



5320 Spectrum Drive, Suite D
Frederick, MD 21703
301.696.0400
www.naaa.com

NAAA Playbook
Auction Start-Up
Response to COVID-19

DISCLAIMER

This Playbook has been prepared through the collaborative efforts of ADESA, Akron Auto Auction, Charleston Auto Auction, and Manheim. NAAA thanks them for their extensive work on this for the benefit of all of our members. This Playbook is provided to assist you in identifying issues that may be of concern and to help you implement appropriate and useful strategies in the process of reopening your auto auction to employees, customers, vendors, and others as the shelter in place executive orders and rules are relaxed from State to State. You need to be sensitive that circumstances are fluid from day to day and that rules, regulations, and laws can be expected to change as circumstances warrant. It is recommended that you continue to consult the CDC's site, which can be accessed at: <https://www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html> and OSHA's site, which can be accessed at: https://www.osha.gov/SLTC/covid-19/additional_resources.html.

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This Playbook establishes guidelines for a controlled resumption of operations at NAAA auctions after a closure due to the effects of the global coronavirus pandemic. The goal is to resume operations, consistent with local, state, provincial, and federal orders and law, in a safe, socially-responsible manner that balances the health and welfare of our employees, clients, and communities with business objectives. This Playbook is intended to provide guidelines for medium-risk workplaces in each of the following areas:

| # | Description | # | Description |
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General Considerations:

1. Establishing a safe workplace for our employees is a way to build *trust* with our customers. By demonstrating we take the safety of our employees seriously, it shows we take the safety of our customers seriously, too. We should:
 - Create an environment where people feel safe and thus want to work
 - Create an environment where customers feel safe and thus want to visit (when we allow that again)
 - Create an environment where we are confident, we can BE safe.
2. If not already in place, deploy hand sanitizer dispensers throughout the facility and where possible provide personal refillable sanitizer bottles to employees in roles with high touch, such as front office, check-in, and security where they cannot easily access washrooms. If there are jobs that would require frequent hand-washing, and they don't have easy access to washrooms, we should make it a top-priority to make hand sanitizer available to employees in these roles. Create signage and/or written communication to ensure employees know where these hand-sanitizing supplies are located.
3. Determinants for running the auction:
 - a. Federal, state, provincial and local laws/orders permit lawful business operations – consult with Legal for support
 - b. Auction staffing and corporate function support are available
 - i. Until further notice, **all** work that can be must continue to be done remotely (i.e., commercial staff logging in and working remotely).
 - ii. Assess auction's inside sales capability for pre-sale buyer engagement and post-sale If-Bid management
 - iii. Assess Simulcast event-management support
4. Start slowly, taking a conservative approach from a safety and operational perspective. Evaluate these two key considerations:
 - a. Our ability to operate safely; and
 - b. Market demand
5. Auctions should follow OSHA and CDC guidelines, including social-distancing requirements for all employees and customers, requiring, by use of physical markers, if needed, no less than 6 feet (2 meters) between people at any time. These should be enforced the way any safety requirements are enforced. Signage should be posted in accordance with CDC/OSHA and local recommendations.

6. Social distance means 6 feet (2 meters).
7. Any work that can reasonably be done outside of an enclosure should be so done.
8. Ensure employees (including joint health and safety committee representatives) have a clear understanding of how to report concerns relating to potential COVID-19 exposure risk in the workplace. If there are any concerns about safety practices or potential COVID-19 exposure, staff need to report them to the joint health and safety committee representative and the General Manager.
9. Review your procedures for the following scenarios: (a) what to do if a customer or other visitors begins exhibiting symptoms identified with COVID-19; (b) your employee policies for the same situation if it involves an employee who is at your workplace; (c) what is your reporting requirements for your employees in the event that they become symptomatic before a shift or workday, receive a positive test or have a household member who is experiencing symptoms or tests positive; and (d) what is your “return to the worksite” policy after such an incident?
10. Consult with your attorney and determine what screening protocols (examples include the use of: questionnaires, self-reporting, temperature screening) should be implemented at your site and what notices will be required in order for you to implement those procedures and what record-keeping standards must be used to maintain the confidentiality of such records.
11. If your facilities have been closed or a portion of your physical operations closed or restricted, check operational guidelines regarding flushing water or other utilities systems, HVAC guidelines (increase ventilation wherever possible), etc.
12. Continue to communicate changes in your operational procedures in your registration packets, websites other public announcements and signage to assist your customers in staying informed about what will be in place when they arrive.

