch screens throughout dealership
- TV buttons and remote controls
- Bathrooms
- Loaner cars, demos and showroom cars as used
- Customer vehicles, including:
 - Keys and remotes
 - Exterior driver-side door handle
 - Steering wheel—including buttons
 - Center console—outside only
 - Gear selector (dial/handle)
 - Radio/HVAC areas
 - Touch screen
 - Start/stop buttons
 - Driver-side door armrest and center console
 - Window/seat/mirror controls
 - Rearview mirrors
 - Seat belt buckle and anchors

Prevention

- Wash hands often.
- Address and handle outside vendors outside of the store.
- Remove all nonessential touch points, coffee, water, snacks, etc.
- Discontinue use of beverage and snack vending.
- Remove all reading materials in customer lounge.
- Remove brochures, etc. Hand out upon request for customer to take with them.
- Arrange seating in guest lounge to keep the distance between seats at least 6 feet.
- Identify one contact in HR for all managers to email if an employee goes home sick.
- Lock and restrict use of showroom vehicles. If used, clean and disinfect after each use.
- Prop doors open when possible to avoid touching doorknobs.
- All employees should have/use their own pen, kept on their person.
- Remove all TV remote controls. Post instructions not to change channel on TV.
- Schedule a recurring morning conference call to include all department managers from all rooftops to address the current status and best practices.
- Set up a new email address for employees to send questions related to the COVID-19 virus. HR manager should manage the email account and sends out a daily email with all questions and answers.
- Restrict access to the employee break room and any other areas where people can congregate. Allow employees to eat at their desks.
- Instruct employees to consider canceling all scheduled vacations so they have vacation time to take if the store would be forced to close, or if they get infected.
- Establish a social-distancing policy of 6 feet and a no-handshake rule.

Human Resources

- Employees returning from vacation/travel must contact HR and answer the following:
 - Where did you travel while you were away?
 - Did you *knowingly* come into contact with anyone who has tested positive for the COVID-19 virus?
 - Are you experiencing any of the following symptoms: fever, cough or shortness of breath?
- Ask employees to report symptoms or positive test of COVID-19 and self-quarantine.
- Consider furlough status for unemployment benefits.
- Valuable employees will be needed after pandemic is over.

Leadership and Communication

- Remain calm and positive. Remember, your team is looking toward your leadership for comfort, so remind employees that together, you will come out of this stronger than ever.
- Communicate often and be visible.
- Schedule conference calls for all employees at least weekly, inviting furloughed employees to join in. If the call is mandatory and lasts an hour or more, consider compensating the latter for their time.
- Gather input from your staff.
- Make decisions early and be transparent with all of your staff.
- Develop a restart plan for when this is all over.
- Prepare for:
 - Total shutdown for 14 days
 - Partial shutdown—no showroom traffic.
 - Severely reduced staff, but normal-as-possible operating conditions

Sales

- Virtual showroom with video
- Complete online buying process
- Pickup and delivery services for test drives and sales
- Bringing vehicles to customers for test drives
- Video conferencing
- Credit card payment of bill prior to customer pickup of vehicle (outside)

Service and Parts

- Focus on 100% total absorption.
- Use “All-New Touch-Free Service Option” (pickup and delivery).
- Limit shuttle service to one or two people per trip.
- Accept/require payment over the phone.
- Split shifts and work in teams so if a team member is infected, only the team self-isolates.
- Provide nitrile gloves and N-95 masks for employees.
- Consider DrivePUR/PurTEQ three-step process.
- Use hangtags that say, “Sanitized for your Comfort and Safety.”
- Provide hand sanitizer for both employees and customers.
- Instruct customers on after-hours drop-off service.
- Check the FSA list of vehicles in your DMA with outstanding recalls. Now is a good time to get them done, when travel and jobs are pending.
- Contact your fleet accounts and ask them if they have work that should be done while in a down time.
- Catch up on reconditioning.

Business and Cash Flow

- Evaluate all processes.
- Reduce/eliminate discretionary spending.
- Ask vendors for delayed billing.
- Consider uniform service reduction and/or suspension.
- Employ tight inventory controls for vehicles and parts.
- Consider purchasing used cars.
- Reduce staff and allow work from home.
- Consider suspending 401(k) match.
- Look into using “force majeure” to gain possible relief from contract obligations.
- Watch accounts receivable closely. Use COD where appropriate.
- Consider factoring your accounts receivable.
- Cut out all overtime.
- Lock up all your supplies.
- Check with your insurance underwriter regarding business interruption insurance.
- Be vigilant regarding hackers: Refer to legitimate sources such as those operated by John Hopkins University or the Centers for Disease Control and Prevention (CDC). Do not click links in unsolicited emails that promise updates about COVID-19.
- Investigate the Small Business Administration low-interest federal disaster loans. (See “Legislative Issues.”)
- Transfer cash accounts to FDIC Insured accounts (\$250,000 max).

Marketing

- Advertise sanitizing procedures on social media and dealership website.
- Dedicate a website page to COVID-19 updates and procedures.
- Let customers know your pickup/delivery options.
- Offer remote virtual test drive and purchase option.
- Check your social media often. Misinformation can run rampant if not caught early.
- Have an “ASK ME ANYTHING” button on your website.
- Look at assigning the bulk of your digital budget on videos for customers and prospects.
 - Create videos highlighting your dealership’s cleaning process.
 - Show how to purchase a vehicle online.
The more videos the better!
 - Explain any change in hours and your service and parts process.
 - Show how you are helping your community and your customers.
 - Dealer/GM, speak to what you and the factory/finance company are doing for your customers.
 - Do a video update weekly to keep customers informed.

