

## COVID-19 Update

Dear Clients and Partners,

XXX is committed to maintaining a safe and healthy workforce and customer base. As we are all undoubtedly aware, there are serious concerns surrounding COVID-19. XXX has taken a number of measures to help reduce alarm and mitigate its effect on our workforce.

We are following social distancing guidelines and conducting what business we can over the phone and email.

We have advised our employees how to take care of themselves, protect others, and monitor the latest developments on the U.S. Centers for Disease Control and Prevention website. This includes advising employees to cancel upcoming travel plans and avoid large gatherings of people.

If an employee is not symptomatic and has not been exposed to the virus, the expectation is that they will report to work as normal and will follow expected precautions. If an employee displays COVID-19 or general flu symptoms, such as fever, cough or difficulty in breathing, they will be informed not to come to work (or be sent home), and they will be counseled to obtain medical advice and follow resulting protocol per the CDC.

If an employee tests positive for COVID-19 or know they have come in contact with someone who tested positive, we are asking them to show social responsibility and self-report this diagnosis to the XXX Human Resources Department. The employee will then be asked to self-quarantine at home for the following 14 calendar days.

We plan to exercise what flexibility we can to allow employees to work from home if they can be reasonably productive. These requests will be reviewed on a case-by-case basis.

We are staying on top of current legislative changes that could, if passed, increase employee support. We are sharing this information today to encourage caution and promote safety to our employee and customers working during this unprecedented time. Please know we stand with you in navigating this public health crisis and furthering the well-being for all.

The XXX Sales department is available and ready to support our customer base.

Counter service is currently operating at normal business hours.

Inventory is being replenished daily and we are in contact with suppliers to ensure that materials remain available.

The XXX pick-up and delivery team continues to be available as needed, while limiting personal interaction to keep the necessary social distance.

XXX Motor Shop & Field Services continues to operate with customer approved repairs, maintenance and emergency requests.

XXX will continue to adjust to government mandated, customer specific, and XXX guidelines related to the COVID-19 pandemic.

We will keep you informed of any changes to normal business operations and ask that you do the same.

Working together and staying informed we can successfully navigate this difficult time.

Questions? Repair Needs? We're ready to help!

Please feel free to reach our team at xxx xxx xxxx

Contact

Us