Check-in:

1. Employees are deemed to be socially distanced in normal work activity but must be reminded, with appropriate signage and communication, to maintain 6 feet or 2 meters of distance between themselves and others at all times. If this isn't feasible for any reason, employees should be urged to immediately raise the issue for discussion. Have a policy regarding both PPE and if applicable, and as recommended in your jurisdiction, the use of reusable masks where appropriate (reusable masks are generally not classified within the category of PPE).
2. Inbound vehicles should be parked and isolated for 72 hours with no entry; keys should be secured and similarly quarantined for 72 hours.
3. If vehicles cannot be isolated for 72 hours, vehicle should be properly disinfected. Please see instructions for disinfecting vehicles below.
4. Evaluate equipment storage areas
 - a. Minimize number of people in storage area at a given time. Review the storage area size and post signage and the number of staff allowed in the storage area at one time.
 - b. Disinfect equipment storage area and/or lockers at least twice daily.
5. Recommend mounting the scanners to be a more touchless interaction.
6. Recommend leaving the BOL in the car for the 'disinfectant time' OR use the recommended receiving of mail method for packages that can't wait.
7. Repossessions – Items found in the vehicle may be removed after 72 hours and secured in the normal manner. Ensure one person is assigned to this task.

CR (Inspect):

1. Employees are deemed to be socially distanced in normal work activity
2. Evaluate equipment storage areas
 - a. Minimize number of people in storage area at a given time

- b. Disinfect equipment storage area and/or lockers at least twice a day.
3. All CR tools (i.e., Tablet) need to be cleaned and sanitized twice a day and not shared.

Mech Shop:

1. Employees are deemed to be socially distanced in normal work activity
2. Bays/hoists – use alternate and tape floors to identify appropriate distancing.
3. Shared equipment/tools – ensure sanitization between uses and manage access with appropriate physical distancing that is clearly communicated and enforced to employees. Make it clear that violation of these safety protocols will be treated similarly to any other safety violation.
4. Document workflow – manage interaction between clerks and techs; implement multiple inboxes and outboxes so that each clerk and tech have their own.
5. Parts room – ensure social distancing for access and disallow multiple people in an enclosed space; require a one-at-a-time entry.
6. Vendor visits/deliveries – follow quarantine protocol for packages before they are unpacked (see Appendix below).

Body Shop:

1. Same as Mech Shop.

Detail Shop:

1. Ensure all vehicles have been isolated for a minimum of 72 hours before detail.
2. Discontinue use of pressurized air at all steps. Airflow to shop to be disconnected, and management is to collect and secure all air blowers until further notice.
3. Reconfigure detail line to meet social distancing requirements. Implement tape lines to identify appropriate distancing. Use face shields when distancing not possible. If possible, an open lane should be on either side of the processing lane. A minimum of 6 ft should always be kept between detail personnel while in the shop and performing detail tasks.
4. Combine degrease and wash positions (do not move the car)
5. Remove one person from the interior cleaning station (currently two staff) to ensure social distancing. Ensure only one interior detailer is working inside a vehicle at any time. Break interior into 2 areas utilizing wash position for employee 1, move the car to interior position for employee 2.
6. Assign work to minimize movement between stations and equipment/tool sharing.
7. Implement a procedure to sanitize equipment/tools between shifts or at any changeover.
8. Consider providing multiple days' worth of non-COVID-19-related PPE to each employee at the beginning of the week.

Security & Checkout:

1. Evaluate security guard shack to determine occupancy. Post signage with occupancy level and a reminder about social distancing.
2. Install plexiglass barriers between security personnel and visitor traffic
3. Mount gate pass scanners so that security does not have to handle paper/phones
4. Deploy pylons or stanchions to direct traffic and ensure social distancing for queued visitors
5. Implement a modified pick-up process that is appointment-based to help manage traffic and social distancing. If not feasible, implement some other process to ensure social distancing is adhered to by employees and customers.

Blocks & Lanes:

1. Block clerk & auctioneer – shall be physically separated by at least 6 feet or 2 meters. You could have the clerk move to a nearby table, remote clerk from an office, or sit on the opposite facing block. Plexiglass glass between the auctioneer and clerk is an option based on supplies coming available.
2. Mics, Gavel, etc. – Ensure no sharing, and cleaning at the end of the auction.
3. Blocks – Implement a cleaning protocol pre-and post-auction.
4. Lane equipment testing should be conducted by one person if possible, to minimize risk.
5. Separate dedicated mic should be used for testing all blocks.
6. Block summary and run lists for auctioneer should be printed by someone who has just washed hands and cleaned and sanitized the printer. Documents should be left on the block, and not handed to auctioneer.

Yard:

1. Yard vans – should not be utilized to move multiple personnel around the yard unless necessary; Yard staff should walk when possible. If vans used, use face shields for drivers, masks for passengers, and staggered seating, one per row to maintain separation. Use the larger road vans if needed. See Appendix for more info.
2. Shared equipment – like walkie-talkies, tablets & phones, ensure appropriate cleaning and hand-offs.
3. Trailer or other shared workspaces - ensure limited population within enclosed spaces meets social distancing requirements.
4. Provide personal sanitizer bottles and prioritize for positions that cannot readily access washrooms, such as yard staff and lot drivers.

