

Helping You Drive Vermont's Economy



November 9, 2021

Greetings &&First Name>>,

With gratitude and appreciation, and in anticipation of the upcoming **Veterans Day** holiday, we would like to thank all of the **military Veterans within our VADA families** for their service.

*"There is a certain enthusiasm in liberty,
that makes human nature rise above itself,
in acts of bravery and heroism."*

-Alexander Hamilton

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Update on State Regulatory/Legislative Inquiries

Doc Fee Survey – We are following up with dealerships that have not yet responded to our survey, conducted in response to a Legislator's inquiry about a constituent complaint. When completed, we will send a summary with the Doc Fee Regulation, administrative and advertising requirements, and the lowest and highest doc fee charged.

Bathroom Gender Labels – In response to another Legislator's concern last month, we sent members the Bathroom Gender Label Law asking them to be sure they are in compliant.

Proposed Used Car Safety Inspection & Labeling Requirement – The Attorney General and CAP staff recently asked for VADA input regarding potential legislation similar to the used car safety inspection program in Maine. Vermont and Maine's laws and administrative oversight for safety inspections are very different. There are identifying those issues and will reach out to us again when they have better defined what the potential changes might be. Below is a description of the law in Maine.

"Maine has enacted a number of laws that deal with consumer protection when it comes to purchasing a used motor vehicle. For example, a used car must always meet the state inspection standards. Further, the inspection sticker must have been put on the vehicle within 60 days of the date of purchase. This law applies even if you are sold a car "as is." If the car violates this inspection warranty, the dealer must repair it, free of charge, so it can pass state inspection. In addition, any used car must come with a completed Used Car Information Act Window Sticker. Failure to do so can be grounds for returning the car and receiving back the purchase price."

[Chapter 9: Consumer Rights When You Buy A Used Vehicle \(PDF\)](#) This file requires the free [Adobe Reader](#).

Congratulations to Vermont's 2022 TIME Dealer Dan Luneau

Wins National Recognition for Community Service and Industry Accomplishments

The nomination of Daniel Luneau, owner and dealer at Handy Toyota in Saint Albans, Vermont, for the 2022 TIME Dealer of the Year award was announced today by TIME. Luneau is one of a select group of 47 dealer nominees from across the country who will be honored at the 105th annual National Automobile Dealers Association (NADA) Show in Las Vegas on March 11, 2022. The announcement of this year's annual award was made by Viktoria Degtar, Global Chief Revenue Officer, TIME, and Doug Timmerman, president of Dealer Financial Services, Ally Financial.

The TIME Dealer of the Year award is one of the automobile industry's most prestigious and highly coveted honors. Recipients are among the nation's most successful auto dealers who also demonstrate a long-standing commitment to community service. Luneau was chosen to represent the Vermont Vehicle and Automotive Distributors Association in the national competition – one of only 47 auto dealers nominated for the 53rd annual award from more than 16,000 nationwide. “I take pride in the successful continuation of a family business with a 50-year history of contributing to the local economy, providing well-paying jobs and benefits and delivering a valuable, reliable product and service to our customers,” nominee Luneau said.

Luneau was a sergeant in the United States Army from 1968 to 1971 and served on the ski patrol at an Armed Forces Recreation Center in Berchtesgaden, Germany. He is a lifetime member of the VFW (Veterans of Foreign Wars) and American Legion. In 1973, Luneau earned a degree in accounting, cum laude, from Champlain College in Burlington, Vermont. It was that same year that his career in the retail automobile industry commenced. “I accepted a job offer from my prospective father-in-law, Floyd Handy, to be the service manager at his Toyota and Dodge dealership in Saint Albans,” he said. “In reality, my responsibilities included ‘anything that needed doing.’”

