

PROTOCOL & GUIDANCE FOR SERVICE TO HYUNDAI CUSTOMERS
HYUNDAI AUTHORIZED SERVICE CENTERS
EMERGENCY COVID19
MARCH 27, 2020

MAIN PURPOSE:

To provide clear guidelines that allow Hyundai Dealers Network providing maintenance and repair services to Hyundai vehicles owned by the personnel authorized to work during the COVID19 emergency lockdown while protecting the health of employees and the community. Service will be given to authorized persons (exempt from the OE-2020-023).

SAFETY MEASURE COMPLIANCE

The Dealers, as well as Hyundai de Puerto Rico, must follow and comply with the guidelines provided by the local and federal agencies; Puerto Rico State Health Department, the Centers for Disease Control and Prevention (CDC) and by the Occupational Safety and Health Administration (OSHA) Agency. Copy of OSHA guidelines are attached for your easy reference “GUIDANCE ON PREPARING WORKPLACES FOR COVID-19”.

WORKPLACE ENVIRONMENT

The automotive Dealership can be categorized as a medium exposure risk environment. Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within 6 – 7 feet of) people who may be infected with SARS-CoV-2 (Severe acute respiratory syndrome coronavirus 2), but who are not known or suspected COVID-19 patients.

Engineering Controls

- Install physical barriers, such as delineate walking route from the service drive to waiting area, and bathroom, to assure a distance of six (6) to ten (10) feet is maintained between customers and employees.
- Reorganize furniture layout to maintain customers within six (6) to ten (10) feet distance from each other.

Administrative Controls

- Provide face masks to employees for their use at all times.
- Keep customers informed about symptoms of COVID-19.
- Minimize visitor’s interaction with the Service Advisor, the cashier or any other Service employee.
- Where appropriate, limit customers’ and the public’s access to the worksite, or restrict access to only certain workplace areas.
- Maintain a minimum of six (6) feet distance when interacting with customers, and between Dealer personnel
- Establish strategies to minimize face-to-face contact (e.g., drive through windows, phone-based communication, e-mail, etc.).

- Promote hand wash often and after assisting each customer.
- Place hand sanitizer stations on multiple easy visible locations, such as entrances and areas of personnel interaction.

Personal Protective Equipment (PPE)

Workers with medium exposure risk may need to wear some combination of gloves, a gown, a face mask, and/or a face shield or goggles. PPE ensembles for workers in the medium exposure risk category will vary by work task, the results of the employer’s hazard assessment, and the types of exposures workers have on the job.

While engineering and administrative controls are considered more effective in minimizing exposure to SARS-CoV-2, PPE may also be needed to prevent certain exposures. While correctly using PPE can help prevent some exposures, it should not take the place of other prevention strategies.

Examples of PPE include: gloves, goggles, face shields, face masks, and respiratory protection, when appropriate. During an outbreak of an infectious disease, such as COVID-19, recommendations for PPE specific to occupations or job tasks may change depending on geographic location, updated risk assessments for workers, and information on PPE effectiveness in preventing the spread of COVID-19. Employers should check the [OSHA](#) and [CDC](#) websites regularly for updates about recommended PPE.

All types of PPE must be:

- Selected based upon the hazard to the worker.
- Properly fitted and periodically refitted, as applicable (e.g., respirators).
- Consistently and properly worn when required.
- Regularly inspected, maintained, and replaced, as necessary.
- Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment.

Employers are obligated to provide their workers with PPE needed to keep them safe while performing their jobs. The types of PPE required during a COVID-19 outbreak will be based on the risk of being infected with SARS-CoV-2 while working on job tasks that may lead to exposure.

Maintain a healthy work environment

Consider improving the engineering controls using the building ventilation system. This may include some or all of the following activities:

- Increase ventilation rates.
- Increase the percentage of outdoor air that circulates into the system.