Lunch / Break Room / Rest Rooms / Other Communal Area:

1. Minimize number of people in these areas at a given time. Post signage with occupancy levels based on social distancing requirements and clearly notify employees if they congregate in these areas, they MUST adhere to social distancing requirements.
2. Stagger breaks to ensure social distancing is maintained.
3. Sitting area configuration - Figure 1 shows guidance of table and chair layout that meets the social distancing requirements.
4. Refrigerator – no more than 1 person can access the refrigerator at a time. Hands shall be washed before and after using the refrigerator. External surfaces that are touched by people, including handles, etc., shall be cleaned and sanitized by auction every 2 hours.
5. Coffee machine – will be discontinued
6. Microwave, water cooler, and other Kitchen appliances – no more than one person should access at a time. Hands shall be washed before and after use. Review all of your kitchen appliances.
7. Depending on vending machine set-up and type of machine, discontinue the use of vending machine.
8. Conference rooms – Close them. Meetings to be held via teleconference.
9. Rest Rooms – See Appendix for more info.

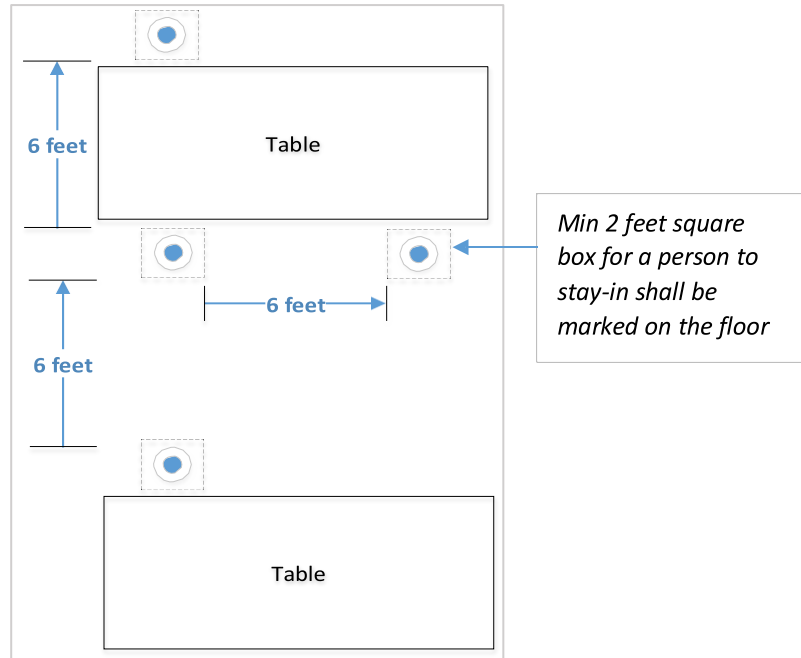


Figure 1: Social distancing requirement for tables in Lunch / communal area

Office Area:

1. Employees should not face one another (reposition computer screens if necessary) and should have minimum 6 feet (2 meters) separation between workstations. Install table-top partitions if necessary. Employees should be required to clean their workspace, with notice to them where to find supplies.
2. Eliminate multiple people working within one office.
3. Sitting area configuration - Figure 2 shows guidance of workstation layout, including location of customer, that meets the social distancing requirement.
4. Redemptions:
 - a. Should be by appointment only, and all appointments should be booked only following a phone screen to confirm that the debtor has not traveled within 14 days, has not been exposed to anyone with COVID-19, and is not experiencing illness symptoms.
 - b. Redemptions cannot be secured with cash.
 - c. Avoid direct personal interaction with debtor by directing them to security. Look for alternatives for debtor signature. Driver's license photo can be taken through plexiglass barrier.
 - d. If a redemption requires more interaction, have a separate area (waiting room) to facilitate the meeting. These meetings should be at security or outside the main building, if possible.
5. Mail/package handling – all inbound materials should be isolated and remain untouched for a minimum of 24 hours from delivery time. However, if this timeline cannot be met, see Appendix for more details. I.e., One operator using PPE could be assigned to handle delivered mail that cannot wait 24 hours. Packages should be aggregated into boxes and done several at a time to help control the supply of PPE.
6. Document (titles, dealer cheques) handling – all such materials should be isolated and remain untouched for a minimum of (24) hours from delivery time