Luneau has performed or directed nearly every function at the dealership and considered Handy a great mentor. After a few years, Handy left to pursue a second career in politics, serving as mayor of Saint Albans and state legislator. “He offered advice if asked but from that point on never involved himself in day-to-day operations nor interfered with any decisions,” Luneau said. In 1995,

Luneau became co-owner of the family business with his wife, Karen, and his brother-in-law, Daniel, and today the operation also includes a Chevrolet dealership, used-car lot and rental car company. Two of his three sons are the next generation to join the company.

“Handy Toyota was my primary focus,” he said. “It is the longest-standing Toyota dealership in Vermont and among the earliest Toyota stores in the Boston Region.” But the road to success had many twists and turns as Luneau entered the car business at the time of the 1973 oil embargo, which greatly affected the global economy and the auto industry as a whole. “It was a valuable learning opportunity,” he said. “Survival meant doing more with less and working creatively – and that attitude has remained with me.” Luneau also credits his rural upbringing with providing the necessary tools to be successful in the business world. “Perseverance, dedication and hard work are traits instilled and nurtured in every farm kid,” he said. “Success also necessitated working cooperatively with family, and dealerships frequently resemble farms from an ownership and operations perspective.”

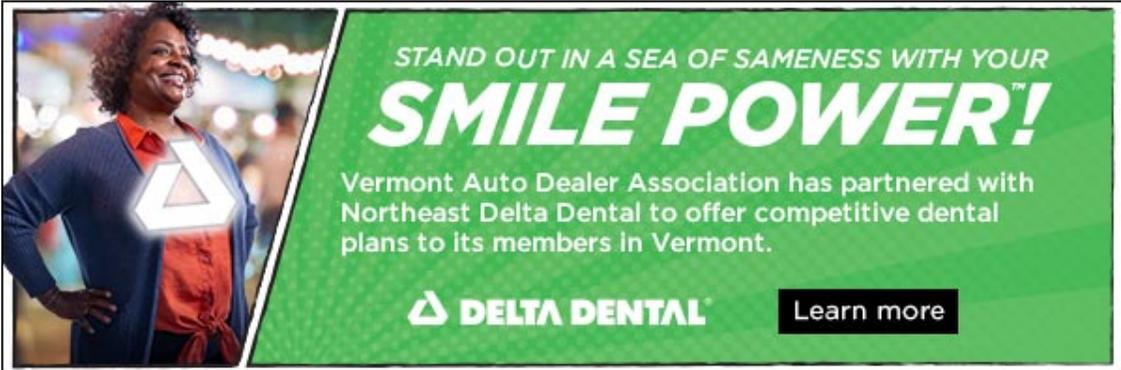
An active member of the Vermont Vehicle and Automotive Distributors Association, Luneau is a staunch advocate for his fellow dealers. “I have been an enthusiastic lobbyist on behalf of the auto industry over the years both in the state of Vermont and in Washington, D.C., meeting one-on-one with legislators,” he said. He has also represented the interests of his valued customers and dealers while serving on the Toyota National Dealer Council. Luneau is proud to chair the District 6 Environmental Commission (VT Act 250) for the state of Vermont, which regulates land use based on criteria designed to balance respect for the environment with the need for economic growth and development. He was appointed by both Democratic and Republican governors to this important post and has served since 2000.

A lifelong resident of Saint Albans, Luneau partners with countless organizations through volunteerism and donations. He spent many years coaching baseball, from T-ball through high school. “I had the pleasure of being on the leadership team that expanded the number of baseball fields available to Saint Albans Little League,” he said. “We added scoreboards, a press box, fencing, concession stand and, most importantly, a sustainable financing model.” His dealerships also support youth sports, homeless shelters, food pantries, educational programs, workforce development and charitable drives for various nonprofit organizations. “I truly enjoy the car business,” Luneau said. “I am proud to be a Toyota dealer and sell a quality product, while working

with people I respect and serving a community that is my lifeblood.”

Dealers are nominated by the executives of state and metro dealer associations around the country. A panel of faculty members from the Tauber Institute for Global Operations at the University of Michigan will select one finalist from each of the four NADA regions and one national Dealer of the Year. Three finalists will receive an additional \$5,000 for their favorite charities and the winner will receive an additional \$10,000 to give to charity, donated by Ally.