Legislative Issues

SBA Disaster Assistance in Response to the Coronavirus

- The Small Business Administration (SBA) is offering designated states and territories low-interest federal disaster loans for working capital to small businesses suffering substantial economic injury as a result of the novel coronavirus (COVID-19). Upon a request received from a state's or territory's governor, SBA will issue under its own authority—as provided by the Coronavirus Preparedness and Response Supplemental Appropriations Act, which was recently signed by the president—an Economic Injury Disaster Loan assistance declaration.
- Any such Economic Injury Disaster Loan assistance declaration issued by SBA makes loans available to small businesses and private, nonprofit organizations in designated areas of a state or territory to help alleviate economic injury caused by the COVID-19.
- SBA's Office of Disaster Assistance will coordinate with the state's or territory's governor to submit the request for Economic Injury Disaster Loan assistance.
- Once a declaration is made for designated areas within a state, the information on the application process for Economic Injury Disaster Loan assistance will be made available to all affected communities as well as updated on SBA's website: [SBA.gov/disaster](https://www.sba.gov/disaster).
- SBA's Economic Injury Disaster Loans offer up to \$2 million in assistance per small business and can provide vital economic support to small businesses to help overcome the temporary loss of revenue they are experiencing.
- These loans may be used to pay fixed debts, payroll, accounts payable and other bills that can't be paid because of the disaster's impact. The interest rate is 3.75% for small businesses that don't have credit available elsewhere; businesses with credit available elsewhere are not eligible. The interest rate for nonprofits is 2.75%.

Closing Procedures

- **Inventory management:**
 - Arrange security, including hourly inventory checks.
 - Do a physical inventory count, both new and used. Ensure that doors are locked and windows up.
 - Retrieve any loaner/rental vehicles before closing.
 - Add signage for delivery drivers where vehicles are dropped and where keys are to be placed. Provide GM's cell phone for notification.
- **Sales department:**
 - Close out all deals that have been delivered.
 - Ensure that payoffs have been made on trade-in vehicles.
 - Create a clear action plan on "Virtual Dealership."
 - Check login credentials and managers' access to CRM and DMS, RouteOne, DealerTrack, OEM Captives, etc., from remote location.
 - Designate to managers tasks such as mail delivery, email and voice mail retrieval.
- **Service department:**
 - Turn off compressors and quick lube.
 - Ensure factory and aftermarket warranty claims are submitted.
 - Close all active customer repair orders.
 - Collect payment for ROs and arrange after-hours pickup procedures.
 - Secure extended-stay vehicles in a safe location.
 - Secure all loaner vehicles.
 - Notify suppliers and vendors of closure and estimated reopen dates.
 - Cancel appropriate scheduled service appointments.
 - Notify parts suppliers of the delivery protocol.
- **Human resources:**
 - Put a hiring freeze in place.
 - Check with HR to keep benefit payments current to avoid a lapse in coverage.
 - Notify employees of available benefits.
 - Collect cell phone and emergency contact numbers for all staff and distribute to managers.

• Human resources (continued):

- Create a call tree or group text communication plan in case of emergency.
- Instruct staff on retrieving voice mail and email if working remotely.
- Forward calls to your cell phone.
- Have employees take home personal items to reduce risk of theft.
- Track company-issued devices.
- Obtain COVID-19 updates from trusted sources.
- Use time wisely. Work on building your database, OEM e-learning, growing social media, stay connected to customers, read leadership/management books, etc.

• Facility management:

- Submit all receivables.
- Notify all vendors of closing and expected reopen date.
- Notify OEM and ensure the dealership is not liable for any franchise agreement infractions.
- Reduce thermostat, power off computers, consider water shutoff.
- Post signage on all entrances of closing. Include emergency contact phone number.
- Update and post to Google, Facebook, Website, and other social media hours of operation.
- Back up your computer, scan important files and secure.
- Check with your insurance underwriter regarding your business interruption coverage.

Factory Correspondence and Relations

From Global Connect

RE: Chevrolet, Buick, GMC, and Cadillac Dealership Operations

Dear Dealer Operators:

As Coronavirus (COVID-19) continues to impact areas across the country, we have to remind ourselves that General Motors has always persevered. Our relationship has always been key.

Our focus during this time is on the safety of our dealers, employees, our customers, and the public. GM dealerships serve an essential function, keeping Americans on the road, a task that is even more critical now that social distancing is necessary and public transit in many places has been shut down. Striking the appropriate balance together in this trying time is crucial.

For any dealership that is ordered to close or reduce services by a local, state, or federal authority, that closure will not be considered a breach of your Dealer Sales and Service Agreement (“DSSA”). We simply ask that you inform your Zone Manager that (1) you have done so to comply with an applicable order, (2) estimate your re-opening date consistent with the applicable order, and (3) provide contact information for any and all business items while you remain closed. Given that many units are already in-transit, we also ask that you enable delivery to your approved location and identify whether or not you will be able to inspect those units upon arrival or wish to defer until you reopen.

For dealerships that are not ordered to close, we encourage you to continue serving your community. However, we do understand that you may face unforeseen circumstances in the coming days. Should this occur, we ask that you contact your Zone Manager to ensure you are adhering to the DSSA to the fullest extent possible. Rest assured, GM will take a balanced approach when reviewing your circumstances.

Finally, to the extent we can continue to enable you to provide sales and service to your local communities, we encourage all dealers to enroll in Shop, Click, Drive, offer Concierge service, provide Courtesy Transportation to customers in need, and offer home delivery where permissible. These services can help you continue to serve your community while observing new social distancing practices.

Sincerely,

Sample Letter for Ford

If a dealer is ordered to close part or all of their business, they need to send an email to the Zone Mgr. with the following:

Start with what part of your Business is closing (Just sales, Parts, Service, or all) and add:

1. you are doing so to comply with an applicable order (copy of the order would help)
2. estimate your re-opening date consistent with the applicable order,
3. provide contact information for any and all business items while you remain closed.
4. Given that many units are already in-transit, we also ask that you enable delivery to your approved location and identify whether or not you will be able to inspect those units upon arrival or wish to defer until you reopen.

GM Letter

To all Owners, General Managers and Fixed Operation Managers.

I just wanted to reach out to all of you and thank you for your business during this difficult time. I also wanted to let you know that the Fixed Operation team is working from home until further notice to make sure we don't spread the virus or become infected ourselves as Safety is our overriding priority. GM is doing everything we can to remain open for business and to support you the dealer and our customers. In the event you need anything please reach out to your DMA or myself directly and we will do our best to assist. All of GM is still working remotely if we can. Our manufacturing facilities are on a stagger closing until the end of the month, ***but our PDC's are still open at this time.***

I do ask that if the dealership will be closing or partially closing to please advise your DMA or myself quickly so we can make adjustments for delivery.

Again I would once again to thank you for your support and business during this difficult time. We will get through this as we always do, as ONE TEAM.

