

## **Dealership opening in Germany – ZDK Guidelines**

### **General Guidelines**

- Inform the employees about the general hygiene rules (keeping your distance, greetings without a handshake, cough / sneeze into the inside of your elbow, regular hand cleaning, avoid touching the face, etc.).
- Sales advisors should wash their hands thoroughly with soap for at least 20 to 30 seconds before and after each customer contact.
- Ensure that hygiene rules are clearly visible to customers.
- Regularly clean / disinfect the surfaces touched by customers and employees such as door handles, telephones and toilets.
- In toilets, use liquid soap (do not use bar soap) and hygienic hand drying (e.g. paper towels, do not use cloth towels).

### **Set up clearly visible information on the distance rules for customers.**

- Keep a distance of at least 1.5 m between the customer and the sales advisor.
- If a group of customers visit the dealership, ensure that gatherings are limited to a maximum of 2 people plus 1 sales advisor, observing the minimum distance of 1.5 m.
- Observe a minimum distance of 1.5 m from any other customers who are viewing another vehicle.

### **Reception**

- In the reception area, to ensure that the minimum distance of 1.5 m is kept, use floor markings and signs to avoid queuing of customers.
- In the case of receptions with several workplaces next to one another, the minimum lateral distance of 1.5 m should be kept by placing the desks apart or, if necessary, leaving one workstation free.
- Set up a one-way system at entrances and exits.
- Attach panes or plexiglass panels as "spit protection".
- Regularly clean / disinfect Surfaces such as payment systems that are touched by customers and / or employees.

- Ask customers to pay as cashless as possible, with the payment system kept at least 1.5m away from the cashier.
- If signatures are necessary, set up a glass separator and use ballpoint pens that can be disposed of in a special container. These pens should be either disinfected before reuse or disposed of.

### **Waiting area**

- Regularly clean / disinfect areas that are touched by customers / employees.
- Separate seats with a minimum distance of 1.5 m apart so that customers have enough space to wait without the risk of infection.
- Avoid displaying newspapers / magazines if possible.
- Clean / disinfect tablets / screens with touch function for customer information after use by a customer.

### **Vending machines**

- Either do not allow customers to use vending machines or ensure these are regularly disinfected.

### **Children's play areas**

- These should either be shut or have strict access rules (only one child or only one child per family has access).
- If the play area is shut, have disposable toys or customers' children (e.g. colouring sets to take away).
- If the play area is open, provide toys that can be disinfected after use.

### **Showroom**

- In the showroom, ensure the minimum distance of 1.5 m: Customers can only access them with a sales consultant, or a person in charge of the dealership.
- Sales advisors and customers should not sit in the interior of a car at the same time.
- Clean the contact surfaces in the vehicle interior after each inspection or use disposable protective sets for the seat, steering wheel, gear lever, handbrake lever during the inspection.

- Ventilate vehicles sufficiently after each visit.
- If possible, do not reuse product brochures and information material after the customer has returned them.

### **Showroom / Offices**

- Regularly clean / disinfect areas that are touched by customers / employees.
- Ensure a minimum distance of 1.5 m between the sales consultant and the customer by designing the appropriate seating.
- If signatures are necessary, set up a glass separator and use ballpoint pens that can be disposed of in a special container. Either these used pens are disinfected before reuse or they are disposed of.

### **During a test drive**

- During the test drive, the sales advisor and the customer should not sit in the demonstration vehicle at the same time.
- Clean the contact surfaces in the vehicle interior after each use or use one-time protection sets for the seat, steering wheel, gear lever, handbrake
- Ventilate demonstration vehicles sufficiently after each use.

### **Delivery of vehicles**

- Clean the contact surfaces in the vehicle interior after each use or use disposable protective sets for the seat, steering wheel, gear lever, hand brake lever.
- Ventilate the vehicle well before handing it over.
- Sales advisors and customers should not seat in the vehicle at the same time.
- If possible, explain the vehicle's functionalities using video presentations
- If signatures are necessary, set up a glass separator and use ballpoint pens that can be disposed of in a special container. These pens should be either disinfected before reuse or disposed of.
- If gifts like flowers or chocolates are handed over, they should already be inside the vehicle.
- Refrain from shaking hands

## **Information on cleaning contact surfaces in the vehicle interior**

When cleaning / disinfecting vehicles, wipe the surfaces such as the steering wheel, dashboard, gear lever, steering column lever, rear view mirror, fuel cap and door handles with a commercially available cleaner. The use of disinfectants is not absolutely necessary.

The following should be noted:

- Use disposable gloves, with mechanically heavy loads, wear tear-resistant protective gloves (do not touch your face even with gloves!).
- Carry out wiping (only spraying on the cleaner and letting it work is less effective).
- Use cloths only once and then dispose of them.
- Allocate work tools to a person or clean them with commercially available cleaners and disposable towels before handing them over; no multiple use of cloths / rags.