Support respiratory etiquette and hand hygiene for employees, customers, and worksite visitors:

- Provide tissues and no-touch disposal receptacles.
- Provide soap and water in the workplace. If soap and water are not readily available, use alcohol-based hand sanitizer that is at least 60% alcohol. If hands are visibly dirty, soap and water should be chosen over hand sanitizer. Ensure that adequate supplies are maintained.
- Place hand sanitizers in multiple locations to encourage hand hygiene.
- Place posters or flyers to encourage hand hygiene to help stop the spread at the entrance to your workplace and in other workplace areas where they are likely to be seen.
- Discourage handshaking – encourage the use of other noncontact methods of greeting.
- Direct employees to follow the coughing and sneezing etiquette and clean hands process. For more information you can visit the CDC webpage.

Perform routine environmental cleaning:

- Routinely clean all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
 - If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
 - For disinfection, most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available at <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>. Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
 - **Disinfect the touched surfaces in the workplace, and the waiting area before and after commencing to work.**
 - **Surface areas touched by customers must be disinfected after customers left the office.**
- Discourage workers from using other workers’ phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools and equipment) can be wiped down by employees before each use.

To disinfect, use [products that meet EPA’s criteria for use against SARS-Cov-2external icon](#), the cause of COVID-19, and are appropriate for the surface.

Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been in the facility:

- If a sick employee is suspected or confirmed to have COVID-19, follow the [CDC cleaning and disinfection recommendations](#).

Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.

Linens, Clothing, and Other Items That Go in the Laundry

- Do not shake dirty laundry; this minimize the possibility of dispersing virus through the air.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

Personal Protective Equipment (PPE) and Hand Hygiene

- Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash. Gloves and gowns should be compatible with the disinfectant products being used.
- Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
- Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands after removing gloves.
- Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.
- Cleaning staff should immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures to their supervisor.
- Cleaning staff and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands. Additional key times to clean hands include; after blowing one's nose, coughing, or sneezing; after using the

restroom; before eating or preparing food; after contact with animals or pets; before and after providing routine care for another person who needs assistance (e.g., a child).

- When returning home, each person is recommended to disinfect and leave the shoes out of the house, takeout their cloth and put it inside a separate laundry bag, wash hands and have a shower before interacting with the family. Wash the cloth regularly; preferable on a daily basis.

RESPONSE PLAN WHEN AN EMPLOYEE IS FOUND OR SUSPECTED TO BE POSITIVE TO COVID19

- Employers must inform employees to self-monitor for signs and symptoms of COVID-19. If they suspect that they have been exposed or feel any COVID-19 symptoms, must inform immediately to their direct supervisor/manager and Human Resources and must seek medical advice.
- If during the work shift an employee presents any symptoms related to COVID-19, he/she must be isolated and send back home to seek medical advice.
 - Co-workers of the potential infectious employee must be moved from the current work space/office to another location/office or send them back home to observe the for 14 days quarantine. If the co-workers present symptoms, must seek medical advice.
 - Office/Work space should be disinfected by trained cleaning maintenance employees/company.
- Employees who have been in quarantined because of exposure to COVID-19 and those employees who have been tested positive must provide a medical order certifying that they can return to work, without exception.

BASIC WORKING REQUIREMENTS AT THE DEALERSHIP SERVICE AREA

- Dealers areas must be disinfected prior commence service operation and must continue every month during the following six (6) months
- Must develop a response plan on actions to be taken when an employee is found or suspected to be positive to COVID19
- Must comply with CDC and OSHA requirements
- Repair and maintenance services will only be provided to personnel authorized by the government to work during the emergency; such as security (private and public) personnel, medical workers, drug stores, supermarket, etc.
- Dealer must request an ID from the person that comes to receive the service to make sure that these persons are allowed to be outside, for example employee of Supermarkets, gas stations, banks, hospitals, laboratories and others. Copy of the ID must be retained at Dealer's files.
- The Dealer must maintain a record (log) of the customers which were serviced within the lockdown period.
- Customers must be attended strictly by appointment

