

ORIGINAL DATE: 3-23-2020

As the Executive Orders to “Stay at Home”, “Stay In Place”, “Shelter In Place” amongst other names have been signed by the Governors, the approach taken by jurisdictions has been to designate “Auto Supply”, “Auto Repair and “Transportation” as an “essential business” or “critical to infrastructure”.

The Department of Homeland Security (CISA) has produced the following guidance:

As the Nation comes together to slow the spread of COVID-19, on March 16th, the President issued updated Coronavirus Guidance for America. This guidance states that:

“If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, you have a special responsibility to maintain your normal work schedule.”

We have base plans below that are in place in Chicago, Illinois and Ohio. Michigan was announced today and Wisconsin is expected tomorrow. We will continue to communicate details and have some live Q&A on Tuesday. Until then we are sharing some steps/items that are implemented currently in IL and OH.

- Employee Letters to carry as an “essential business” or “critical to infrastructure” worker.
 - Will be posted with this letter
- Employee safety & health checklist to operate
 - Supplies – Make sure location has proper supplies
 - Scheduled mandatory cleaning put in place
 - Retrain all social distancing and hand cleaning
 - Make sure all communication signage posted
- Employee availability check by managers – who plans to work
- Customer status check by salesforce – who plans to be open
- DC’s Pick-up counters implement curbside loading or limited people inside with barriers (using social distancing protocols)
- Stores implementing “low touch” delivery (drop orders outside)
- PSX will be suspended during SIP orders as the networks are complex and we want to limit connection points.
 - As you can guess this is hard to “undo” after 10 years of building connections. Report problems to help@autowares.com as you run into them.
- Modified hours of location operation:
 - DC’s and Warehouse stores will be closed on Saturdays (gives 36 hours of no people/activity)
 - IL Stores all close at noon Saturday (to give 36 hours of no people /activity)
 - All other stores vary and some have reduced hours as sales dictate. (Managers discretion)
 - Other adjustments being made if DC or Store location Managers and GM’s deem needed.
- Distribution Center “isolation” has been implemented for WRN, GRR and CHI. No shuttles between these locations.
 - Chicago will continue to support MAD (IT work in progress)
 - Grand Rapids will continue to support GAY, FLT, CWT
 - There will be other ongoing services we may need to adjust depending on demand and safety.
 - As you can guess this is hard to “undo” after 40+ years of building connections. Report problems to help@autowares.com as you run into them.
- Some stores will close retail areas and/or use call ahead plans.
- Help@autowares.com is being monitored 24/7 during the crisis.
- Communication to customers and employees will be through e-mail list, salesperson contacts, salesperson calls, autowares.com and autowaresgroup.com

Thank You all for your efforts to keep our customers moving under crazy circumstances. Our decisions will remain considerate of the health and well-being of our customers and employees first. We hope to remain open as an essential part of the transportation supply chain in the markets we serve and need our Managers to continue to have conversations and share feedback.

AWI Management