Appendix

Important Web Links

CDC Corona Virus Symptoms

- <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/index.html>

New Federal Emergency Leave Mandates

- <https://www.nada.org/workarea/DownloadAsset.aspx?id=21474860843&sso=cc5336e9-95ea-438c-afe2-16bcfa66e61b>
- CDC COVID-19 Website
- CDC Travelers' Health Website
- CDC Health Alert Network
- U.S. Department of Labor OSHA Guidance

Sample Customer Letter 1

To all managers and employees:

As we progress through this ever-changing virus situation, we are putting a few policies in place on a temporary basis. These adjustments are subject to change based on the needs of our employees and our community.

Vehicles. All touch points in a vehicle should be wiped down prior to driving. This will include, but is not limited to, test drives, accepting a vehicle into service, prior to appraisal, and redelivery to customers in service and wash bay services.

Customer interactions. Don't shake hands. Wipe down work areas and hands after every interaction. Snack areas are to be shut down.

Employee illness. Employees are encouraged to stay home if they are ill, but if an employee has a fever, shortness of breath and/or cough that person must stay home until he or she is cleared to come back to work. Employees should refer to their health care provider for care.

Temporary emergency pay. If an employee, family member or if the employee receives a civil declaration of exposure with a documented diagnosis of COVID-19 the dealership will help alleviate pay for up to 10 days (two weeks) at the regular PTO rate as long as dealership is actively in operation. If the federal or state authorities implement a sick pay plan this temporary pay will be adjusted or changed.

Other illness or travel. All other illness will be handled under the dealership's current policies; all travel to other countries where illness develops will not fall under the temporary emergency pay.

Work from home. At this time the dealership does not have a "work from home" policy and does not plan on adopting one.

We appreciate and care about you so please make sure you are following the recommended guidelines from the CDC and state authorities. If you have any questions, please see your manager regarding these changes. All above policies can change from day to day, and we reserve the right to make those changes.

Sample Customer Letter 2

To our customers:

The health, wellness and safety of **XXXXXXXX** employees and customers are always of the utmost importance to **XXXXXXXX** Auto Group, as is ensuring that we continue to service our customers without disruption. We want to assure our customers that we are taking measures to reduce the potential exposure of our employees and customers to COVID-19. We are following CDC best practices guidelines, and those of state and local authorities, to avoid the spread of this virus. Please note that these guidelines may continue to change as this outbreak develops.

These best practices include the following:

- Providing our employees with information and best practices from the CDC to prevent the spread of COVID-19, including self-quarantine recommendations.
- Instructing employees to stay home when sick.
- Cancellation of all nonessential business travel.
- Enhanced cleaning of our facilities per CDC guidelines.

We will continue to monitor and be responsive to recommendations from federal, state and local health department officials.

Regards,

Sample Customer Letter 3

Sales

Sales consultants will sanitize the stated critical areas of the vehicles as they enter and leave the vehicles. They will be provided with personal-size disinfectant bottles as well as cloths to sanitize their personal areas and vehicles.

All sales managers will be provided with personal-size disinfectant bottles as well as cloths to sanitize their personal areas as well as the critical areas of any/all customer's vehicle that they enter and leave.

All members of the sales department will wear black nitrile gloves when interacting with any/all customers as well as their vehicles and keys.

Service

Service advisors will sanitize the critical areas of a customer's vehicle upon drop-off and pickup. They will be provided with their own personal-size disinfectant bottles as well as cloths to sanitize their personal areas as well as the critical areas of any/all customer vehicles that they enter and leave.

Service will place steering wheel covers as well as gear shift covers on customers' vehicles once the vehicle has been properly sanitized.

The key fob will be sanitized and placed in a sealable bag that will be provided to the customer at the time of vehicle pickup.

All members of the service department will wear black nitrile gloves when interacting with any/all customers as well as their vehicles and keys.

Detail

All detail department team members will have their own personal-size disinfectant bottles as well as cloths to sanitize any/all critical areas of customer vehicles that they enter and leave.

All service loaners will be sanitized prior to our providing the keys to the customers. The key fob will also be sanitized and placed in a sealable bag that will be given to the customer at the time of loaner service.

All members of the detail department will wear black nitrile gloves when interacting with any/all customers as well as their vehicles and keys.



Sample Customer Letter 4

To our customers:

Just like you, we are closely monitoring new developments regarding COVID-19 (coronavirus). The health and safety of our customers and employees is of the utmost importance.

We are committed to doing everything we can to make your visit to our dealership comfortable and safe.

While our dealership is thoroughly cleaned each night, we've decided to raise our usual standards of cleanliness and health safety even higher. Maintaining the status quo has never been good enough for our dealership...and it shouldn't be for you either. Please know that our intention is to be a leader in meeting the challenge of COVID-19.

What we are doing differently:

We have implemented several new policies and procedures, which follow recommendations from the U.S. Centers for Disease Control and Prevention (CDC) and the Iowa Department of Health (Iowa Health).

We are in constant communication with our employees to reinforce our sanitization safety procedures. In addition, we are sanitizing high-traffic public areas with increased frequency.

We have added additional hand sanitizers throughout the dealership for the convenience of our customers and employees, and have implemented stringent hand-washing and sanitizing procedures to take place multiple times a day.

All dealership personnel are required to stay home from work if they develop respiratory, fever or flu-like symptoms.

Based on these proactive actions that have been implemented—effective Monday, March 9—we are confident that our dealership will continue to be a safe place to conduct business and we will remain open to best serve your needs.

Thank you!

Sample Employee Letter 1

To all employees:

With the continuing concern about the spread of COVID-19 “coronavirus,” your health and the health of your families are very important to us. Symptoms include fever, sneezing, shortness of breath or coughing. If you are experiencing **any** of these symptoms, **do not** come to work until all symptoms have passed.

If you have been in contact with someone who has tested positive for coronavirus, please call us immediately. **Do not come to work.** If after 14 days you have experienced no symptoms, call us and we will give you instructions about your return to work.

Please wash your hands often and refrain from touching your face as much as possible.

We all have paid sick time. If you have run out of sick time, and this is going to cause a financial hardship, contact **XXXXXXX** and we will make arrangements for additional paid sick time.

Stay healthy,

Sample Employee Letter (dealer group) 2

To all employees:

In an effort to reduce risk and the potential for intercompany spread of COVID-19, the following distancing and disinfecting processes and precautions are to be acted on immediately.

