



## Commercial Customer Update – April 29, 2020

At Kal Tire, the safety and wellbeing of our team members, our customers, and the communities in which we operate is our number one priority. And as transportation and automotive vehicle repairs are designated essential services, we remain committed to supporting our passenger and commercial vehicle customers.

Since the outbreak of COVID-19, we have implemented many safety and operational changes to help reduce the risk of spreading this virus. We continue to use the recommendations of various health and government authorities to help guide how we serve customers in the safest manner possible.

For our **Commercial truck** customers, we continue to provide our regular sales and service offering. Customers can continue to request truck service in-person on the truck pad during business hours, by calling their local store 24/7 for Emergency Road Service, or after-hours by calling our centralized Emergency Road Service line 1-888-KALTIRE (1-888-525-8473).

### Additional measures in place for commercial truck service:

- Customers may remain in their vehicle while they wait for us to begin working.
- Prior to working on the vehicle, keys will be locked away by the servicing team member, as per our regular protocol and vehicle must remain turned off while we perform service.
- Customer may remain in their vehicle during the service, preferably on the passenger side, other than when the vehicle is being lifted or when a team member is under the vehicle, then the customer remains outside the vehicle.
- Any tools and equipment shared amongst team members will be cleaned after each completed job.

### Service truck considerations:

- For roadside service, it is preferred the customer stays in their vehicle, rather than the service truck.
- Tools and equipment are cleaned before the service truck is returned to the store, and when possible, service trucks will be assigned to an individual team member.

### Yard Service considerations:

- Authorization and acknowledgement of work must be via email or phone call. Kal Tire team members should not enter customer buildings for authorization or for handling products stored on customer sites. These products need to be delivered to team members in the yard.

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