



March 17, 2020

## **An Important Message from Southgate Audi**

The novel COVID-19 is at the forefront of everyone's thoughts. On behalf of Southgate Audi we want to take this time to highlight how we are protecting our guests and entire team. We have had no cases at our location as of today. As we come together to help control this virus, our goal is to have a healthy and inviting environment for everyone.

**Southgate Audi COVID-19 Action Plan includes but not limited to the following points:**

### **Health, Safety, Sanitization Plan**

We are currently following best practices outlined by the Occupational Health and Safety (WHO and CDC). Our staff has designated members to assist and ensure that facilities are meeting our standard of cleanliness and staff health safety practices. Increased sanitization of all high traffic areas within the dealership multiple times a day, plus professional daily cleaning.

### **Service Work Preparation**

Guest vehicles for service in-store are outfitted with steering wheel covers and seat protectors prior to maintenance or repair work, plus all technicians are required to wear disposable gloves to work on vehicles.

### **Sanitizer Locations**

Due to the shortage of hand sanitizer, please make sure to bring your own or visit a handwashing station upon entry.

### **Loaner Vehicles & Shuttle Cars**

Loaner vehicles & shuttle cars will be prepared and sanitized on an ongoing basis. This will include cleaning, and sanitizing of all surfaces inside each car. This will be completed each time prior guest or staff associate uses a vehicle.

### **Test Drives**

We have added flexible valet home services for test drives and vehicle showing. Please contact us or your Brand Specialists to book an appointment.

### **Valet Service**

In the event of an major maintenance service, we have valet pickup and drop-off services. Please call to book an appointment.

### **Company Policy for Employee Travel**

No unnecessary business travel by staff. Staff are required to advise personal travel destinations so the company can make necessary arrangements.

### **Hand Etiquette**

As outlined by health officials, staff practice frequent hand washing and refrain from handshaking.

**To contain safety and security of our guests, customers, and staff; we have updated the Hours of Operation to the following:**

**Monday – Friday**

Parts & Service: 0700 – 1800

Sales: 0830 – 1800

**Saturday**

Parts & Service: 0800 – 1200

Sales: 0830 – 1800

**Sunday**

Closed until further notice

**Further Developments**

We will be monitoring further developments so that we can quickly adapt and continue to provide the services you need along with the best possible experience.

We recognize this is a challenging time, and we remain deeply committed to the safety of our customers and our staff as we all do our part to keep our community and families safe.

With these measures, we are committed to doing our best to promote the safety and well-being of all guests and associates. We continue to monitor updates closely and remain proactive in navigating the developments of COVID-19.

Thank you for your understanding and cooperation during these uncertain and quickly changing times. We are open for business as usual, and we will continue to ensure that everyone visiting our dealership is kept as safe as possible and will provide updates as necessary.

Sincerely,

Southgate Audi Management Team