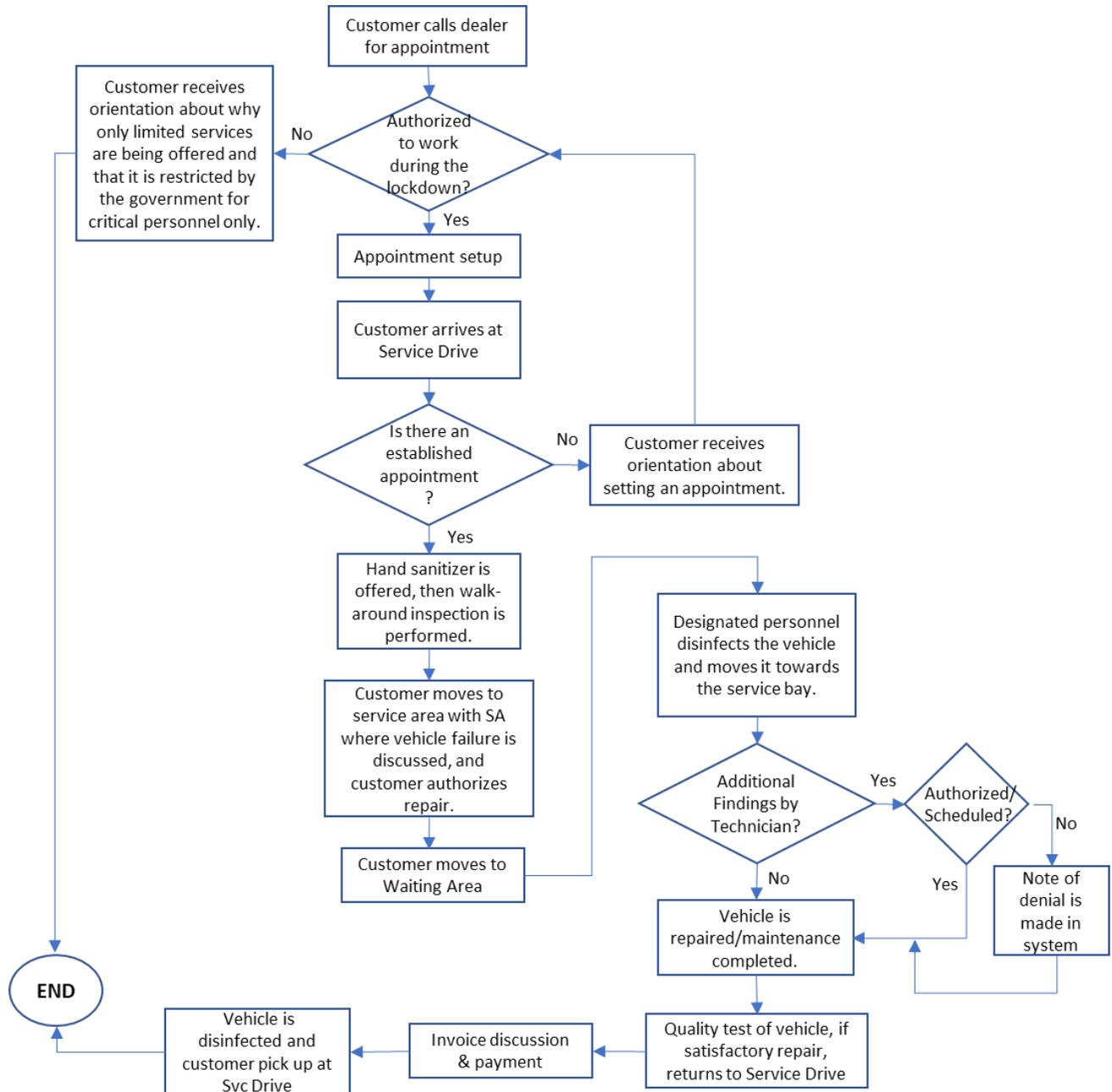
BASIC WORKING REQUIREMENTS – CONT.

