



Dealership Compliance Checklist



Checklists

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Dealership Compliance

Audits, Buyers Guides, cash reporting, cybersecurity, OSHA, OFAC, EPA, PPE, Red Flags, HazCom, remote work...

When did running a dealership get so complicated?

These days, dealership owners, managers, and employees are busier than ever. They're dealing with dozens upon dozens of regulations, safety considerations, and HR concerns—and balancing all of it with the hard work of selling and servicing vehicles in an increasingly competitive and cutthroat business environment. At the same time, technology is changing, consumer expectations are shifting, margins are shrinking, and state and federal authorities are introducing new rules and guidelines on a seemingly daily basis. It all adds up to serious risk.

Are you managing it all? When the financial impact of a regulatory penalty or legal claim can reach six figures, your dealership can't afford to ignore even a single area of uncertainty.

To uncomplicate things and make your life easy (well, relatively speaking) we've put together a checklist covering more than 100 potential risks your dealership may be facing right now. See if your business is covered where it counts.

Environmental, Health & Safety

Saving lives and saving money aren't an either-or. A robust environment, health, and safety program minimizes workplace injuries and illnesses while maximizing worker productivity. See if your program is up to snuff.

Recordkeeping

- Are you keeping track of and recording all work-related injuries, illnesses, and accidents?
- Are you reporting all serious injuries and illnesses to the Occupational Safety and Health Administration (OSHA) when required?
- Are your OSHA 300, 300A, and 301 Forms complete and up-to-date?
- Are you maintaining your injury records for five years following the end of the calendar year that the record covers?
- Are you using injury and illness data to conduct root-cause analyses and prevent future incidents?

Audits and Inspections

- Do you have an automated way to log and assign compliance issues?
- Do you use a mobile app when conducting audits?
- Do you have a dependable and repeatable process for assigning corrective actions?
- Do you have a system to help perform, track, and store the results of regular safety observations?

Emergency Response

- Have you prepared a written Emergency Response Plan?
- Has a responsible person been identified for your Emergency Response Plan?
- Have all employees been trained annually on Emergency Response procedures?
- Has your fire suppression and sprinkler system been inspected? Have you posted a compliant facility evacuation map?
- Are your evacuation routes clear of any obstructions?
- Do you have a designated primary and secondary evacuation point?
- Do you have a sufficient amount of emergency equipment placed throughout the facility?

Hazard Communication

- Do you have a written hazard communication program in place?
- Do you maintain a Safety Data Sheet (SDSs) for each chemical in the workplace?
- In the event someone is exposed to a hazardous substance, can every employee quickly and easily access your SDS library?

- Can you verify training has been completed on the Globally Harmonized System of Classification and Labeling of Chemicals (GHS) under Hazard Communication?
- Have all chemical handling employees been trained annually for Hazard Communication?
- Have you labeled all primary and secondary containers?
- Are all hazardous chemicals closed and labeled?
- Are recurring inspections of your hazardous waste storage areas documented?

Written Injury and Illness Prevention Program (IIPP)

Does your State require an Injury Illness Prevention Program? If so:

- Do you have a written IIPP in place?
- Has a responsible person been identified for your Injury and Illness Prevention Plan?
- Do you maintain accident records and OSHA recordkeeping?
- Are you performing a thorough accident investigation following injuries onsite?
- Do you hold regular documented safety committee meetings?

Environmental Documentation

- Can you ensure waste management practices meet regulatory requirements?
- Are you filing federal and state reports and permits by their deadlines?
- Have you installed overfill prevention for tanks that are not visible when being filled?
- Have you prepared a spill prevention control and countermeasure plan?
- Have you submitted an annual Tier II report to your State and Local Emergency Planning Committee?

Personal Protective Equipment (PPE)

- Do all employees have access to required PPE?
- Can you ensure that employees are consistently wearing their PPE?
- Is all PPE properly maintained and stored?
- Do all employees wear appropriate footwear for their work areas?
- Are all employees wearing safety glasses, safety goggles, or face shields when performing eye-threatening activities?
- Are "Eye Protection Required" signs posted in areas where eye-threatening activity is present?

