

Date: May 25, 2020



Re: Updates to Lordco's Coronavirus (COVID-19) Response

The COVID-19 pandemic has undoubtedly affected the way we all live, work, and shop in Canada. We at Lordco Auto Parts are very grateful to all our customers and employees for upholding and respecting the protocols we have implemented to keep our stores safe and our doors open during this crisis. At Lordco Auto Parts we have always considered the health and well-being of our valued customers and employees a top priority and are aware we have an important role in providing essential supplies to our customers and communities who serve those who keep our communities safe.

We want you to know what we are doing to keep our customers and our staff safe. Our Business Continuity Team has met daily since the beginning of this crisis to ensure we are implementing the latest directives from the Federal and Provincial Governments. We are constantly reassessing the precautions being taken and looking for ways to do more. To date, the following practices and programs are now in place at our stores and warehouses.

Store Hours

As of Saturday, May 16th, all Lordco stores have returned to their regular operating hours. This will allow the number of customers in our stores to be spread out over more hours and will allow us to offer more working hours to our team. We will be continuing to limit the number of customers in our stores at one time. For updated store hours, visit www.Lordco.com/locations or view individual store locations on Google Maps.

Curbside Pickup

Many Lordco locations are offering curbside pickup for customers who prefer to remain in their vehicles rather than shop in-store. Visit Lordco.com for the full list of available locations and curbside pickup instructions.

In-Store Procedures

The following practices are taking place at every Lordco store to ensure the in-store shopping experience is clean and safe for everyone

- There is a limit of 5-10 customers in our stores at one time, depending on the size of the store. This is being enforced by a staff member at the front door.
- Cleaning and sanitization protocols have increased significantly. Stores are being cleaned hourly or more, including all high-touch surfaces like door handles, phones, counters, and delivery vehicles.
- Staff are washing their hands frequently and wiping down tills after every transaction.
- We are encouraging physical distancing in all stores by providing social distancing recommendations with signage at our front doors and checkouts as well as plexiglass in front of our cashiers. We are asking customers to stand behind the yellow tape placed on the floor in front of the counters to allow a safe distance between our team and the general public.
- To minimize in-store visits, our installer customers are being asked to use our online parts ordering system while retail customers have the options of curbside pickup and home delivery for a fee.

We will continue to provide you with the essential goods you require in the safest manner possible. Thank you for trusting Lordco with your automotive needs, together we are getting through this.

For more information about COVID-19, please visit www.healthlinkbc.ca and www.who.int