In its eleventh year as exclusive sponsor, Ally also will recognize dealer nominees and their community efforts by contributing \$1,000 to each nominee’s 501(c)3 charity of choice. Nominees will also be recognized on AllyDealerHeroes.com, which highlights the philanthropic contributions and achievements of TIME Dealer of the Year nominees. “In cities and towns across the country, auto dealers make a big economic impact—going the extra mile to strengthen their communities,” said Doug Timmerman, president of dealer financial services, Ally. “It’s an incredible achievement to be nominated for TIME Dealer of the Year. The program not only recognizes leadership in business and customer service, but also a commitment to giving back and doing it right.” Luneau was nominated for the TIME Dealer of the Year award by Marilyn Miller, Executive Director of Vermont Vehicle and Automotive Distributors Association. Luneau and his wife, Karen, have three sons and seven grandchildren.



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Vermont Auto Dealer Association has partnered with
Northeast Delta Dental to offer competitive dental
plans to its members in Vermont.

DELTA DENTAL [Learn more](#)

Vermont Minimum Wage to Increase In 2022

The Vermont Department of Labor has announced an increase to the State’s minimum wage. Beginning January 1, 2022, the State’s minimum wage will

become \$12.55 per hour. This is an increase of \$0.80 from the current minimum wage of \$11.75. This annual adjustment also impacts the minimum wage for tipped employees. The Basic Tipped Wage Rate for service, or “tipped employees,” equals 50% of the full minimum wage. On January 1, 2022, the tipped minimum wage will increase from \$5.88 to \$6.28 per hour.

The minimum wage and tipped minimum wage are adjusted annually in accordance with Vermont law and take effect at the start of the new year. Any employee who believes they are not being compensated fairly, according to this law, is encouraged to contact the Department of Labor’s Wage and Hour Unit at 802-951-4083 or online at Labor.Vermont.gov/Rights-and-Wages. Additional information on the Vermont Department of Labor and its resources may be found at Labor.Vermont.gov.

Mustang Mach-E Most Popular EV in Most States, but VW ID.4 in Vermont

The national financial website FinanceBuzz used Google Trends data to determine which electric vehicles are the most popular in each state across the US in 2021. The most popular e-vehicle in Vermont was the Volkswagen ID.4. Most states went with the Ford Mustang Mach-E. Electric vehicles aren’t a 21st century invention. In fact, the first electric vehicle was made in the mid-to-late 19th century. Even though electric vehicles weren’t really adopted until the 1870s, 40 years earlier in 1832, Scottish inventor Robert Anderson created the first crude version.

Source: vermontbiz.com

About VT’s New Car Lemon Law

The Vermont Motor Vehicle Arbitration Program, established in 1984, provides consumers with a forum through which to resolve warranty problem(s) with motor vehicles pursuant to [Sections 4170-4181 of 9 V.S.A.](#) A consumer may file a Demand for Arbitration to request a hearing after demonstration of reasonable repair, which is usually three unsuccessful attempts or thirty cumulative calendar days out of service within the manufacturer’s express warranty. At least the first repair for a “three-times-out” claim must occur within the express warranty.

The final repair attempt is a legal provision that provides an opportunity for the manufacturer to assess and repair the claimed defect(s) to the consumer's satisfaction prior to hearing. The consumer may withdraw from the arbitration process if the repair is acceptable but would retain the option to request a hearing if the condition recurs, as long as the vehicle is still within the manufacturer's express warranty.

If the consumer is not satisfied with the vehicle after the final repair attempt and continues to a hearing, he/she must convince the Board that the defect(s)/condition(s) substantially impairs the vehicle's use, market value or safety. The consumer may continue to a hearing even if the claimed condition appears to be fixed. The Board would then weigh the reason(s) for dissatisfaction.