- Is each employee working with hazardous chemicals protected with an appropriate long sleeve uniform and/or protective apron?
- If required, are dust masks provided to employees?
- Are medical evaluations on file for anyone wearing a tight-fitting respirator?
- Is annual respiratory protection training and fit testing documented for all employees wearing a tight-fitting respirator?
- Are you periodically reviewing your certified PPE hazard assessment?

Department of Transportation (DOT) Hazardous Materials Compliance

- Are all employees that handle hazardous materials trained on general awareness, safety and security, and function-specific information within 90 days of hire?
- Are all employees that handle hazardous materials trained periodically after hire, and any time their job functions change?
- Are all employees who ship hazardous materials trained every three years?
- Do you maintain a 24-hour emergency phone response line? Is this phone number posted near the shipping area?
- Can you produce DOT hazmat certifications, information on emergency response protocols, and other compliance documents if asked?

General EHS Considerations

- Do you have a method for tracking state and/or federal OSHA updates?
- Do you have a method for tracking EPA updates?
- Is your equipment designed to maximize ergonomics?
- Are you able to see an up-to-the-minute overview of compliance status by department and individual?
- Do you have a library of EHS documents and resources available to all employees?
- Is employee training delivered consistently to all employees across departments and rooftops?
- Are all training records completed and available?
- Are all new hires completing a new hire orientation and required OSHA training prior to starting work?
- Are employees who complete AC Recovery EPA Section 609 certified? Are these certificates saved onsite?
- Is your AC equipment registered with the EPA?
- Do you have a forklift onsite? If so, are forklift operators trained every three years? Are daily forklift inspections documents?
- Are employees using a lift to raise vehicles? Is this equipment training documented for each employee?

General Body Shop Compliance

- Is your facility exempt from 40 CFR Part 63, Subpart HHHHHH (6H)?
- If not, has your 6H notification form been sent via certified mail to the regional EPA office?
- Are your paint spray guns HVLP and 6H compliant?
- Is your paint gun cleaning process 6H compliant?
- Are painters spraying paint in a 6H compliant enclosed area?
- Is all 6H documentation properly maintained?
- Is anyone signing a uniform hazardous waste manifest DOT certified?
- Has your facility registered for e-manifesting?
- Are gas cylinders properly stored and labeled?
- Are all employees wearing proper personal protective equipment?
- Have paint booths been inspected?
- Is your paint mixing room compliant?
- Are recurring hazardous waste storage area inspections documented?
- Does your State require an air permit?
- Do you need a TCLP test to identify hazardous waste disposal?

Human Resources

Your people are your most important asset. Take good care of them throughout the employment lifecycle with an approach to human resources that empowers them while preventing bullying, harassment, discrimination, and other forms of improper conduct.

Recruiting and Applicant Tracking

- Are you able to post job openings, accept resumes, and manage the application process online?
- Do you have automated tools to manage pre-screening questions, offer letters, job descriptions, and application approvals?
- Do you have an automated system for quickly posting job openings to multiple job boards?
- Are you compliant with pre-hire background check processes?
- Do you have a branded "careers" page on your website where visitors can browse current openings and apply for jobs?
- Can you easily assign background and reference checks?
- Are you able to interview candidates over video chat?

Onboarding

- Can you ensure that all new hires have read and signed their job offers and job descriptions?
- Can you ensure that all new hires have completed and signed their state and federal forms (such as I-9, W-4, and withholding forms)?
- Are all new hires aware of the milestones and expectations they should meet within their first 90 days?
- Can you ensure that all new hires have completed and signed their deposit information, benefit and 401k information, emergency contacts, and other company documents?
- Can you ensure that all new hires have read and acknowledged your policies?
- Are you able to manage new hire paperwork and collect signatures electronically?
- Are all new hires given a tour of your facilities before starting on the job?
- Are new hires meeting regularly with managers during their first 90 days of employment?

Training

- Are you training all new employees on their roles and responsibilities as part of their onboarding?
- Are all new hires completing all necessary safety training as part of their onboarding?