Here is how we are zoning locations. We want to completely eliminate GMs visiting stores outside of their zone for the foreseeable future.

Location 1, 2 and 3—Location GM 1/2, Location GM 3

Location 4—Location GM 4

Location 9—Location GM 9

Location 8—Location GM 8

Location 5, 6 and 7—Location GM 5/6/7

- If you travel anywhere, you are not permitted to return to work. We will address these scenarios case by case.
- Avoid all nonessential travel. If you must travel, report this to your supervisor and a plan will be put together. We will communicate when you can return to work and what stipulations may be required before your return.
- No cross-selling between stores.
- We will pay a \$100 referral to any sales rep who refers a customer to another location.
- No visiting other stores for any reason.
- Gloves and seat bag to be used by appraiser, technicians, porters, wash bay team members, advisors (sales team and wash bay team members are to get gloves and seat bags from the service department).
- Vehicle to be disinfected before and after appraisal/CP R.O.
- Disinfect all high-touch areas—door handle(s), steering wheel, shifter, arm console, interior door handle and door armrest.
- Also use disinfectant spray on the interior of the vehicle.
- Appraise/road-test vehicle with all windows open.
- Repeat disinfectant process upon completion of the appraisal (appraiser to disinfect) /CP repair (technician to disinfect)/vehicle detail for delivery (wash bay team to disinfect).
- Disinfect dealer trades (inner company and other companies).
- Limit/eliminate dealer trades to the very best of your ability.
- If it dealer trade cannot be avoided, follow the disinfecting process outlined above when vehicles are transferred.
- Do not allow other companies' dealer trade drivers into our stores. Make them wait outside and deliver all paperwork to them.
- Do not allow our team members who are traveling to another location to enter a building. Have them complete all transfers outside.
- Remember to disinfect all desks, door handles, bathroom sinks and any other high-touch areas every three hours.
- Practice social distancing in the workplace—think “at-work self-quarantine.”
- Stay at your own desk as much as possible.
- Do not share phones.
- Eat lunch at your desk, outside or in your vehicle. Avoid congregating in conference rooms as much as possible. If eating in the showroom, avoid foods that have strong smells. Help us maintain a great retail environment.
- We strongly advise bringing your own lunch from home. We do not want any food delivered to our stores. If you buy food, you must go pick it up.
- Limit or eliminate meeting in the conference rooms Consider quick standing meetings on the showroom floor or on the lot. But remember, if you hold a meeting on the showroom floor, it's a customer environment and we need to conduct ourselves with the highest of standards.
- Zero handshakes or human-to-human contact.
- If you are sick, stay home and remember to stay home and remember to refer to the [cdc.gov](https://www.cdc.gov) for any and all recommendations.

In a situation like we are currently facing, we are far better to be overprepared than underprepared. Our No. 1 focus is on the health and well-being of our team members, our team members' families, our customers and our customers' families. We must be vigilant and work together on this. We will prevail!

Employee Letter 3

To all employees:

As you all are now fully aware, our nation is currently facing a major threat from novel coronavirus (COVID-19). As a company we are taking this situation extremely seriously and remain singularly focused on the health and well-being of our team members and our customers. As of March 12, cases of COVID-19 are either very low or, in most instances, nonexistent in the communities we serve. With that being said, we anticipate that more cases will arise before this virus runs its course and fizzles out. We all need to work together to take the initiative and ensure that we are taking all possible steps to reduce risk in our stores. Below are our current requirements as recommended by the CDC. (For more detailed information, see the attached document from the CDC.)

- Stop shaking hands—use other noncontact methods of greeting, such as *Air Pound, foot five [explain].
- Clean hands and disinfect your workspace every three hours, before and after each meal, and after each bathroom use. You will be receiving email reminders every three hours to create solid habits.
- Avoid touching your face entirely, cover sneezes and coughs thoroughly.
- Regularly disinfect surfaces like doorknobs, tables, desks and handrails.
- Increase ventilation by opening windows or adjusting air conditioning.
- Keep areas decluttered to reduce surfaces that this virus could survive on.
- No business travel, including training.
- Any personal travel needs to be communicated via **(Insert Here)**.
- No group potluck lunches or vendors bringing in lunch—this includes Saturday lunches. We highly recommend that you bring your own food and do not share food with other team members.
- We will immediately stop making cookies and popcorn for our customers and team.

Changes to Sick Leave Policy

Self-report to your management team and stay home if you have COVID-19 symptoms:

- Cough
- Runny nose/sore throat
- Fever
- Difficulty breathing

If you are sick with the symptoms listed above, you are required to go to your doctor and request testing for COVID-19 .

If your physician states that you do not need to be tested, get written notice and report back to work when you are feeling healthy. Written notices should be turned in to your management team upon arrival back to work.

If your COVID-19 test comes back negative, get written notice from your physician and report back to work when you're feeling healthy. Written notices should be turned into your management team upon arriving back to work.

If your test comes back positive, get written notice from your physician, and you will be provided with up to 10 days of paid sick time. If your test is positive, immediately communicate with HR . **Please call (insert here) at (Insert here)**

Work-From-Home Accommodations

Please complete the personal computer survey at (Insert Link). This will also be emailed to you.

Employee Letter 3 (continued)

Scenarios

- Member of your household tests positive for COVID-19 ; therefore, you need to self-quarantine and care for your family member.
- Children can't go to school or day care due to closures and require adult supervision.
- Situations will be reviewed on a case-by-case basis by management.

Plan

Work will be organized, and a plan will be in place for you to be able to work from home if applicable.

Your direct supervisor will check in frequently to review work and progress toward company objectives as well as assist with barriers to performing your job well.

Compensation will be paid consistent with the work being completed.


We understand that there are a lot of questions and/or concerns. It is our intention to be able to answer your questions, reduce your concerns, and receive feedback from you to keep us all healthy and safe. For any and all questions, please email **(Insert here)**, and we will respond immediately.

As a company, we have assessed our risk and are very confident in our ability to navigate and continue business as normal. We have contingency plans in place and have communicated with all partners and key suppliers to discuss plans and **scenarios. All key partners are on the same page and prepared to navigate this together with us. We need everyone's support in going through this uncharted territory together, as a unified team. We must act professionally, safely and rationally! It is in times like this, we will get either stronger or weaker—and we choose to get stronger! I trust unequivocally that we all share the same goals and desires!**

We will continue to communicate regularly via email and meetings.

