

COVID-19 Update (March 19, 2020)

Dear customers,

We all know the COVID-19 situation is changing fast and I wanted to provide an update for Parts for Truck's plans.

During this crisis, **Parts for Trucks remains focused on providing you with parts and services in a safe and healthy manner.** We have implemented the following steps to ensure you see no supply or service disruptions.

- Parts for Trucks will remain open, since our role of providing parts and service to the truck and transport industry is critical to keeping your essential services operating.
- We are restricting walk-in traffic at many stores to comply with government legislation, but our service, parts and warehouse staff remain committed to serve your business needs.
- Our sales team will no longer be visiting your location but will stay in touch with you via email and phone and we will continue to deliver parts using our own trucks and couriers.
- If you use us for service, our team is wearing gloves and wiping down high touch areas when driving vehicles in and out of our facilities.
- Express (<https://express.partsfortrucks.com/>) continues to be the best way to check stock and order parts. If you need access, please email express@partsfortrucks.com for your login details.
- We have added team members to our customer service call centre to ensure you can always get through to us on the phone and so we can answer any of your parts and service needs.
- We have temporarily suspended Saturday openings at some locations, but our team is still available for call-in service.
- As noted in my previous communication, our cleaning schedules have been increased and focused on high touch areas, we have suspended unnecessary business travel and our employees are required to self-isolate if they travelled outside of the country for the previous 14 days or if they show symptoms.

We continue to hold large amounts of inventory to serve your needs and do not anticipate any supply chain disruptions.

Please stay safe & healthy and thank you for your continued support,



Corey Miller, President and CEO
Parts for Trucks, Inc.