There are five Motor Vehicle Arbitration Board members and three alternates appointed by the Governor for a three-year term. Each may be appointed for additional three-year terms twice. "One member of the board and one alternate shall be new car dealers in Vermont, one member and one alternate shall be persons active as automobile technicians, and three members and one alternate shall be persons having no direct involvement in the design, manufacture, distribution, sales or service of motor vehicles or their parts."(9 V.S.A. Section 4174).

Hearings are usually held monthly. Demands will not proceed to hearing if they are resolved by settlement, acceptance of the final repair attempt, administrative dismissal, or other disposition. The Board has authority to order:

- a pro-rated refund based on a statutory formula with guidelines for reimbursement of fees, incidental and consequential damages, and purchase and use tax
- a comparable new replacement vehicle
- in favor of the manufacturer
- a dismissal, or
- a continuance

To see all available forms, visit **DMV's ["Forms & Information"](#) page**. Download the PDF form to your computer and then open it with Adobe Reader.

Want to advertise your products or services to our members?

Form I-9 Audits Increase

Over the past four years, audits of Form I-9 compliance have increased over 500%. This increase is directly connected to border security issues under the last three presidential administrations.

Employment Eligibility Verification (I-9) Form is issued by the Department of Homeland Security's United States Customs and Immigration Service (USCIS). All employers need to ensure that workers properly identify themselves and are authorized to be employed.

It is a common misconception that the audits of Form I-9 are done only by the Department of Homeland Security, of which USCIS is a part. While USCIS is responsible for the majority of Form I-9 audits, the Department of Labor may also inspect Form I-9 for compliance. In addition, the Department of Justice, through its Immigrant and Employee Rights section, may also do inspections if it suspects that employers are not respecting the rights of workers to choose the identity and work authorization documents they choose to show.

To protect your business from adverse audit results, the dealership should:

- Ensure the person in charge of handling Form I-9 understands the risks associated with an audit.
- Ensure you are following the correct processes for completion of Form I-9.
- Know that workers must be given a choice of the documents they will show to confirm identity and authorization to work. Demanding specific documents can be the basis for a government enforcement action.
- Maintain Form I-9 for the required period for separated workers - one year after termination and three years after hire, whichever is longer.
- Spot check periodically to be sure you have a Form I-9 for every worker. If not, follow up and have missing forms completed. Spot check new forms periodically. If there are errors, have a procedure to correct them. Be sure that corrections are evident to avoid claims of wrongdoing.

Since May 1, 2020, employers must use the 10/21/2019 version of Form I-9. The version date is found in the lower left corner of the form. The revised Form I-9 and related instructions provide clarification on:

- Countries with recent name changes;
- Representatives authorized to act on behalf of employers;
- USCIS website addresses;
- Acceptable employment eligibility support documents;
- The process for accessing and using a paper USCIS Form I-9; and
- The DHS Privacy Notice.

For more information on employment eligibility verification responsibilities, see NADA's "Dealer Guide to Employment Eligibility Verification" and the USCIS I-9 Homepage at www.uscis.gov/i-9-central.

Dealers Must Display Fuel Economy Guide

The Environmental Protection Agency and Department of Energy have released the 2022 Fuel Economy Guide which is available for download and print at <https://www.fueleconomy.gov> directly on the homepage.

Dealers selling new vehicles with a gross vehicle weight rating under 8,500 lbs are required to prominently display paper copies of the guide at each location where new vehicles are offered for sale. These guides must be available for free upon customer request.

Beginning with the 2008 model year vehicles, city and highway estimates account for conditions such as higher speeds and faster accelerations, air conditioning use and cold temperature operation. Further details regarding the determination of gas mileage (mpg) ratings are available at www.epa.gov/fueleconomy.

The annual fuel cost estimates in the electronic fuel economy guide are updated weekly to match the Energy Information Administration's current national average prices for gasoline and diesel fuel. Paper copies of the guide are no longer mailed automatically. To request a paper copy of the guide, visit <http://www.fueleconomy.gov/feg/printGuides.shtml>.

