



Commercial Customer Update – March 27, 2020

At Kal Tire, the safety and wellbeing of our team members, our customers, and the communities in which we operate continues to be our number one priority. With the outbreak of COVID-19, we have implemented several operational changes to help reduce the risk of spreading this virus.

Kal Tire is honoured to play a role in keeping essential services functioning for our communities. Our goal is to maintain current service levels while adapting our operating practices to ensure the safety of our team members and customers. This may require us to provide services differently from how we have in the past and our approach may differ from store to store. Our intent is to maintain regular communication with our commercial customers to keep you informed of any changes that will affect you.

As of Tuesday, March 24th, Kal Tire stores have moved to provide support for emergency retail services only for personal use passenger/light truck vehicles.

For **Light Duty Fleet** commercial customers (e.g. pick-up trucks, cargo vans, sedans), we will continue to provide our regular service offering but **by appointment only**. Appointments for Light Duty Fleet services can be booked by contacting your regular store, or centrally at 1-855-530-8473 or LDFC@kaltire.com during business hours.

For **Commercial truck** customers, we will continue to provide our regular offering of sales and service, as many of our commercial customers are deemed essential services.

Service can continue to be requested as usual, either in-person on the truck pad during business hours, by calling your nearest store 24/7 for Emergency Road Service, or after-hours by calling Kal Tire's centralized Emergency Road Service line 1-888-KALTIRE (1-888-525-8473).

To keep our Customers and Team Members safe we are implementing the following measures:

- Customers will not be able to enter or wait in the store while their service is being completed.
- We must ensure 2 metre mandatory physical distancing between team members, between team members and customers, and between customers.
- Payment for service must be made by debit, credit or billed to a business account, cash will not be accepted at this time.
- We are suspending the requirement for customers to sign work orders and invoices. We expect our customers to adapt their internal policies to ensure prompt payment even without signature.

Additional information for Commercial Customers:

We may be required to make other adjustments to our operations in the upcoming weeks for example hours of operation and store closures. Please visit www.kaltire.com or call the store you intend to visit to ensure it is open at the time you require our services. Thank you for your business and patience as we manage our way through this very difficult time.