EV Charging Infrastructure

Audit Scorecard

A 15-point compliance assessment for charger availability, installation safety, cable condition, load capacity, signage, access control, and maintenance records

Dealer / Center Name	
Dealer Code	
Region / Zone	
Auditor Name	
Audit Date	
Cycle / Period	

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How to Use This Scorecard

This scorecard evaluates EV Charging Infrastructure compliance across 15 criteria grouped into 4 categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). Do not rate where you aspire to be — rate what you observe on the day.

Score Scale

Score	Level	What it means
1	**Not in place**	Standard does not exist or has never been implemented at this dealership.
2	**Attempted**	Some effort made but inconsistent — visible gaps remain in most areas.
3	**Defined**	Standard is documented and partially followed. Some areas compliant, others not.
4	**Managed**	Standard is followed consistently. Minor exceptions occur.
5	**Fully Sustained**	Fully embedded. Evidence of ongoing compliance between audits without prompting.

RAG Status Guide

Status	Overall Score	Action
Green	60–75 (80–100%)	Compliant. Maintain current standards.
Amber	38–59 (50–79%)	Improvement required. Structured action plan within 30 days.
Red	0–37 (0–49%)	Non-compliant. Priority intervention. Escalate to regional management.

AutoSmart Tip: EV charging infrastructure audits should include a live functional test — connect a compatible test vehicle or charging adaptor and verify the charger initialises, communicates the correct power level, and completes a charging session cleanly. A charger that shows 'Available' on its display but fails to initiate a session is a common failure that is invisible without a functional test.

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Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
CHARGER AVAILABILITY & TYPE							
1	Is at least one operational EV charger available at the dealership for customer use, appropriate for the EV models sold and serviced?	○	○	○	○	○	
2	Does the charger type (AC Level 2, DC fast charger) and connector standard (Type 2, CCS, CHAdeMO) match the charging requirements of the EV models sold at the dealership?	○	○	○	○	○	
3	Is the charging power output (kW rating) sufficient to provide a meaningful charge for a customer visiting for service, within a typical service visit duration?	○	○	○	○	○	
4	Are chargers for internal workshop use (topping up service vehicles, EVs awaiting delivery) separate from customer-facing chargers, to prevent customer charging points being consumed by internal use?	○	○	○	○	○	
INSTALLATION SAFETY & LOAD CAPACITY							
5	Was the EV charging installation carried out by a qualified electrician, with a completion certificate and electrical installation condition report (or equivalent) on file?	○	○	○	○	○	
6	Is the facility's electrical supply confirmed as adequate for the total EV charging load, with no risk of overloading the supply or tripping protection equipment under normal use?	○	○	○	○	○	
7	Are RCD (residual current device) or equivalent earth fault protection devices installed on EV charging circuits, functional, and tested at the required interval?	○	○	○	○	○	
8	Is earthing and bonding on the EV charging installation compliant with local electrical standards, confirmed in the installation certificate?	○	○	○	○	○	
CABLE CONDITION & SIGNAGE							
9	Are EV charging cables inspected regularly for damage — cuts, fraying, exposed conductors, damaged connector housings — with damaged cables removed from service immediately?	○	○	○	○	○	
10	Are charging bays clearly signed with EV charging identification, permitted connector types, and any usage restrictions (maximum session time, authorised users only)?	○	○	○	○	○	
11	Are charger status indicators (available, in use, fault) functional and visible to approaching users, reducing unnecessary approach to an unavailable unit?	○	○	○	○	○	

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ACCESS CONTROL & MAINTENANCE RECORDS							
12	Is access to EV charging points managed to prevent non-customer or non-authorised use, particularly for fast chargers with a queuing risk?	○	○	○	○	○	
13	Is a maintenance schedule in place for EV chargers, covering software updates, connector wear checks, and electrical system inspection at defined intervals?	○	○	○	○	○	
14	Is a fault log maintained for EV chargers, with faults reported promptly to the charger operator or manufacturer and downtime minimised?	○	○	○	○	○	
15	Is charger availability (uptime percentage) tracked, with persistent downtime investigated and resolved rather than accepted as background unavailability?	○	○	○	○	○	
OVERALL SCORE →		/ 75 =		%			

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Category Summary & RAG Status

Transfer category totals from the scorecard. Assign RAG status and record the priority action for each category.

Category	Score	%	RAG	Priority Action
Charger Availability & Type	/20			
Installation Safety & Load Capacity	/20			
Cable Condition & Signage	/15			
Access Control & Maintenance Records	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Facilities Manager Name	
Facilities Manager Signature	
Next Audit Date	

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Action Plan Tracker

EV Charging Infrastructure — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close EV Charging Infrastructure non-compliances

Dealer / Center Name	
Dealer Code	
Region / Zone	
Audit Cycle / Period	
Tracker Owner (ASM / ZSM)	
Date Opened	
Target Close Date	

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How to Use This Tracker

This tracker is designed to be completed immediately following a EV Charging Infrastructure audit. Every non-compliance recorded must be logged here as an action item and progressed through all four stages before it is considered resolved.

Four-Stage Workflow

1. PENDING	2. IN PROGRESS	3. COMPLETED	4. APPROVED
Finding assigned. Owner & date set.	Work underway. Evidence being gathered.	Dealer submits evidence for review.	Auditor verifies and closes the item.

Stage Rules

Stage	Actioned by	Required action	Evidence required
PENDING	ASM / Auditor	Assign a named responsible party. Set a close date. Log the non-compliance description.	No evidence required at this stage.
IN PROGRESS	EV Charging Infrastructure / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	Facilities Manager	Mark item complete and submit for review. Evidence must be attached before submission.	Photo of rectified item, signed procedure, supporting evidence.
APPROVED	ASM / ZSM / Auditor	Review evidence. Verify compliance on next site visit if required. Approve and close.	Auditor sign-off. Date of verification recorded.

Tracker Summary

Fill in after completing each audit cycle.

Stage	Description	Count	Notes
PENDING	Not yet started		
IN PROGRESS	Work underway		
COMPLETED	Awaiting approval		
APPROVED	Verified & closed		

AutoSmart Tip: With AutoSmart Audit, every non-compliance is automatically converted into an action item at the point of audit — with owner assignment, close dates, evidence upload, and a four-stage approval workflow built in. No spreadsheets. No manual follow-up.

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Action Plan Tracker

Log every non-compliance from the audit below. Progress each item through all four stages before closure.

STAGE — PENDING						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
P-01						
P-02						
P-03						
P-04						
P-05						
P-06						
P-07						
P-08						
P-09						
P-10						

STAGE — IN PROGRESS						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
I-01						
I-02						
I-03						
I-04						
I-05						
I-06						
I-07						
I-08						

STAGE — COMPLETED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
C-01						

C-02						
C-03						
C-04						
C-05						
C-06						

STAGE — APPROVED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
A-01						
A-02						
A-03						
A-04						
A-05						
A-06						

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Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the Facilities Manager and the Regional Auditor must sign.

Dealer Principal Name	
Dealer Principal Signature	
Regional Auditor / ASM Name	
Auditor Signature	
Date of Review	
Next Review Date	

Cycle Notes

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