Through the website, dealerships can also add a fueleconomy.gov widget to their website, blog, or social media site. Click the "Get Widget" button and copy the "embed" code into your blog or web page.

Selling Over MSRP - Advertising Requirements

Due to historically low inventory and continued consumer demand, VADA has recently been receiving questions (and complaints) regarding selling over MSRP. It is permissible to sell a vehicle over the MSRP - Manufacturer Suggested Retail Price. If the dealership is charging more than MSRP because market conditions allow the dealership to do so, add a clear and conspicuous supplemental window sticker /addendum sticker is recommended to avoid advertising issues or deceptive practices.

The Vehicle Must Be Advertised At The Increased Cost

AG regulations prohibit automatically adding charges that were not included in the advertised or negotiated selling price.

If the dealership advertises a vehicle at MSRP (including 'point of sale' advertisements, etc.), it cannot be marked-up. An advertising scheme not to sell a vehicle at the advertised price is commonly referred to as "bait and switch." A customer inquiring about an advertised vehicle cannot be told that the particular vehicle is not available at the advertised price, then encouraged to purchase the vehicle at a higher price. If the advertised vehicle is unavailable, the dealer must be prepared to honor the advertised price.

Itemized Supplemental Window Sticker and Bill of Sale Provide Protection

After a new vehicle sale, confusion often arises on the purchaser's behalf as to what accessories and services were paid for in addition to the purchase of the vehicle. The best safeguard a dealer can use to avoid violating regulations and creating misunderstanding with a customer regarding the advertised price of a vehicle is to use a supplemental window sticker and fully itemize on the bill of sale the supplemental charges.

These stickers are used in conjunction with the federally mandated Monroney label and an itemized supplemental charge listing on the bill of sale. The following are guidelines for supplemental window stickers:

- use the total of the supplemental window sticker price as the advertised price of the vehicle;
- do not duplicate "transportation" or "preparation" charges unless actual additional expenses exist;
- do not charge more for a service or option than what is normally charged;
- do not use the term "miscellaneous;"

- use the phrase “additional profit” or “additional markup” if the Monroney label does not yield sufficient profit;
- identify added charges as “dealer additions;” and
- do not offer optional products or services on the supplemental window sticker.

Price Must Include Items Usual To Delivery

An advertisement of a vehicle not only includes offers for sale or lease through print and electronic media, but also includes verbal representations by salespeople or other representatives. Among other things, the advertised price must include all charges necessary or usual prior to delivery; this includes freight, handling and vehicle preparation and documentation charges.

NADA Director Mitchell Jay’s Board of Directors Update — November 2021

I recently attended the NADA Board meeting on October 19 and 20. As you probably have heard by now, the Board elected Geoff Pohanka of Metro Washington, D.C., to serve as Vice Chairman for 2022. Geoff will be sworn in alongside 2022 Chairman Mike Alford at the March Board meeting in Las Vegas. Congratulations Mike and Geoff!

We had a productive meeting in Charleston, S.C., discussing issues facing dealers across the country and received briefings on the activities of all NADA departments. The following is a high-level summary of the key topics addressed at the meeting:

LIFO

We continue to urge the U.S. Department of Treasury to grant LIFO relief due to a COVID-related global interruption of vehicle production.

- In November 2020, NADA petitioned the Treasury Department to exercise its authority under Section 473 of the Internal Revenue Code to allow taxpayers to elect to replace their new-vehicle inventories over a three-year period. However, despite NADA’s extensive and continued efforts, the Treasury Department has not yet responded formally to the petition and has indicated that it is reluctant to use its existing authority.
- In further support of our LIFO advocacy, we are encouraging House Members to sign the bipartisan letter from Reps. Dan Kildee (D-Mich.) and Jodey Arrington (R-Texas) urging the Treasury Department to grant

temporary LIFO relief for businesses facing difficulty replacing inventories due to government actions that created a major global interruption of vehicle production.

