

Business Hours: Dealers who have remained open have, in many cases, made adjustments to their operating hours, thus providing insights and best practices for those reopening to consider. An array of logic exists for these adjustments and can be considered as you develop a plan to reopen.

- Consider adjusting store hours of operation, as necessary, to support social distancing efforts by limiting store traffic.
- Ensure your staff has sufficient time to rest, sanitize and reset the floor daily, being mindful that a best practice derived from CDC guidance, as well as regulations in many areas, requires that the store be cleaned much more thoroughly than prior to the outbreak.
- Consider offering seniors or other at-risk individuals exclusive early hours or appointment shopping outside normal operating hours.
- Consider increasing your hours for product pickup, if needed, to serve an increase in online customers.

Shift Management: As there is no vaccine or treatment currently available for COVID-19, and since the virus can be both very contagious and may not cause an infected individual to be symptomatic for days or weeks, creating a shift management system to isolate two teams in each department, where possible, can help prevent spread of the virus to the full team should a team member become infected. This can also help maintain operations should a team member suffer from a COVID-19 infection.

- Consider dividing each department within your company (sales, delivery, administrative, etc.) into two teams, each working alternate days, is possible.
- If proceeding with a shift team plan, consider how to balance hours and numbers of days off, including a rotational plan where team members work alternating three- and four-day workweeks.
- If proceeding with a shift team plan, be sure to check all state and local labor regulations to ensure compliance.