7. Drop boxes - should be available and clearly visible; a procedure for retrieving materials from the dropbox and isolating such materials for 24 hours should be implemented for paper material.
 - a. Auctions should assign a resource to enable ACH/EFT for dealers to minimize reliance on physical cheques
8. Exterior entrance - doors to the auction should clearly identify that visitors cannot gain access and should report to security for guidance. Appropriate signage alerting customers and employees to operational protocols should be posted.
 - a. All external visitors should be directed to security to control physical access to the facility
 - b. Where possible, physical barriers in the form of pylons or taped stanchions could be used to direct traffic
 - c. Signage to direct dealers to use drop boxes and have gate passes pre-printed
9. Public Printer – Encourage no printing unless mission-critical. If printing required, no more than 1 person can access the printer at a time. Hands shall be washed before and after using the printer. External surfaces like printers that are touched by people shall be cleaned and sanitized by auction every 2 hours.
10. Office cleaning – twice daily and with cleaner, include shared tools and equipment (printers, communal phones, etc.). Provide containers of wipes near high-traffic common tools and equipment. It is strongly recommended that a written cleaning schedule and log of that schedule (which should require the use of CDC approved cleaning agents, i.e., cleaning agents approved for this purpose by the EPA which can be found at this site <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>) be maintained so that a business is prepared to address any employee safety review by local, state, or federal investigatory agency.
11. All public use computers should be disconnected from power and keyboards/mice removed.

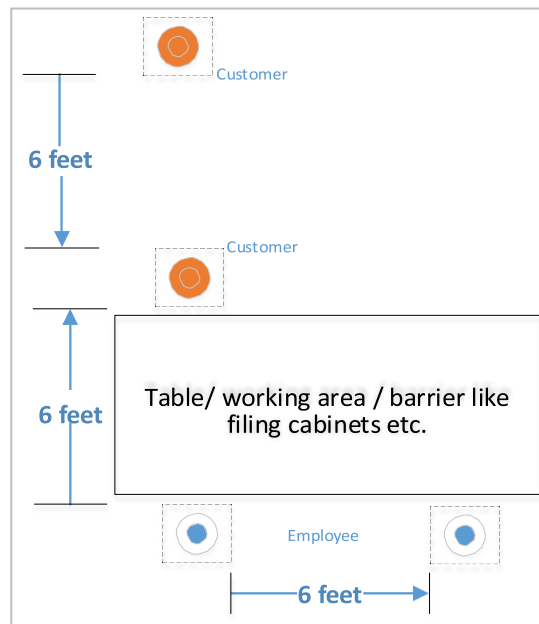


Figure 2: Social distancing requirement for tables in Lunch / communal area

Lobby/Lanes:



Plexiglass barriers in the lobby

Plexiglass barriers in the lanes



Marked social distancing in the lobby



Appendix 1:

Delivered USPS mail, boxes handling protocol:

- a. Figure 4 shows a workstation design using one operator to handle delivered mail by USPS and boxes by carries such as FED-EX and UPS.
- b. Packages should be aggregated and done several at a time to help control the supply and the challenge in obtaining masks and gloves.
- c. Op 1 opens the envelope or box and drops the inside contents, without touching or damaging, onto the Table/working area. The envelope or box is then disposed into the trash collection container. After all envelopes and boxes have been handled, dispose of the trash collected. PPE / tools required:
 - a. PPE – approved gloves and mask. Shall be discarded or recycled after this step is completed.
 - b. Tool – approved blade to open the cartons. Shall be properly cleaned and sanitized after use and then stored.
- d. After completing *step b*, Op 1 picks the inside contents and places them in the designated container. After completion, the contents are delivered to the addressee, ensuring the social distancing requirement is met.
- e. If there are shop supplies, the vendor cannot enter any buildings. Have the supplier drop them outside the garage bays. Wait 24 hours or use the same procedures as handling urgent mail (wipe/PPE).

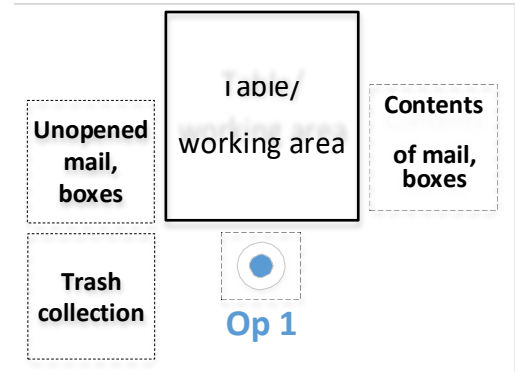
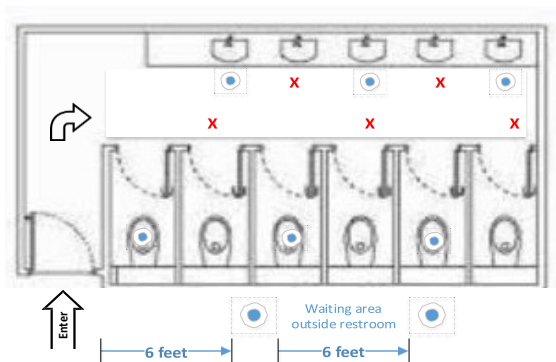