- **Dealer must work with two (2) shift of five (5) hours to avoid personnel exposure during lunch time; including administrative personnel.**
- Repair orders must be completed through the phone when the appointment is confirmed with the customer (some DMS allows the conversion of appointments into a Repair Order once the customer arrives at the Dealer)
- Assure customer has a method of transportation when the car is dropped at the Dealership, for repairs other than regular maintenance, to minimize the amount of people at the Dealer's waiting area.
- Allow a maximum of two (2) people in the waiting area for maintenance, quick service, and fast repairs only; one (1) hour maximum.
- Rearrange the furniture in the waiting / office area maintaining six (6) feet distance between each customer.
- Delineate (mark) the route from the service drive, to the Service Advisor's (SA) desk, waiting area and the restrooms.
- Sanitizer must be available at the service drive, the workshop, parts counter, SA desks, and at Dealer's main entrance.
- Dealer must provide customers of open Wifi, and Service Advisor cellular phones numbers to promote remote communication with customers all the time
- Service & Parts personnel; including technicians, must wear masks and gloves, and be provided with disinfectant spray and sanitizer, when working in vehicles and attending customers
- Assure antibacterial or regular soap is available in the restrooms at all time.
- Dealer must designate someone to announce via page every hour a mandatory hand wash for all staff and customers.
- Plastic covers for vehicle seats, shifters, and steering wheel must be available and installed at the service drive
- Have personnel available, runner, at the service drive to install plastic covers, and to vacuum vehicles cabin to extract suspended respiratory droplets in order to remove any possible pathogens.
- A/C flush – antibacterial solution must be offered as part of the basic maintenance.
- Provide a drop service method (night or early bird) to allow customers leaving the car and the keys in a safe place at the Dealership, and determine a parking place for it.
- Dealers that does not comply with the mandatory laws in regards to this emergency lockdown for COVID19 will be fined, and/or penalized in accordance to the law. Dealers will solely be responsible for any fines or penalties issued to them.

