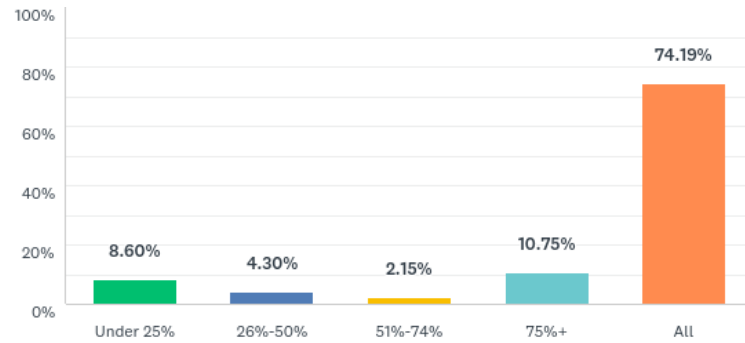
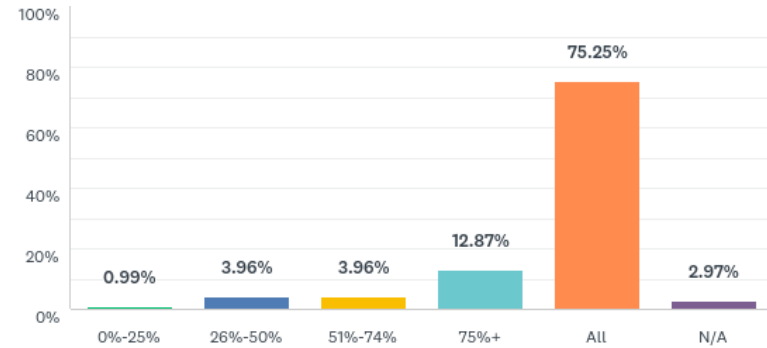


Dealerships Reopening

1. What percentage of showrooms reopened since 1 June?

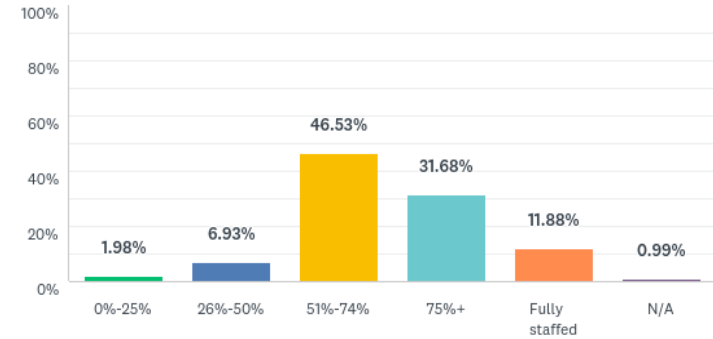
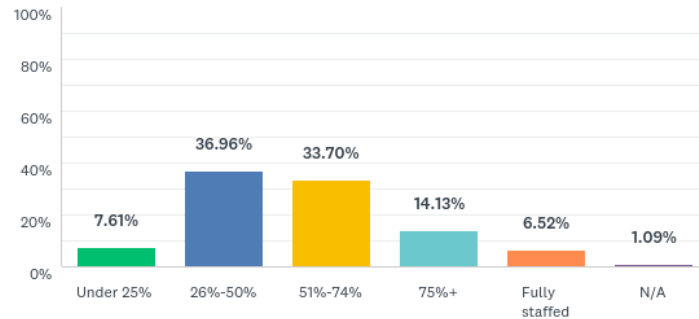