Figure 4: Delivered Mail/Boxes handling protocol

Washrooms



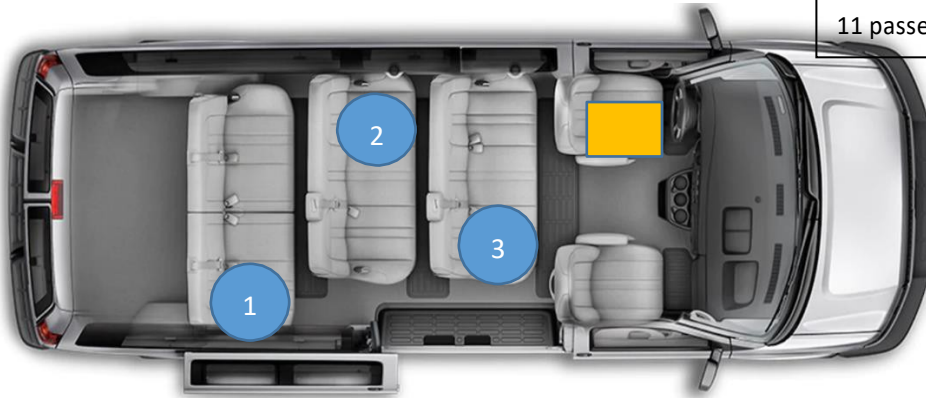
- a. Use alternate washbasins and urinals. This will facilitate meeting the social distancing requirement.
- b. Try avoiding using the washbasin straight in the front of an allowed urinal. This helps increase the distance between users of urinal and washbasin.
- c. Based on the above, identify the max capacity of the restroom and post it outside the door (along with social distancing reminder). In this example, in Figure 5, the max capacity is 6.
- d. Ask users to carefully check for any washbasin available. If not, assume all urinals are occupied, wait outside in the designated location & wait for someone to come outside.

Lot Ops Van Occupancy protocol:

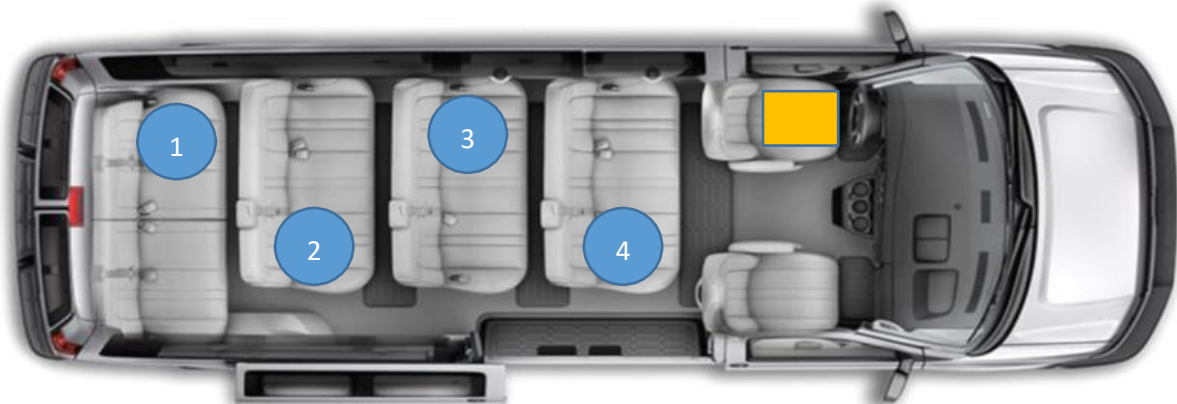
- Vans should be disinfected at the end of every shift and mid-day/lunch. Apply a light coating of disinfectant to the seats, door handles, steering wheel, and controls. Allow the disinfectant to dry before passengers enter the van. The disinfectant will continue to kill germs throughout the day. Keep windows open when possible.
- One passenger per row with zig-zag seating. All staff must wear their own face coverings or a company supplied face covering.
- Due to ventilation concerns, no barriers or plastic separation between the seats.
- Place COVID-19 tip sheets on the seats or in the van (do not obstruct visibility).
- Entry sequence into the van: 1, 2, 3, 4. Exit sequence out of the van: 4, 3, 2, 1
- Do not use sedans to move lot drivers around until further notice.



7 passenger van = 1 lead driver, 2 passengers



11 passenger van = 1 lead driver, 3 passengers



14+ passenger van = 1 lead driver, 4 passengers

Timeclocks

Place a sign near the timeclocks to remind employees of social distancing and to use hand sanitizer before and after touching the clock.