Sincerely,

Sample Website Letter 1



Dealership CONCIERGE SERVICE

Schedule a concierge team member to pick-up and deliver your vehicle directly to your home.

—

For Questions or to schedule.
Give us a call

XXX.XXX.XXXX

TO ALL OF OUR VALUED TOYOTA FAMILY & FRIENDS,

We are proud that our dealership has managed, during previous times of adversity, to not lay off any of our staff. We are committed to protecting the health and welfare of both our customers and staff and still provide the highest levels of customer service as we navigate the current Covid-19 outbreak.

That is why today we are announcing our "M[]byota Concierge Service". M[]byota will pick up and deliver your vehicle from your home or business within a 10-mile radius around our dealership, complete any needed repairs, and deliver the vehicle back to your home or business. Think of this like an "UBER Eats" or "Grub Hub" for the automotive industry.

We will continue to follow all CDC, state and local health guidelines. Plus, continue to employ all of the additional safety measures that we have instituted for our in-store service and sales departments for proper sanitization of your vehicle. Just look for the blue shirts.

Sample Website Letter 2

Dealer Name Here

As concerns over the COVID-19 (Corona Virus) continue to increase, we want all of our customers to be sure that we are adapting to these changes and can still help! In compliance with the CDC and local government suggestions, we have urged our employees who are sick to stay home and have implemented deep sanitation of all high frequency touch points. We want you to know the available options we have for your vehicle purchase or service experience.

- **100% Online Buying Process** - Purchase the vehicle completely online and have everything brought to you! Visit us at www.dealerwebsite.com
- **Video Walk-Arounds** - Our processes include a video for every vehicle you are interested in. Just let us know what vehicle you are interested in and then check your e-mail!
- **At Home Test Drives** - We can bring the vehicle directly to you for your own at home test drive.
- **Anti-Microbial Treatment** - All of our vehicles will come standard with Anti-Microbial Treatment, good for the next 10 Years.
- **Drop-Off Service & Maintenance** - We are offering complimentary Lyft Transportation. No need to sit and wait on your vehicle.

Our thoughts and prayers go out to all those affected by COVID-19 around the world. If there is anything our team can do to help at all, please contact us at [xxx.xxx.xxxx](tel:xxx.xxx.xxxx)

Thank You for your continued loyalty,

Dealer Signature

COVID-19 Scenarios and Benefits

Employee Pay Plan Grid

Name	Position	PTO			PAY PLAN			Rank	Comments
		Vac	Sick	Other	\$/Hr.	Salary	Bonus		

List of Expenses to Review

- Personnel
- Coffee service
- Utilities
- Inventory (where possible)
- Office supplies
- TV
- Office staff
- Lot attendant
- Dealer specialties
- Balloons
- Swag (keychains/license brackets)
- Free lunches
- Photos for the website
- AutoAlert
- Manage gas usage (less in used cars)
- Loaners
- Advertising
- Radio
- Newspaper
- Car clean people
- Reduce outside vendors
- Eliminate flags
- Travel and entertainment
- Only 10 gallons of gas in all deliveries
- Reduce inventory floor plan
- No free gas
- Country club memberships
- Have hourly staff share duties
- Reduce management staff
- Pay cuts across the board
- Professional services
- Dues and subscriptions
- Demos
- Get waste oil heaters
- 401(k) match
- Reduce perks

Sample Vendor Letter 1

To our valued partners:

As many of you are contingency-planning for your businesses in the coming months, so are we. I have no doubt that we will come through this bump in the road, but right now we are asking for the support of our vendors during this trying time.

The impact of COVID-19 on our industry is wide-ranging and we have only just begun to feel the economic impact it will bring. Our goal during these times is to continue paying our invoices as regularly scheduled; however, we must also be realistic about the state of our business.

While we do not want to cancel services, the reality is that we are facing unprecedented uncertainty over the coming months. In an effort to try and reduce cancellations, we are asking all of our vendors to consider providing us any of the following three options:

1. Two months of free service
2. 50% discount on your services for the next four months of billing (April, May, June and July)
3. 25% off for six months

We have already spoken to a large number of vendors who in some cases volunteered without being asked to reduce monthly fees by 50%. We feel that during this current climate, this is a reasonable request for us to make.

We are all in this together. We are asking for your help, as we do not want to terminate our current services or cancel contracts. Anything you can do to support us during this time would be appreciated.

My direct line is **(phone)**. I can also be reached at **(email)**. I would appreciate a quick response to this request. If you have any questions or would like to discuss this further, please reach out to me. We appreciate your willingness to work with us and your partnership.

Thank you,
(Name)
Office Manager

Sample Vendor Letter 2

To whom it may concern:

Due to the current unprecedented circumstances, we are writing to provide of our intention to terminate our contract with _____ and begin the 30-day opt-out period.

We value _____ as a business partner and appreciate the relationship we've built, but at this uncertain time our goals are to make sure we're in the best possible position to take care of our employees and customers. It is our hope that the current situation with COVID-19 will subside sooner rather than later, allowing us to resume our relationship. Until that time and based on the not-as-yet-defined essential nature of new- and used-car sales by the state and federal government, it is our intent to terminate our contract. Thank you for your attention with this matter.

Sincerely,

Customer Signage

For the health and safety of you and others, the coffee and snack bar are discontinued, the TV is turned to NEWS 12 and the remote is not available. Magazines and children's toys have also been removed. We are sorry for the inconvenience.

- Keep your distance from each customer and no shaking hands!
- Wipe your work area at least three times a day (at minimum!)—when you get in, lunchtime and when you leave for the day. *(This includes keyboards, doorknobs, telephones, arms of chairs, countertops, etc.)*
- Sanitize your area before you leave.
- Wash and/or sanitize your hands after every customer contact, even if you did not have physical contact.
- Wash your hands after each vehicle repair.
- Wear gloves while servicing inside a customer's vehicle.

(Sign Template from Chicago Area Trade Association)

NOTICE TO THE PUBLIC

The State of Illinois has deemed auto repair and related facilities as an essential business. However, until further notice, and in an effort to protect our staff and our customers, our sales showroom will be open by appointment only. Please call or email to make an appointment. We are making every effort to keep our facilities sanitized for everyone's benefit. When entering the showroom, please follow social distancing best practices. If you are feeling ill, please reschedule to a later date. We are happy to serve you at (dealership web site).