- Please encourage Peter Welch our house representative to sign the letter and contact NADA's Legislative office for assistance or additional comments on this important matter.

Dealer Advocacy with Congress – on Potential Tax Increases and Electric Vehicle Incentives

NADA continues to hold meetings with Democratic congressional staff regarding potential tax increases and EV incentives likely to be included in the reconciliation bill. NADA has advocated for:

- Retention of the Section 199A deduction that enables pass-through entities to retain earnings at a critical time in the business cycle.
- Tax rates that maintain tax parity between family-owned pass-through entities and public company C corporations.
- EV incentives that “work in the showroom,” achieving liquidity by allowing vehicle purchasers to transfer their tax credit to the dealer for a commensurate reduction in the price of the vehicle. The credit would then be promptly funded through a designated payment portal.
- EV incentives that apply to the broadest range of consumers and products.

Dealer Advocacy with Automakers

NADA has just completed its semi-annual Dealer Attitude Survey meetings with the OEMs. The Summer 2021 survey response rate hit a record at 66.1%. The NADA team, consisting of dealer board members and staff, presented industry-wide concerns at the meetings. Discussion subjects included inventory shortage concerns, OEM commitment to dealers for the continued exclusive distribution of product regardless of powertrain, telematics and over-the-air (OTA) updates, data sharing and security, the agency model, and current OEM reservation systems.

NADA Show

Planning for the 2022 NADA Show is well underway. Exhibit sales – generally an early barometer for registrations – are tracking near pre-pandemic levels, and the floor space in the newly renovated West Hall of the Las Vegas Convention Center is expected to sell out soon. Stay tuned for updates, and we look forward to being together and seeing all of you at the Show in Las Vegas March 10-13, 2022.

NADA's next full Board meeting is scheduled for March in conjunction with the Show, and I look forward to providing you with another update following that meeting.

NADA's New Dealer Guide to Electric Vehicles Now Available

Check out this link to NADA's brand new [*Dealer Guide to Electric Vehicles*](#). Please note you will need your NADA username and password to access the guide. The publication discusses battery electric vehicles (BEVs) and plug-in hybrid electric vehicles (PHEVs), and **issues that are key to mass adoption of EVs**: affordability, charging, range, batteries, safety, service, and the environment. In discussing dealers' role in addressing each of these issues with customers, the guide aims to help dealers help their customers embrace EVs.

Self-Auditing Your New Employee Onboarding Procedures to Prevent New Employee Injuries

Historically, employees in their first 12 months of employment account for 30-40% of all injuries in dealerships. Because of hiring freezes in 2020 due to the pandemic, last year new employee injuries only accounted for 25% of all injuries reported. However, since that time dealerships have had to re-staff and in some cases exceed their pre-pandemic numbers of employees. Because of rapid rate of hiring in the last year, now is an appropriate time to re-visit hiring and onboarding procedures. Not just because the exposure of new hire injuries is greater at this moment due to sheer volume, but the lack of skilled workers in the job market is low. This is causing dealerships to forgo some critical risk control practices when bringing new people into the dealership. Below are some suggestions for each section of the new employee onboarding process. We ask that all members audit their own practices and procedures to find opportunity for improvement. Even the most airtight systems can improve incrementally.

Selecting the Proper Candidate

Look at the way you bring new people into your dealership. Are they given a site tour? Do they speak with the appropriate managers? Do you expect this person to stay and become part of your work family? Often, we find that hiring

decisions are made because there is a need for a “warm body” to fill a spot. Ask yourself: Are you and your team hiring a body to fill a spot or a person to add value to your business? Someone who is going to add value to your business is trainable and coachable, and this is a critical piece of getting your safety culture oriented in the proper direction.