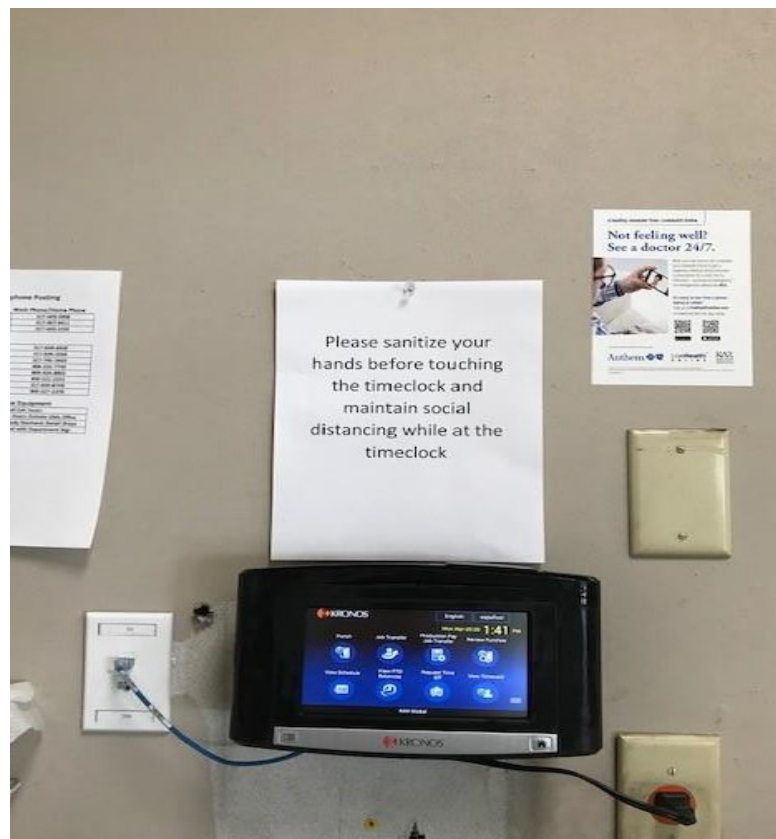
Place hand sanitization products near all timeclocks.

Place 6-foot markers on the floor to assist with potential line-ups for timeclocks. A full wipe down of the clock should occur twice a day.

Here are the instructions:

Terminal Disinfecting/Cleaning Procedure

1. Use disinfecting wipes to disinfect the terminal. Do not spray liquid cleaners directly on terminal. Alternatively, Spray liquid cleaner into a soft terry cloth. Do not over-saturate the cloth.
2. To reduce excess fluid, squeeze or ring out the wipe.
3. Carefully wipe the terminal down. Gently wipe the screen, being sure not to push hard on it. Do not let liquid pool, especially in the corners near the touch screen.
4. If drying is required, use clean, soft terry cloth. Do not use paper towels or abrasive cloths to wipe or dry the terminal.
5. Do not use an excessive amount of water to clean the terminal. Excessive water can cause permanent damage to the terminal. To safely clean the terminal, use a clean, damp terry cloth to wipe away residual left on the surface.



Disinfecting a vehicle

High touched surfaces need to be wiped down with an alcohol-based disinfectant spray. Spray product directly on surface and wipe surface dry. This includes:

- Door handles (exterior and interior)
- Seats (Cloth, Leather, Vinyl, Plastic)
- Seat belts
- Steering wheel
- Shift lever
- Buttons
- Key fobs
- Wiper and turn signal stalks
- Passenger and driver door armrests
- Grab handles, and seat adjusters
- Touchscreens (Avoid spraying directly on, spray product on cloth and wipe surfaces dry)
- Instrument clusters (Avoid spraying directly on, spray product on cloth and wipe surfaces dry)

Take care when rubbing down surfaces, rubbing too hard could do damage to the vehicle.

The vehicle engine should not be turned on. The emergency park brake should be applied for safety in the unlikely event of the transmission shifter being pushed into neutral when cleaning.

Leave a door open when completing this exercise to allow for proper ventilation during the application. Once the employee is done spraying and wiping, the door does not need to remain open.

Personal Protected Equipment (PPE) required: Splash goggles or safety glasses AND wear appropriate Nitrile gloves.

Employees using the surface cleaner will need training on the following items that are included in the [Safety Data Sheet](#) (sections included below):

1. Physical and health hazards of the hazardous material employees may be exposed, and what is to be done in the event of an exposure. This will include chemical properties such as flammability, signs, and symptoms of overexposure, and first aid measures. ([Sections 2, 4, 5](#))
2. Procedures and guidelines to protect employees against chemical hazards (e.g., personal protective equipment required, proper use, and maintenance; work practices or methods to assure proper use and handling of chemicals; and procedures for emergency action). ([Sections 7 and 8](#))
3. Procedures to follow to ensure protection when cleaning hazardous material spills and leaks. ([Section 6](#))

Appendix 2: Auction Re-Opening Checklist:

Please leverage the following checklist to walk through each area and department as part of restarting operations. Auction leaders should use their best judgment to adapt this list to the local ordinances, restrictions, and needs.

