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To: All WEDA Members

Date: March 26, 2020

Re: COVID-19 – The Latest Update Regarding Essential Services

As your dealer organization, we feel our key role here at WEDA is to advocate on your behalf with government and industry. To this end we have been strong advocates to ensure our agri-food industry is included in Federal, State and Provincial essential service legislation.

While we realize that a “one size fits all approach” simply isn’t practical, we are all in this together. We all do business somewhat differently and in various regions across North America where the COVID-19 virus is affecting our business and region to varying degrees.

We thought that sharing some ideas of what dealers are doing to accommodate and protect customers, staff, assets and the general public was in order. While this is certainly not an exhaustive list and the following points may not be applicable in your particular situation or area, we did want to provide some points for you to consider.

Branch considerations:

- Operating with limited customer interaction, i.e. front door closed to the public with signage directing customers to call, text, email your parts, service and sales departments – build a customer and vendor communication strategy delivered by various means and channels
- Anyone non-essential to the ongoing dealership day-to-day operations can work from home
- Divide essential product support staff such as techs, parts counter, accounting, AR, AP etc. into two distinct units, working in the dealership one week and from home the following week
- For those working from home, make allowances for staff to take some holiday time, engage in online training courses, call customers or other ideas to keep them engaged and potentially earning a paycheck or adding value to the dealership while at home
- This would assist in the event that you did have a positive case in that branch as it could potentially protect the other half of your team that were working from home
- Consider shorter shifts and hours of operation for the coming weeks in order to balance staff with work orders
- Practice social distancing of at least six feet between coworkers
- Build a list of all equipment on order and a protocol for receiving this equipment, plus regular parts orders, courier shipments and such in order to protect your team and business
- Establish a cleaning protocol to clean and sanitize all surfaces at the end of the week in preparation for the staff changeover
- As part of this protocol, increase your sanitation efforts on high touch surfaces every three hours, such as door handles, washroom surfaces, light switches, credit card terminals etc. (see more detailed instructions below)
- Supply a list and links to government programs, utility companies, banks, finance companies to simplify your staff requests for program applications, payment deferrals and such



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And remember, there is no playbook for what the world is going through right now. We're all tasked to do our part to prevent the spread and protect our customers, staff, friends and neighbors.

Ultimately, you have a business to run and protect and need to balance sales and workload for the next few weeks as we approach planting season.

Your Association is here for you, we will do our very best to answer your questions, share resources along with what other dealers are doing, or just lend an ear. Please call us anytime at any of the numbers below.

Environmental Cleaning and Disinfection

Recommendation from the CDC (Centers For Disease Control and Prevention) <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

Prepare a bleach solution by mixing:

- 5 tablespoons (1/3rd cup) bleach per gallon of water or
- 4 teaspoons bleach per quart of water

Definitions:

Community facilities (e.g., schools, daycares centers, businesses) comprise most non-healthcare settings that are visited by the general public outside of a household.

Cleaning refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.

Disinfecting works by using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

Perform targeted cleaning and disinfection of frequently touched hard, non-porous surfaces, such as counters, appliance surfaces, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, remote controls, and any other surfaces that are visibly soiled.

Please follow the below cleaning procedures.

Daily Cleaning first thing in the morning

- All light switches
- All photocopiers/printers



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- All desk tops
- All staplers
- All fridge door handles
- All keyboards, computer mouse's, telephones

All the below items need to be cleaned every 2 hours first cleaning starts at 8:00 am every day. Clean at 8, 10, 12, 2 and finally at 4:00pm.

- All doorknobs & door handles to every building and office and hallway
- Bathroom toilet handles, faucets, soap dispensers, light switches
- All Debit machine terminals
- All hard surfaces such as counter tops, reception areas
- All door jams both sides (5 feet down) as customers like to hold on to doorways to talk to people in offices
- All doors 5 feet up and do the edges (as people tend to hold doors open that way)
- All water cooler dispersing handles
- Coffee maker dispersing knobs
- All handrails (going up stairs and downstairs)
- All customer lounge chairs, tables etc.
- All office chairs arm rests
- All parts drawer handles in show rooms that customers use to open to find parts

Use a pail and rag with your bleach solution. Staff should wear disposable gloves while handling potentially soiled items and while cleaning and disinfecting surfaces.

Wash hands with soap and water for at least 20 seconds immediately after removing gloves or use an alcohol-based hand sanitizer if soap and water are not available.