Post Offer Employment Testing

It's no secret that illegal drug users, criminals, and unsafe motorists are more likely to hurt themselves or others on the job. Does your dealership have a process in place to make sure the drug screens, background checks, and motor vehicle records come back before the person starts working? We understand that waiting a week for a background check to come back can be frustrating. Remember that when it takes longer for a background check to come back that often means that there has been a “hit” for some sort of record. Wouldn't you like to know if they have drug, theft, or assault charges before bringing them onboard? Another item that is worth noting is post offer physicals. This process can be daunting at first as you will need to have written job descriptions with physical requirements that support what you are testing for. Only then can a medical professional test the new employee. We recommend working with a professional who specializes in pre-employment physicals if you decide to go that route. If the terms “post offer testing”, “contingent job offer”, or “conditional job offer” don't ring a bell to your hiring or HR staff, we strongly suggest discussing this with your attorney to ensure that you have the proper procedures in place for these activities.

Establishment of Expectations/Training

“Here, read and sign these.” You know, the normal first day “stuff” for employees where they pencil whip their way through a stack of papers. How much of that do you think they retained? First days on the job are often compared to drinking from a fire hose for a reason. A better alternative is to spend an appropriate amount of time with the new employee to discuss the contents of the new employee paperwork, particularly the new employee safety policies and safety rules. Surely you will have other training modules for your new person to go through as well. You don't necessarily need to sit with them and hold their hand for the entirety, but a quick follow up discussion of the topics presented will help solidify the key items. If they think it is important to you, then it will be important to them. One piece you should be certain that you discuss is the reduction of work comp benefits in the case of a broken safety rule or failed drug screen. If you feel like you don't have the proper training materials, our loss control department supplies a suite of materials and can

help create a custom solution for your dealership.

On the Job Training

We often see a disconnect between what the dealership expects of their employees in the office and the supervisors on the front lines. We recommend a degree of redundancy to solidify those expectations on the shop floor level. We have an excellent “Supervisor’s New Employee Safety Orientation Checklist” that reviews the safety policies and rules, and asks the supervisor to discuss some more specific items like where to find PPE, where the emergency exits are, first aid kits, and the importance of reporting accidents immediately. Even if you make your checklist, having a list of actual objectives to discuss and provide training for on the supervisor level is key to ensure you have a proper curriculum in place. Another tool we recommend is a shadowing period. Putting the new employee with a more experienced employee is a good tool to integrate them into your culture, review and see safety in practice, and the experienced employee can be your eyes and ears.

Follow Up

Complacency is human nature. Over time your new employees will begin to slip, regardless of the time and effort your management team puts in the beginning. That is why it is critical that we regularly review with employee’s safety policies and procedures. Pulling them to the side for just 5 minutes at their 1 week, one month, and six month anniversaries to briefly discuss safety and ask if they have questions is a valuable tool that also helps you to build rapport with the employee and bring safety to the front and center for just a moment. There is a reason that VADA suggests all members participate in the Monthly Safety Update, and that is to continuously bring safety to the forefront to all employees. Be sure to include your new people in these meetings, and even consider asking them to lead a safety meeting or conduct the monthly safety inspection for their department. “Safety is everyone’s job” is a common adage thrown around in the safety world – can you say that about your dealership?

Workers' Comp Safety Corner

Safety Meetings/Vehicle Lifts

Speaking of safety training, vehicle lifts can fail, and it is never a small deal when they do. The worst-case scenario involves a fatality. We recommend all dealers have their lifts inspected by a third-party vendor on an annual basis.

When was the last time your employees had vehicle lift safety training?

Automated External Defibrillators (AED)

From time to time, VADA fields questions from dealers/members regarding various topics that effect both operations and safety for both employees and customers. One of those recent questions centered on Automated External Defibrillators (AED), which are commonplace in many American businesses. [Click here for the “AED Use” Reference Guide](#), which is a quick resource to familiarize yourself with the important basics of these devices.

We encourage you to review this information with your management staff and any other employees in your dealership who are tasked with keeping your business as safe as possible. The information is concise and to the point and focuses on the importance of having a working, and fully available AED device should the need ever arise to use one. We also suggest that you consult your general liability insurance professional for additional information, should you require it.



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