NEW PROCEDURES

Social Distancing and Sanitization Procedures

- Coordinate with Safety Team to order sanitization supplies and temporary handwashing stations
- Establish and follow appropriate protocol for reporting, isolating, and disinfecting of confirmed COVID-19 cases that occur in the workplace.
- Establish guidelines around the occupancy of the facility and how best to accommodate the workforce. Refill all restrooms, break areas, and sinks with antibacterial soap and paper towels.
- Refill hand sanitation stanchions and make available throughout the office and common areas.
- Establish cleaning procedures and timings (sanitization of counters, tables, desks, door handles, etc.)
 - High Traffic Areas, Multi-User Surfaces, Restrooms, Conference Rooms, Common Areas
- Establish individual employee responsibilities for cleaning following the use of personal spaces and objects.
- Implement social distancing best practices, including but not limited to:
 - Maintaining a distance of 6 ft and eliminating unnecessary contact with others
 - Limiting the number of people in a room and/or facility
 - Providing guidance on frequency and size of meetings
- Review and Implement Preview Day Protocols (see Appendix 3)

Personal Protective Equipment (PPE)

- Issue protective masks to all employees based on response tier level
- Place signage at points of entry requesting clients provide and use face coverings when on property
- Establish the appropriate amount and appropriate location for necessary sanitation supplies (hand sanitizer, disinfectant wipes, and disinfectant spray).
- Evaluate instances where social distancing is not possible and implement appropriate secondary engineering controls or PPE, such as face coverings, as necessary.

STANDARD ACTIVITIES

General Auction

- Complete full lot inventory scan
- Establish and post hours for vehicle viewing, entry, exit
- Update posted signage about office/building closures. Lock doors and/or assign security officers to enforce.
- Establish singular entry/exit point and assign security officers to monitor.
- Assess and implement social distancing engineering solutions, including but not limited to:
 - Entry and exit plans
 - Floor marking considerations
 - Appropriate elevator controls and usage
 - Common areas and workspaces reconfigurations
 - Touchless solutions
- Establish identification protocols and logs for lot visitors.
- Consider procuring portable restrooms and establishing sanitation procedures
- Update Security, HR, Communications on new status, and operating hours for location.

- Reboot desktop machines, as needed. Allow security updates to install.
- Adjust desk assignments/layouts to maximize distance between office team members.
- Have employees with desk phones turn off any call forwarding to cell phones and update voicemail greetings
- Inventory food storage and dispose of any spoiled product
- Review any security footage during closure period to save anything needed as it may be approaching the end of the retention period.
- Set blocker vehicles for entry/exit points not in use (while using limited entry/exit point(s))
- Determine limited set and schedule for on-site employees, if possible (staggered shifts, social distancing)
- For remote team members returning to the office who took company equipment home, ensure all equipment is returned. (Desktop, Monitor, Headset, etc.)
- Reset all A/C units to normal schedules.
- Turn on Natural Gas/LP coming into the building. Inspect for any leaks.
- Turn on all domestic water to the building.
- Review the contact list for all auction team members to distribute communications

Lot Operations

- If possible, organize sale day units in one area (not staged in run # order or by lane) allowing control of the movement of clients on the property.

Detail/Mechanic/Body Shop

- Place keys back in the vehicle if they were removed.
- Stage vehicles outside the detail lanes for startup.
- Follow the normal daily lift inspection before raising any vehicle. Have technician or person inspecting the lift sign off on the sheet that should be attached to the lift.
- Open water lines slowly and not all at once, so as not to over pressurize some of the lines that may be weak or cold due to the heat being down or off in the shops. (This applies mainly to the northern/midwestern states that may still be cool or cold.)
- Open the chemical lines individually and allow them to refill the overhead or underground lines across the shop. Look for any leaks or seeping that may appear due to issues caused by the shutdown time. Purge a small amount of product into a container to ensure there is no contaminant or blockage, then properly dispose of the product as required by the governing bodies. Proper safety gear must be worn!
- Remove any lockout tag-out devices for electrical units, if applicable. Turn the power back on at the main sources and notify anyone that will be in the building that the power is live, and all normal precautions should be taken.
- Review walkways and traffic paths to ensure they are still clear of obstructions and that no-slip, trip, or fall hazards are visible.
- Make sure all emergency exits are clear.
- Make sure there is emergency vehicle access around all buildings.
- Restock all work-stations and carts with the appropriate tools and products for each work area. Make sure all products are labeled correctly, and no product or tool that isn't part of the process/SOP by area is in the work-station or cart.
- Make sure fire extinguishers are in their proper places and can be easily seen and accessed.
- Check the oil in the compressors before re-starting them. Look at all air hoses/lines for any damage, cuts, or weak areas in the hoses before applying full air pressure in the shop.
- Clean oil tank spill containment if needed, freshen absorbent mats if in use, and keep spill containment in place. Turn the system back on, and re-fill lines if they were purged during shutdown. Watch for leaks or spills of any kind during the process.
- A single shift's worth of daily-use products should be re-allocated to each technician, with the remaining products left in the cabinet. As always, the products should be returned to the fireproof cabinet at the end of the shift.
- Re-fill any overhead pneumatic oil lines. Look for any leaks or seeping that may occur, resolve issues, if any, and ensure that proper spill containment is in place.
- All welding / Oxy-Acetylene equipment bottles that are not in use should remain properly stored with the caps in place and chained/secured in a well-marked area. Any welding gas bottle or Oxy-Acetylene bottle that will be on

