

## Part - Stop Auto & Industrial

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Dear Customers,

The situation regarding the coronavirus (COVID-19) is changing rapidly, and our number one priority remains the health and safety of our employees, colleagues and customers. That is why we are taking preventative measures to ensure that operations are maintained safely for all. In doing so

- We have canceled all non-essential business travel.
- We have asked all employees who have travelled outside the country to go into quarantine for a period of 14 days.
- Anyone with symptoms related to COVID-19 should stay home and make sure to see a doctor before returning to the workplace.
- We have implemented the hygiene policies recommended by the Public Health Agency of Canada.

To serve you well during this period, here are the measures we have put in place

- We will be operating with slightly shorter business hours and will continue to reevaluate the situation as the world's situation continues to change and evolve. Currently we are operating from 8:00am-5:30pm M-F and 9:00am-1:00pm on Saturdays.
- While our front 'showroom area' remains open, we have implemented and are enforcing 'social distancing' areas around the front counter that only 1 person at a time will be allowed into in order to deal with our sales staff.
- We have setup a 'no touch' drop area beside the front counter for any returns that you may have coming back to us, be they new, warranty, core or other types of returns.
- We are in constant contact with our partner-suppliers to assess the evolution of their inventories and regularly monitor the situation.
- As of today, we do not anticipate any breakdowns in the supply chain. That being said, and preemptively, we are adjusting our inventory levels as much as we can anticipate to adequately meet demand barring circumstances beyond our control.
- Signatures are currently not required for pick-ups or deliveries being made to our commercial customers, but we are taking note of the contact person and drop off time.
- Upon your request, we will also take the additional step of picking up or dropping off in a 'neutral' area of your facility. If this is of interest to you, please call us to arrange these details.

We ask anyone with symptoms related to COVID-19 or anyone who may have been exposed to the virus to visit the Public Health Agency of Canada's website to stay on top of the latest news:

<https://www.canada.ca/en/public-health.html>.

The situation is evolving rapidly; we will keep you informed of any changes when they arise.

Sincerely,

John Brunelle & the entire team here at Part-Stop