- Are all new hires completing all necessary harassment prevention training as part of their onboarding?
- Are all new F&I and sales hires completing all necessary compliance training as part of their onboarding?
- Are you providing refresher training periodically after employees start (e.g. on an annual basis), and whenever updates occur?
- Are your trainings in compliance with all state and federal requirements?
- Is training available on any device?
- Is training available in English and Spanish?
- Do your training courses use real-life examples?
- Is your training engaging and interactive?
- Is your training content up-to-date?
- Does your training account for different learning styles and preferences?
- Does your training assess prior knowledge and account for different experience levels?
- Does your training promote behavioral change through repetition?
- Are you able to track completion rates?
- Are all training records completed and available?

Policy and Document Management

- Do you have an online personnel file that organizes all employee data and records electronically?
- Do you have a way to track employee licenses and certifications?
- Are you storing and sending policies and HR forms electronically?
- Do you have an employee leave policy in place?
- Do you have an equal employment opportunity policy in place?
- Do you have anti-harassment, anti-discrimination, and anti-retaliation policies in place?
- Can every employee access forms and resources when necessary?
- Do you have automated technology in place to ensure quick and accurate completion of forms?
- Is your employee handbook complete and up-to-date?
- Can you ensure consistent policy application throughout your workforce, departments, and rooftops?

Workforce Management

- Are all your employees and contractors categorized correctly?
- Can you reliably track employee performance?
- Do your managers hold regular group and one-on-one meetings with their subordinates?
- Do your managers have coaching skills that empower their teams to excel in their roles?
- Do your managers set effective goals for their team members?
- Are your managers able to effectively address employee disengagement and burnout?
- Can you ensure all discipline and termination actions are lawful?
- Are you documenting all discussions around performance history and discipline procedures to ensure your organization has a defensible position in the event of a legal dispute?

Business Continuity and Remote Workforce Management

- Do you have a remote work strategy in place?
- Do all employees have access to the tools they need to do their jobs remotely?
- Do managers have access to remote employee communication and tracking tools?
- Do you have an emergency notification system in place?
- Is your remote working environment secure?

General HR

- Do you have a method for tracking state and federal HR updates?
- Are you able to assess your organization's workforce compliance status at a glance?
- Can you track which tasks need to be completed and quickly assign those tasks?
- Can you contact certified HR and legal professionals when you have questions?



Sales and Finance & Insurance

You want customers buying cars from you in the showroom, not suing you in the courtroom. Make sure your dealership is taking precautions against critical areas of sales and finance and insurance risk.

Deal Jackets

- Does each deal file include proof of an Office of Foreign Assets Control (OFAC) and/or Red Flag Identity check?
- Does each finance transaction abide by the Fair Credit Reporting Act?
- Does each transaction have a menu?
- Was a proper credit score disclosures used?

Customer Information Security

- Are all visible computers not in use password-protected?
- Are copies of customer licenses and other documents containing customer information consistently removed from copy machines and disposed of in shredders?
- Are filing cabinets and/or offices in public areas that contain customer information locked when not in use?
- Do you have the correct signs in your dealership?

Inventory

- Does each new vehicle have a Monroney label on display?
- Does each used vehicle have a completely filled out Buyers Guide on display?
- Are all Buyers Guides complete and up-to-date?

Sales F&I Training

- Have all applicable employees been trained on customer information security?
- Have all applicable employees been trained on the Red Flags Rule?
- Have all applicable employees been trained on IRS Section 8300: Cash Transaction Reporting?
- Have all employees been trained on ethics in the workplace?
- Are all training records completed and available?

Policies and Programs

- Do you have a Red Flags policy in place?
- Do you have an 8300 cash reporting policy in place?
- Do you have an information safeguards policy in place?

General Sales F&I Compliance Considerations

- Do you have a method for tracking state and federal regulatory updates?
- Are you able to see an up-to-the-minute overview of compliance status by department and individual?
- Do you have a library of policies, regulatory documents, and compliance resources available to all Sales and F&I employees?

Recordkeeping

- Are you keeping records of each deal up to Federal and State requirements?
- Did you keep copies of customer complaints?
- Do you provide Adverse Action Notices?



Business Processes

Today's business environment is complex and constantly changing. Are you staying ahead of the curve?