the floor for daily use should be in an appropriate cart chained/secured in place and if not in use, properly stored in the 5-S position dedicated to each piece. Oxy-Acetylene bottles must have Flash arrestors/pop-off valves installed before any use.

- Management team will re-allocate mechanic tools, scanners, and other electronics as needed
- Check AST Area (Above Ground Storage Tank) for any spills and for proper spill containment to be in place. Turn the system back on and observe the whole system for any leaks or seepage that may occur. Correct any issues as needed.

Front Office

- If any titles were removed from the building during Work from Home (WFH) period, ensure all documents are returned and properly filed.
- Post Closure signs on the front door with mailing address for titles and payments, if not allowing customers in the building.
- Advise clients on alternate payment methods (signage, CRC, Phone Greeting, etc.)
- Update Phone Messages/Greetings
- Inform carriers (FedEx, UPS, USPS, others) of updated status and hours
- Assign Title validation work queue shifts to remote employees with laptop and VPN
- Coordinate limited staff on-site schedule for:
 - Opening mail/packages
 - Prep, Scan, Associate, and Ship Titles
 - Reassign Titles (must be Title Clerk)
 - Post/Issue Payments

Commercial Office

- Confirm process for daily inventory transmission process by consignor
- Work with Commercial Reps on updated hours/status of office
- Coordinate consignor-specific statuses and guidelines for marketing vehicles (COS, Rep)

Vendors

- Notify local Key Vendors of updated hours and operations
- Notify national Key vendors of updated hours and operations (e.g. Dent Wizard)

Vehicle Entry

- Complete additional inspections not previously performed
- Complete Image package for all Vehicles for Simulcast Only Sales

Vehicle Exit

- Establish and Post Vehicle Release Hours
- Reinforce Gate Pass Printer capabilities with limited staff
 - Air Printer
 - Print to Gate (for employees/CRC/Client Care)
 - No Printing – Drivers must have Gate Pass in hand

Appendix 3: Auction Lot Preview Checklist:

The document below outlines the required steps for allowing clients, team members, and vendors on-site during COVID-19 pandemic response periods. These steps should be followed every day for any individual on property.

Pre-Opening Steps

1. Establish area for Security Officers to regulate entry/exit of any person coming onto the lot, including clients and vendors (see employee discussion below)
 - a. Recommend using tent or canopy area.
 - b. Utilize sneeze guard to separate security officers from visitors.
 - c. Security Officers at the access point should be issued masks (mandatory) and gloves (available).
 - d. Spot cleaning during the day must be completed in this common area and disinfectant available as needed.
 - e. A complete cleaning of this area must be completed nightly.
2. Place temporary handwashing stations for visitors to use while buildings cannot be accessed.
3. Place temporary restrooms if needed (exterior access unavailable).
4. Place signage to establish queueing order, advertise Health Screening Questionnaire, and social distancing reminders.
5. Recommend placing additional signage with site requirements in transporter lot.
6. Prior to arrival, visitors must complete Health Screening Questionnaire. If not completed in advance, visitors must complete before approaching Security Officers.



Preview Day Procedures (Days/Hours established by location)

1. Visitors must queue using social distancing protocols and remain 6 feet apart while waiting.
 - a. Leverage markers on sidewalk/cement each 6 feet apart.
2. Visitors must show Security Officer completed Health Questionnaire daily.
3. If visitor cannot attest to approved body temperature, visitor must wear face-covering (disposable face coverings provided).
4. If disposable safety vests are available, visitors must wear while on the property.
5. Security Officers must maintain a daily count (handheld tally counter, written hash marks, etc.) of visitors on the property.
6. At exit, provide collection bins for disposable PPE.