



April 15, 2020

Dear Valued Customer:

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. Like every organization, the outbreak of COVID-19 has caused us to change many operational processes and ways in which we conduct business in order to ensure we are adhering to all the safety recommendations made by governments and health authorities.

Kal Tire is honoured to play a role in keeping essential services functioning in Canada and our goal is to maintain current service levels while adapting our operating practices to ensure the safety of our team members and customers. A few of our safety measures include:

- Customers are not able to enter or wait in the store while their service is being completed
- Ensuring there is a 2-metre mandatory physical distance 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
- Suspending the requirement for customers to sign work orders and invoices – with the expectation that our customers adapt their internal policies to ensure prompt payment even without signature

These are unprecedented times and unfortunately things are not business as usual. In place of a signature on work orders and invoices, we will be capturing on the invoice the first and last name of the recipient of the products and/or services they received from Kal Tire. These details will suffice as verification that the customer received the products and/or services listed.

We truly value your business and we are committed to keeping our customers operational. We ask that you confirm acceptance to this interim method of verification by signing below. Thank you for your patience as we manage our way through this very difficult time and do what's necessary for the safety of everyone.

\_\_\_\_\_  
Name of Organization

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (printed)

\_\_\_\_\_  
Signature