8 June - 11 June

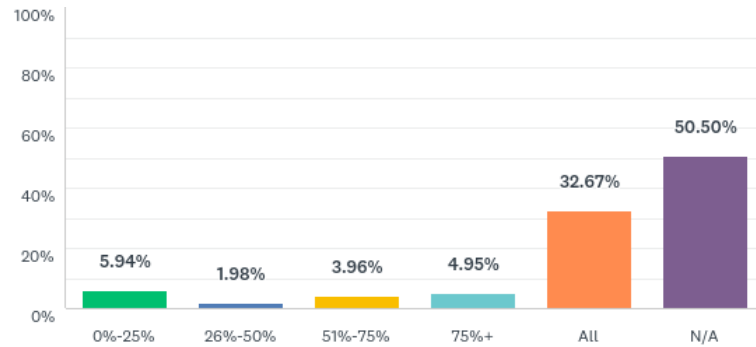


29 June - 2 July

2. At what level are showrooms staffed at?



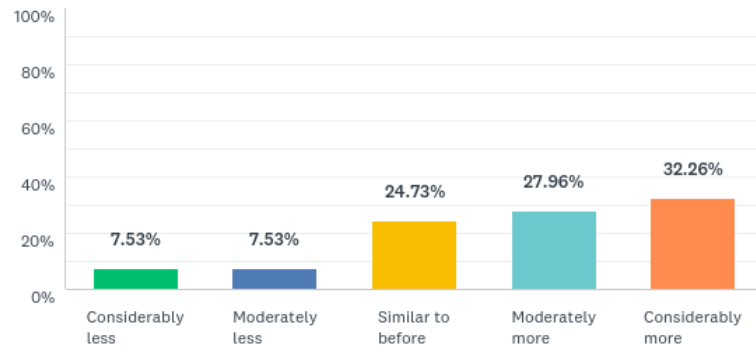
3. What percentage of your bodyshops have reopened June 1?



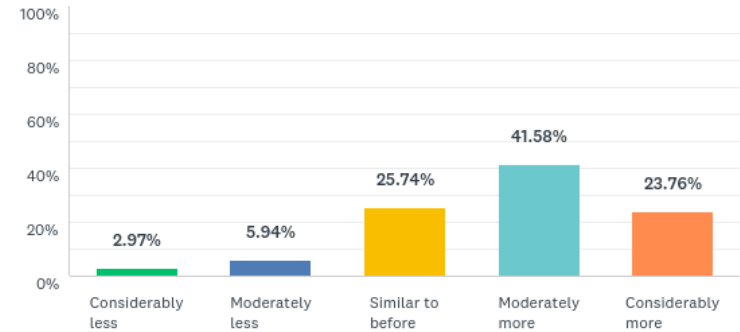
*(29 June - 2 July, this question was not asked in the first edition of the survey)*