COVID-19 Scenarios and Benefits

This information is our current interpretation, based on information provided by industry experts. It is in no way a guarantee of what may actually take place under each of these scenarios. Although NADA believes the information below is current, accurate and complete, it cannot provide a warranty to that effect.

EPSLA Emergency Paid Sick Leave Effective April 2, 2020–December 31, 2020	Emergency Unemployment Effective as of March 23, 2020	EFMLA Emergency Paid Family & Medical Leave Effective April 2, 2020–December 31, 2020	Health Insurance Coverage Effective April 2, 2020–December 31, 2020	COVID-19 Scenarios
Employee is mildly ill with COVID-19.	All employees regardless of hire date are eligible for this benefit. Full-time employees are eligible for up to 80 hours sick leave at regular rate of pay. Part-time employees will be calculated based on average hours worked during the previous six months or average hours scheduled to work over a two-week period. Payouts are limited to \$511 per day, up to \$5,110 per employee. Payments will be paid through company payroll and will be listed on pay stubs as pay codes CV1 or CV2.	Those who have exhausted sick leave and other accrued paid time off and are still unable to return to work due to COVID-19 can apply for unemployment benefits. Waiting week for benefits will be waived. Workers can file for benefits online at labor.alabama.gov or by calling 866.234.5382. Claimants can begin filing these claims on Monday, March 23, 2020. Note: State unemployment notice is for the care of immediate family members only.	Not applicable.	Health plans must provide coverage for COVID-19 diagnostic testing and related services to employees and their covered dependents, without cost sharing (like deductibles, copayments and coinsurance). Covered services and related cost waivers apply to diagnostic testing, health care provider services (in-person and telehealth), and facility costs (physician’s office, urgent care center and emergency room) to the extent the costs are related to evaluating the need for, or furnishing, COVID-19 diagnosis and treatment. In addition, plans shall not require prior authorization or similar medical management requirements as a precondition of COVID-19 testing or services.
Employee is severely ill with COVID-19.	All employees regardless of hire date are eligible for this benefit. Full-time employees are eligible for up to 80 hours of sick leave at regular rate of pay. Part-time employees will be calculated based on average hours worked during the previous six months or average hours scheduled to work over a two-week period. Payouts are limited to \$511 per day, up to \$5,110 per employee. Payments will be paid through company payroll and will be listed on pay stubs as pay codes CV1 or CV2.	Those who have exhausted sick leave and other accrued paid time off and are still unable to return to work due to COVID-19 can apply for unemployment benefits. Waiting week for benefits will be waived. Workers can file for benefits online at labor.alabama.gov or by calling 866.234.5382. Claimants can begin filing these claims on Monday, March 23, 2020. Note: State unemployment notice is for the care of immediate family members only.	Not applicable.	Health plans must provide coverage for COVID-19 diagnostic testing and related services to employees and their covered dependents, without cost sharing (like deductibles, copayments and coinsurance). Covered services and related cost waivers apply to diagnostic testing, health care provider services (in-person and telehealth), and facility costs (physician’s office, urgent care center and emergency room) to the extent the costs are related to evaluating the need for, or furnishing, COVID-19 diagnosis and treatment. In addition, plans shall not require prior authorization or similar medical management requirements as a precondition of COVID-19 testing or services.

COVID-19 Scenarios and Benefits

EPSLA Emergency Paid Sick Leave Effective April 2, 2020–December 31, 2020	Emergency Unemployment Effective as of March 23, 2020	EFMLA Emergency Paid Family & Medical Leave Effective April 2, 2020–December 31, 2020	Health Insurance Coverage Effective April 2, 2020–December 31, 2020	COVID-19 Scenarios
<p>Employee was exposed and advised to be quarantined by health care provider. Business remains open.</p>	<p>All employees regardless of hire date are eligible for this benefit. Full-time employees are eligible for up to 80 hours of sick leave at regular rate of pay. Part-time employees will be calculated based on average hours worked during the previous six months or average hours scheduled to work over a two-week period. Payouts are limited to \$511 per day, up to \$5,110 per employee. Payments will be paid through company payroll and will be listed on pay stubs as pay codes CV1 or CV2.</p>	<p>Those who have exhausted sick leave and other accrued paid time off and are still unable to return to work due to COVID-19 can apply for unemployment benefits. Waiting week for benefits will be waived. Workers can file for benefits online at labor.alabama.gov or by calling 866.234.5382. Claimants can begin filing these claims on Monday, March 23, 2020. Note: State unemployment notice is for the care of immediate family members only.</p>	<p>Not applicable.</p>	<p>Health plans must provide coverage for COVID-19 diagnostic testing and related services to employees and their covered dependents, without cost sharing (like deductibles, copayments and coinsurance). Covered services and related cost waivers apply to diagnostic testing, health care provider services (in-person and telehealth), and facility costs (physician’s office, urgent care center and emergency room) to the extent the costs are related to evaluating the need for, or furnishing, COVID-19 diagnosis and treatment. In addition, plans shall not require prior authorization or similar medical management requirements as a precondition of COVID-19 testing or services.</p>
<p>Employee is caring for sick individual due to quarantine or advised by a health care provider due to COVID-19 and employee cannot telework.</p>	<p>All employees regardless of hire date are eligible for this benefit. Full-time employees are eligible for up to 80 hours sick leave at two-thirds of their regular rate of pay, Part-time employees will be calculated based on an average hours worked during the previous six months or average hours scheduled to work over a two-week period limited to \$200 per day, up to \$2,000 per employee. Payments will be paid through company payroll and will be listed on pay stubs as pay codes CV1 or CV2.</p>	<p>Those who have exhausted sick leave and other accrued paid time off and are still unable to return to work due to COVID-19 can apply for Unemployment benefits. Waiting week for benefits will be waived. Workers can file for benefits online at labor.alabama.gov or by calling 866.234.5382. Claimants can begin filing these claims on Monday, March 23, 2020. Note: State unemployment notice is for the care of immediate family members only.</p>	<p>Not applicable.</p>	<p>Health plans must provide coverage for COVID-19 diagnostic testing and related services to employees and their covered dependents, without cost sharing (like deductibles, copayments and coinsurance). Covered services and related cost waivers apply to diagnostic testing, health care provider services (in-person and telehealth), and facility costs (physician’s office, urgent care center and emergency room) to the extent the costs are related to evaluating the need for, or furnishing, COVID-19 diagnosis and treatment. In addition, plans shall not require prior authorization or similar medical management requirements as a precondition of COVID-19 testing or services.</p>