- Do you use the same system to manage F&I, HR, EHS, and training across your workforce, departments, and rooftops?
- Do you use a consistent system and approach for maintaining records across your organization?
- Have you calculated the annual costs of maintaining your system or systems?
- Do you have easy access to organizational data and reporting for trending analysis?
- Can you ensure that all managers have access to the data they need, when they need it?
- Are your system or systems cloud-based and accessible via mobile device?



Manage All Your Risks with KPA's EHS, HR, and F&I Solutions for Dealers

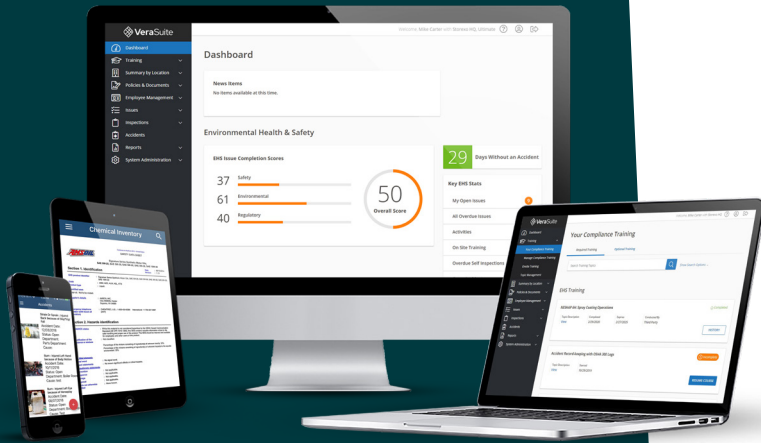
"We feel that with having KPA's software in house, we can develop sound policies and procedures that will protect us while we concentrate on the business of selling and servicing vehicles for our customers and generating revenue."

John Strain
Controller, Warrenton Toyota

KPA's online, on-site, and on-call resources help clients automate manual processes, reduce the total cost of risk, and manage safety in one comprehensive platform.

Thousands of dealers nationwide, including 8 of the top 10 dealership groups, rely on KPA to provide dealership-specific expertise.

Our automotive-specific proficiency and content provide consistent and reliable EHS, human resources, and sales and F&I compliance solutions, from facility audits and deal jacket audits to EHS program management, online and on-site compliance training, and onboarding and employee retention tools.



Get Started with KPA

Give us a call: 866-356-1735
 Send us an email: info@kpa.io
 Get a demo: kpa.io



Industry-Specific Expertise

Ensuring workforce safety and preventing environmental liabilities is crucial to every service center's operations. KPA's online, on-site, and on-call resources help clients...

- ◆ Accurately identify risks
- ◆ Determine necessary actions to meet EPA, OSHA, DOL, and DOT requirements
- ◆ Ensure organizational compliance
- ◆ Effectively manage HR activities including hiring and training ... and more!



Automate Manual Processes

Shift your attention away from manual processes and focus instead on creating and maintaining a culture of safety using Vera EHS. When you spend less time on paperwork, spreadsheets, and reporting, you have more time to spend in the field with your team—conducting inspections and audits, holding safety meetings, training employees, and getting your staff up to speed quickly.



Key Features and Benefits

- ◆ Audits & Inspections
- ◆ Issue Management
- ◆ Accident Tracking
- ◆ OSHA Logs
- ◆ SDS Management
- ◆ Hazard Communication
- ◆ Online Training
- ◆ Document Library
- ◆ Reporting & Analytics
- ◆ Mobile Application



COVID-19 Safety Program from KPA

As part of KPA's ongoing mission is to identify, remedy, and prevent workplace safety and compliance risks for our clients, we have developed a comprehensive COVID-19 Safety Program to help guide your dealership's return to normal operations, and ensure your business stays compliant with stringent OSHA regulations.

Our programs package together policies and checklists with training content from our award-winning course development team. Plus, our team of certified safety and compliance experts are here to personalize your COVID-19 Safety Program – to ensure alignment with state and local regulations as well. We're here to help you keep your employees and customers safe as we adjust to the "new normal" of working during the COVID-19 pandemic.

Visit us online
to learn more.

<https://www.kpa.io/covid-19-safety-program>