



Better Together.

To: NCS SSI Network

March 20, 2020

Our primary goal is to meet the expectations of our customers while upholding the highest standards of safety and protection for our employees, customers and communities. We continue to closely monitor the evolving Coronavirus (COVID-19) situation. As a National Distributor, it is our responsibility and commitment to contribute to the on-going effort to contain COVID-19. We are actively following the recommendations of our local, state, and federal officials for all locations throughout the country.

In respect to our essential safety and protection goal, additional safety precautions have been put into practice to properly service our customers in this challenging environment:

**Travel Policy:** Curtailment of all air travel until further notice and substituting live events with online meetings, when appropriate

**Sanitation:** Personnel, Stores, and Delivery vehicles protocols updated to align with CDC recommendations

**Delivery Protocol:** Revised protocol that aligns with CDC social distancing recommendations

**Contingency Plan:** Actions in place to provide continuous operations at all our facilities

Automotive repair facilities continue to be classified by both federal and state executive orders as an essential business function that supports a continuously mobile public as well as critical infrastructure and supply chains. Due to this classification, we remain open and operational to allow our customers to continue the essential services that they provide to the community.

We are deeply committed to the wellbeing of our entire community and will continue to modify operating procedures as new information becomes available.

The circumstances regarding COVID-19 are dynamic and constantly changing, however we recognize that challenge presented to the nation is significant but temporary. We are grateful for our incredible team who continues to provide the best service to our customers as well as customers that put their trust and business's livelihood in our hands.

Thank you for your patience and understanding during this time. If we continue to work together, we will continue to be **Better Together**.

John Leavy  
President & CEO