COVID-19 Scenarios and Benefits

EPSLA Emergency Paid Sick Leave Effective April 2, 2020–December 31, 2020	Emergency Unemployment Effective as of March 23, 2020	EFMLA Emergency Paid Family & Medical Leave Effective April 2, 2020–December 31, 2020	Health Insurance Coverage Effective April 2, 2020–December 31, 2020	COVID-19 Scenarios
<p>Schools are closed by a public official because of COVID-19 and employee cannot telework and does not have child care (for child under 18 years of age).</p>	<p>All employees regardless of hire date are eligible for this benefit. Full-time employees are eligible for up to 80 hours sick leave at two-thirds of their regular rate of pay, Part-time employees will be calculated based on an average hours worked during the previous six months or average hours scheduled to work over a two-week period limited to \$200 per day, up to \$2,000 per employee. Payments will be paid through company payroll and will be listed on pay stubs as pay codes CV1 or CV2.</p>	<p>Not applicable.</p>	<p>Any individual employed by the employer for at least 30 days (before the first day of leave) may take up to 12 weeks of job-protected leave. The first 10 days of Emergency FMLA will be unpaid. During this 10-day period, an employee may elect to substitute any accrued paid leave. Full-time employees pay will be at two-thirds of their regular rate of pay, Part-time employees will be calculated based on worked during the previous six months or average hours scheduled to work over a two-week period limited to \$200 per day up to \$10,000 per employee. Paid through company payroll and will be listed on pay stubs as pay code CV1 or CV2.</p>	<p>Not applicable.</p>
<p>Employee is immune-compromised and advised to self-quarantine by health care provider.</p>	<p>All employees regardless of hire date are eligible for this benefit. Full-time employees are eligible for up to 80 hours sick leave at regular rate of pay. Part-time employees will be calculated based on average hours worked during the previous six months or average hours scheduled to work over a two-week period. Payouts are limited to \$511 per day, up to \$5,110 per employee. Payments will be paid through company payroll and will be listed on pay stubs as pay codes CV1 or CV2.</p>	<p>Those who have exhausted sick leave and other accrued paid time off and are still unable to return to work due to COVID-19 can apply for unemployment benefits. Waiting week for benefits will be waived. Workers can file for benefits online at labor.alabama.gov or by calling 866.234.5382. Claimants can begin filing these claims on Monday, March 23, 2020. Note: State unemployment notice is for the care of immediate family members only.</p>	<p>Not applicable.</p>	<p>Health plans must provide coverage for COVID-19 diagnostic testing and related services to employees and their covered dependents, without cost sharing (like deductibles, copayments and coinsurance). Covered services and related cost waivers apply to diagnostic testing, health care provider services (in-person and telehealth), and facility costs (physician office, urgent care center and emergency room) to the extent the costs are related to evaluating the need for, or furnishing, COVID-19 diagnosis and treatment. In addition, plans shall not require prior authorization or similar medical management requirements as a precondition of COVID-19 testing or services.</p>

COVID-19 Scenarios and Benefits

EPSLA Emergency Paid Sick Leave Effective April 2, 2020–December 31, 2020	Emergency Unemployment Effective as of March 23, 2020	EFMLA Emergency Paid Family & Medical Leave Effective April 2, 2020–December 31, 2020	Health Insurance Coverage Effective April 2, 2020–December 31, 2020	COVID-19 Scenarios
Employee is afraid of gathering in a group and refuses to go to work (self-distancing) and cannot telework.	Not applicable to the Emergency Paid Sick Leave Act. Employee must follow regular company procedures for requesting available leave time or unpaid time off.	Not applicable.	Not applicable.	Not applicable.
Employer must shut down due to a quarantine by a public official and employee cannot telework.	All employees regardless of hire date are eligible for this benefit. Full-time employees are eligible for up to 80 hours sick leave at regular rate of pay. Part-time employees will be calculated based on average hours worked during the previous six months or average hours scheduled to work over a two-week period. Payouts are limited to \$511 per day, up to \$5,110 per employee. Payments will be paid through company payroll and will be listed on pay stubs as pay codes CV1 or CV2.	Those who have exhausted sick leave and other accrued paid time off and are still unable to return to work due to COVID-19 can apply for Unemployment benefits. Waiting week for benefits will be waived. Workers can file for benefits online at labor.alabama.gov or by calling 866.234.5382. Claimants can begin filing these claims on Monday, March 23, 2020. Note: State unemployment notice is for the care of immediate family members only.	Not applicable.	Not applicable.
Employer shuts down due to a business slowdown or lack of demand.	Not applicable to the Emergency Paid Sick Leave Act.	Those who have exhausted sick leave and other accrued paid time off and are still unable to return to work due to COVID-19 can apply for unemployment benefits. Waiting week for benefits will be waived. Workers can file for benefits online at labor.alabama.gov or by calling 866.234.5382. Claimants can begin filing these claims on Monday, March 23, 2020. Note: State unemployment notice is for the care of immediate family members only.	Not applicable.	Not applicable.
Employer reduces available hours due to business slowdown or lack of demand.	Not applicable to the Emergency Paid Sick Leave Act.	Those who have exhausted sick leave and other accrued paid time off and are still unable to return to work due to COVID-19 can apply for unemployment benefits. Waiting week for benefits will be waived. Workers can file for benefits online at labor.alabama.gov or by calling 866.234.5382. Claimants can begin filing these claims on Monday, March 23, 2020. Note: State unemployment notice is for the care of immediate family members only.	Not applicable.	Not applicable.