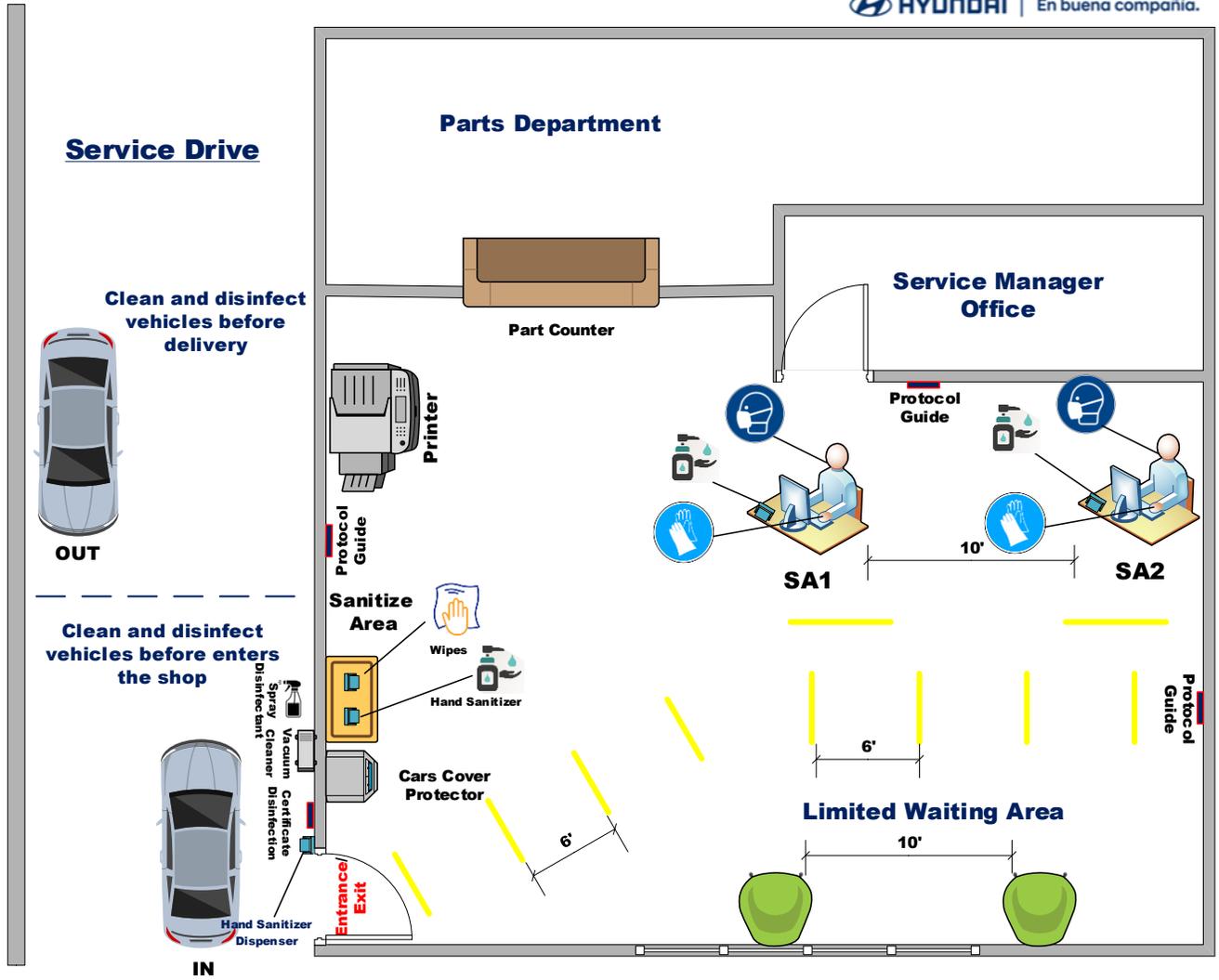
SERVICE PROCESS

- Customers will be received in the service drive by the Service Advisor (SA). Employees must have the required protective personal equipment (PPE).
- If customer does not have a previous appointment should not be attended unless in emergency cases.
- Customer must present ID card to demonstrate is authorized to work during this emergency
- Customer will be offered hand sanitizer and will be guided to the waiting area
- A vacuum cleaner will be utilized to remove any respiratory droplets inside the car
- Inside compartment must be sprayed with an antibacterial solution; such as Lysol disinfectant spray; for surfaces such as wheel, dash, radio, seat belts, and chairs
- **Treat outside and inside the driver's door handles, keys, Driver's inside door panel and grab handles, steering wheel incl. wiper and light controls, switches, Shifter, Hood release, Dash and center console area; driver's seatbelt, seatbelt buckle & latch, and outside door handles**
- **Plastic covers must be installed at steering wheel, chairs, and shifters**
- The walk around inspection must be performed by the SA, or by the technician at the shop, to minimize the interaction with the customer
- The car will be taken by the Technician to perform the multipoint inspection
- The Technician will notify Parts & the SA of additional repairs or maintenance
- A/C flush – antibacterial solution must be offered as part of the basic maintenance.
- SA will quote and request customer approval via e-mail or telephone
- Approval maintenance and/or repairs are performed.
- The job is performed by the technician and tested by Dealers Quality assurance personnel.
- Customer is called to pick the vehicle
- Customer process the payment via ATH Mobil, Credit or debit card or at the cashier if previous alternatives not available.
- Payment is received
- Plastic protective covers are removed from the car and dropped into a recipient designated for that purpose
- Vacuum and disinfectant spray is applied to vehicle's cabin
- Car is delivered to the customer by the SA