## Customer Behaviour

4. At what level are customers making phone enquires prior to visiting in comparison to before lockdown?



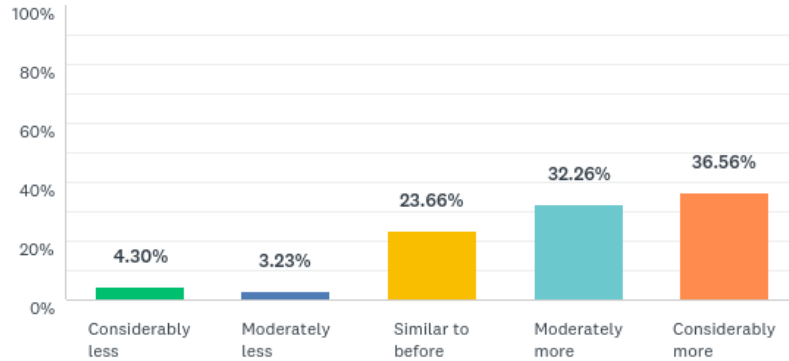
*8 June – 11 June*



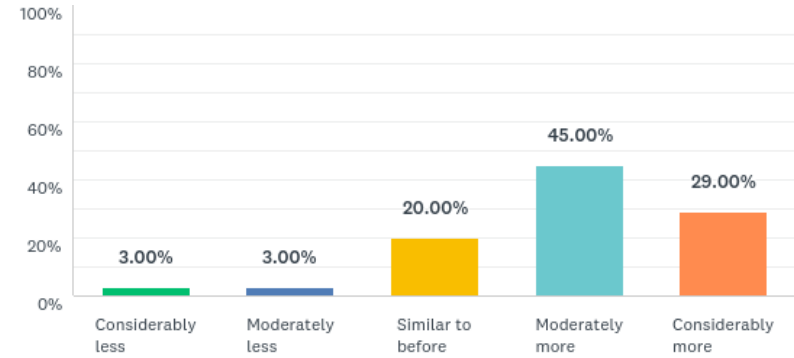
*29 June – 2 July*

# The post-lockdown Automotive Retail

5. At what level are customers booking appointments prior to visiting in comparison to before lockdown?

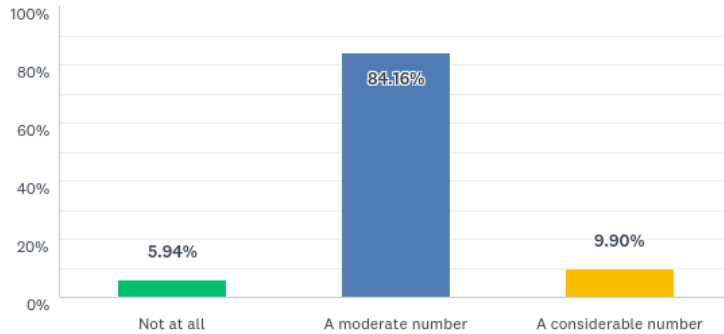


8 June – 11 June



29 June – 2 July

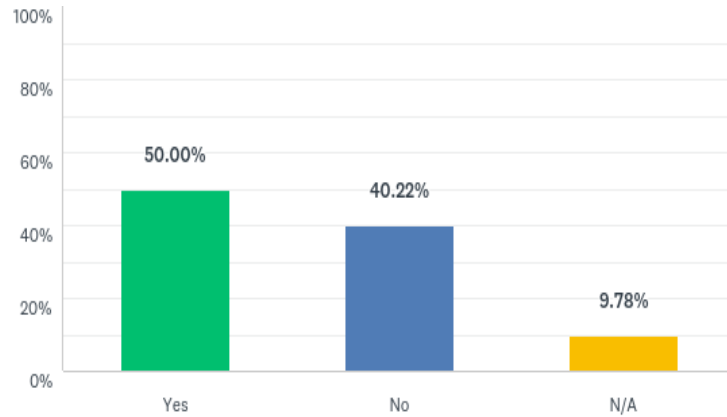
6. Are customers turning up at showrooms without an appointment?



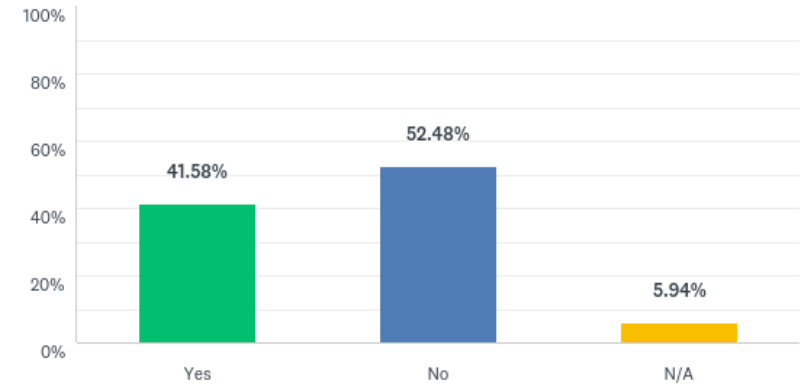
(29 June – 2 July, this question was not asked in the first edition of the survey)

## The post-lockdown Automotive Retail

7. Are customers wanting to spend less time in the showroom?



*8 June – 11 June*



*29 June – 2 July*

8. Are customers being accepting of the changes to standard operational procedures?

- YES – **98.02%**
  - NO – 1.98%
- (29 June – 2 July)*

9. Are customers asking to take un-accompanied test drives?

- YES – **79.12%**
  - NO – 20.88%
- (8 June – 11 June)*
- YES – **81%**
  - NO – 19%
- (29 June – 2 July)*

### Online Activity

10. In the last month, have you seen an increase in new car on-line sales enquires?

- YES – **55.56%**
- NO – 44.44%  
*(29 June – 2 July)*

11. In the last month, have you seen an increase in used car on-line sales enquires?

- YES – **83.17%**
- NO – 16.83%  
*(29 June – 2 July)*

12. In the last month, have you seen an increase in new car on-line sales?

- YES – 25%
- NO – **75%**  
*(29 June – 2 July)*

13. In the last month, have you seen an increase in used car on-line sales?

- YES – **55.45%**
- NO – 44.55%  
*(29 June – 2 July)*

### Government Support

14. Did you make use of the Governments Job Retention Scheme (CJRS)?

- YES – **97.83%**
- NO – 2.17%  
*(8 June – 11 June, this question was not included in the second edition of the survey)*