List of Virus-Killing Products

- 128 Disinfectant
- 128 E-Fecticide
- 14 plus antibacterial all-purpose cleaner
- 20 neutral disinfectant cleaner
- 256 Century Q
- 3M Disinfectant Cleaner RCT Concentrate
- 3M MBS Disinfectant Cleaner Concentrate
- 3M MBS Disinfectant Cleaner Fresh Scent Concentrate
- 3M Neutral Quat Disinfectant Cleaner Concentrate
- 3M Quat Disinfectant Cleaner Concentrate
- A-456 ii disinfectant cleaner
- ACS Tornado 1—one-step disinfectant American Chemical Systems 6836-75-86408
- All Purpose Virex
- All Purpose Virex Diversey, Inc. 1839-83-70627
- Array Non-Acid Restroom Cleaner & Disinfectant
- Avert Sporicidal Disinfectant Cleaner
- Bleach disinfectant cleaner Ecolab Inc.
- Boost 3200 CIP
- Boost 3200
- Boost surface treatment
- Brighton Professional Hepastat 256
- Buckeye Eco Neutral Disinfectant
- Buckeye Eco One-Step Disinfectant-Deodorizer-Cleaner
- Buckeye Sanicare Lemon Quat
- Buckeye Sanicare Mint Quat
- Buckeye Sanicare Pine Quat
- Buckeye Sanicare Quat 128
- Buckeye Sanicare Quat 256
- Buckeye Sani-Q2 B
- Buckeye Terminator
- Centraz San Sol 10
- Classic Whirlpool Disinfectant and Cleaner
- Clean Quick broad range quaternary sanitizer
- Clear Gear Sports Spray-On
- Clicksan disinfectant/sanitizer Ecolab Inc./ Kay Chemical Co. 6836-305-5389
- Clorox 4 In One Disinfecting Spray
- Clorox Clean-Up Cleaner + Bleach
- Clorox Commercial Solutions Clorox 4-in-One Disinfectant & Sanitizer
- Clorox Commercial Solutions Clorox Clean-Up Disinfectant Cleaner with Bleach
- Clorox Commercial Solutions Clorox Disinfecting Bathroom Cleaner
- Clorox Commercial Solutions Clorox Disinfecting Biostain & Odor Remover
- Clorox Commercial Solutions Clorox Disinfecting Spray
- Clorox Commercial Solutions Hydrogen Peroxide Cleaner Disinfectant
- Clorox Commercial Solutions Tilex Soap Scum Remover
- Clorox Commercial Solutions Toilet Bowl Cleaner with Bleach
- Clorox Disinfecting Bathroom Cleaner
- Clorox Healthcare Bleach Germicidal Cleaner Spray
- Clorox Healthcare Fuzion cleaner
- Clorox Healthcare Hydrogen Peroxide Cleaner Disinfectant
- Clorox Multi-Surface Cleaner + Bleach
- Clorox Pet Solutions Advanced Formula Disinfecting Stain & Odor Remover
- Clorox Scentiva Bathroom Disinfectant Foamer
- Clorox Scentiva Bathroom Disinfecting Foam Cleaner
- Clorox Toilet Bowl Cleaner Clinging Bleach Gel
- Clorox Toilet Bowl Cleaner with Bleach
- Cloroxpro Clorox Total 360 Disinfecting Cleaner
- Coastwide Professional Hepastat 256
- Confidence Plus 2
- Cosa Oxonia Active
- Don-O-Mite
- Extra Spearmint Germicidal Detergent and Deodorant
- Food contact Quat sanitizer
- Foster First Defense
- G-5 Sanitizer
- GASCO Quaternary Sanitizer
- Germ-A-Cide 64
- Germicidal Cleaner and Disinfectant Gordon Food Service
- Kay surface sanitizer
- Kayquat II
- Klercide 70/30

List of Virus-Killing Products

- Lemon Cleaner US Chemical
- Lemon Disinfectant American Chemical Systems
- Lysol bleach mold and mildew remover
- Lysol bleach multi-purpose cleaner
- Lysol cling & fresh toilet bowl cleaner
- Lysol Disinfectant Max Cover Mist
- Lysol disinfectant spray
- Lysol lime & rust toilet bowl cleaner
- Lysol power plus toilet bowl cleaner
- Lysol power toilet bowl cleaner
- MAPS- 1 RTU
- Medline Micro-Kill NQ5
- Microban 24
- Microban 24 hour Bathroom Cleaner
- Microban 24 Hour Multi-Purpose Cleaner
- Mixmate Germicidal Cleaner
- Mixmate Microtech Non-Acid Restroom Cleaner & Disinfectant
- Mixmate Non-Acid Restroom Cleaner & Disinfectant
- Multi-purpose neutral ph germicidal detergent
- Multi-quat Mega-1 Intercon
- Neutral disinfectant cleaner Ecolab Inc.
- Neutral Disinfectant Cleaner Gordon Food Service
- Oasis 499 HBV disinfectant
- One-Step Disinfectant Cleaner
- OPI Spa Complete
- OXIVIR
- OXIVIR 1
- OXIVIR Tb
- Oxonia Active
- Oxycide daily disinfectant cleaner
- Oxy-team disinfectant cleaner
- Performex
- Peroxide disinfectant and glass cleaner RTU Ecolab Inc.
- Peroxide multi-surface cleaner and disinfectant
- Pine Cleaner Disinfectant
- Professional Lysol disinfectant spray
- Purell Food Processing Surface Sanitizer
- Purell Foodservice Surface Sanitizer
- Purell Healthcare Surface Disinfectant
- Purell Multi-Surface Disinfectant
- Purell Professional Surface Disinfectant
- Q.T. 3
- Q.T. Plus
- Quaternary disinfectant cleaner
- RTU Disinfectant Cleaner
- Sani quad food service sanitizer
- Sani-24 Germicidal Spray
- Sanicare TBX
- Sanifect Plus 1
- Sanifect Plus 2 Fresh N Clean
- Sani-Hypercide Germicidal Spray
- Sani-Hypercide Germicidal Spray
- Sani-Prime Germicidal Spray
- Sani-Spritz Spray Nyco Products Company
- Sanitizer/commercial sanitizer Ecolab Inc.
- SC-RTU Disinfectant cleaner
- Simple Green D Pro 5
- Stepan Spray Disinfectant Concentrate
- Super San food service sanitizer
- Tb disinfectant cleaner ready-to-use
- TB Quat
- Tec-quat 128
- Triple Play Ecolab Inc.
- United 255 Disinfect Plus
- Virasept
- Virex
- Virex II/256
- Wide Range II Non-Acid Disinfectant Washroom Cleaner Concentrate
- X-Ray Apron Cleaner Disinfectant Bioxco LLC/Mediredit