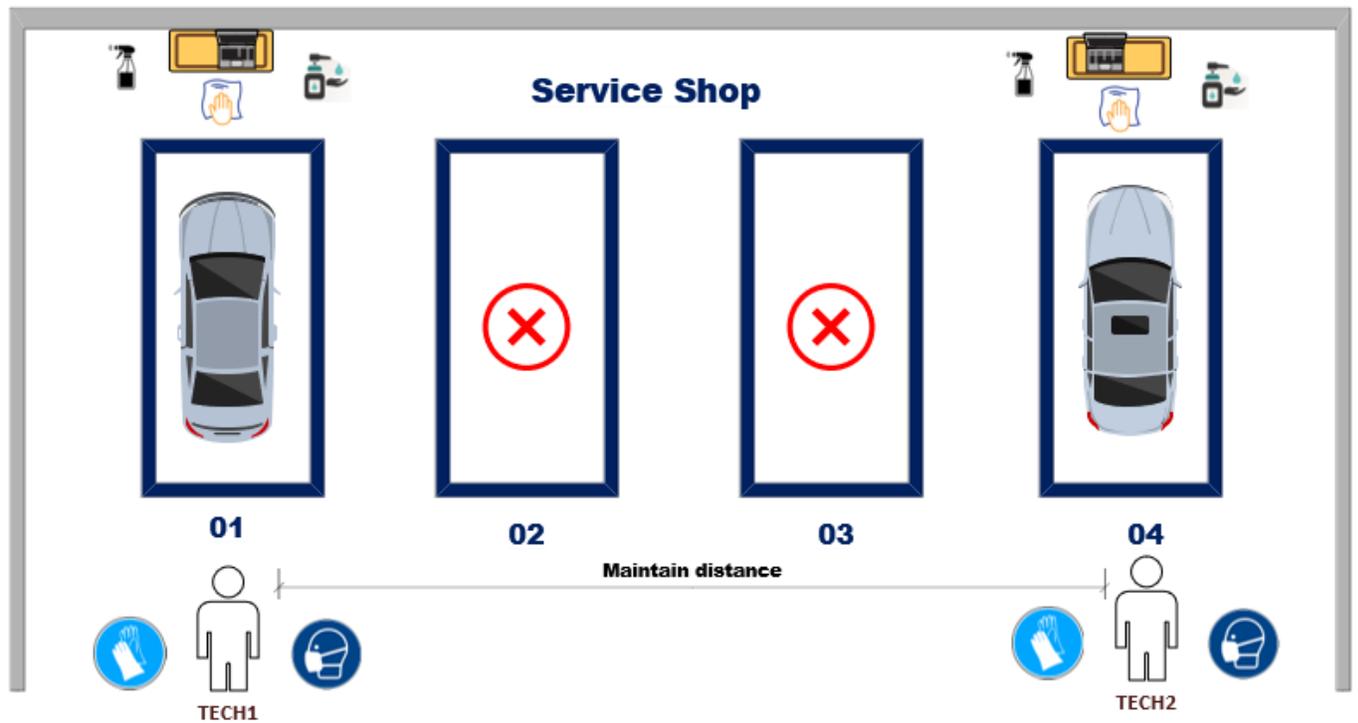
SERVICE PROCESS FLOWCHART



DEALERS SERVICE OFFICE SITE MAP



DEALERS WORKSHOP SITE MAP



STRICT OBSERVATION OF THESE REGULATIONS ARE MANDATORY, EACH DEALER IS REQUESTED TO PERFORM THE EXACT PROCEDURES MENTIONED AND ESTABLISHED HERE. IF STRICT FOLLOWING OF THESE REGULATIONS IS NOT DONE, THE DEALER WILL BE REQUIRED TO CEASE AND DESIST FROM THIS SERVICE AND CLOSE OPERATIONS UNTIL FURTHER NOTICE.