

Auto-Wares

GROUP OF COMPANIES

03/16/2020

To Our Valued Customers:

First of all we want to Thank You for being our customer and share an update on the actions we are taking to help protect against the spread of COVID-19. The rapidly changing coronavirus pandemic is a source of uncertainty for all of us.

We have been working on many things as we are learning facts. I'm writing today to share some of what we're doing so far at Auto-Wares (AWI) in response to this public health crisis in an attempt to continue service within the resources available in the changing circumstances.

Our decisions remain focused first and foremost on the health and well-being of our customers, employees in our stores, employees in distribution centers, delivery drivers, call centers, offices and home offices. Our goal is to continue services as best we can while quickly responding on an as-needed basis to do our part in mitigating the spread of the virus.

We have created an ongoing response team with each of our business areas represented to guide our company as this issue evolves. Like your company, most of our businesses require team members to be at a location to handle parts orders and delivery. At the front line of that effort, we are asking that our teams are diligent in hand washing and more rigorous daily cleaning of stores, distribution centers, delivery vehicles and offices. We have implemented multiple temporary operational and policy changes in an attempt to distance contact points. In addition, we are selectively moving support people who qualify and can do all job functions to work from home.

As of now, we have added additional support staff and increased the monitoring at help@autowares.com which is the best way you can contact our customer support team. We are also closely monitoring each of our store locations and distribution centers for their needs and any potential disruptions that may arise. Should circumstances change any point at, we commit to communicating with you quickly and openly. We are communicating via postings on our public website autowares.com (see COVID tab at top), the Announcement Board on our business to business website Autowaresgroup.com and through your sales representative contacts. Feel free to use any information posted that you may need for your own business.

We do ask that if you have an unforeseen business interruption during this health crisis that you inform us via help@autowares.com and through your sales representative.

As additional cases are confirmed across the U.S., we continue to monitor news and public information sources including Centers for Disease Control (CDC); World Health Organization; and state and local health departments for the communities that we are a part of.

Sincerely,



Todd Leimenstoll
President & CEO
Auto-Wares Group of Companies