

TOTAL TIRE DISTRIBUTORS INC.

TO OUR CUSTOMERS REGARDING COVID-19 PRECAUTIONARY MEASURES

March 17, 2020

At Total Tire, the safety and wellbeing of our team members, our customers, and the communities in which we operate is our number one priority. With the outbreak of COVID-19, we have taken many precautionary steps to help reduce the risk of spreading this virus. We have a crisis response team in place, along with business continuity plans, and are monitoring the situation very closely and communicating with our team members daily. It is our intent to remain open for business wherever possible and continue to meet our commercial customers' needs for tire products and service. At this time, all our locations continue to operate as normal.

To keep our team members and customers safe, and to limit the risk of spreading COVID-19 we have taken the following precautionary measures:

- Restricted visits to and from customers to business-critical only, wherever possible, our sales team will conduct virtual meetings with customers
- Encouraged team members to practice social distancing, proper hand washing and cough etiquette practices
- Enhanced cleaning procedures at all locations
- Eliminated high touch items at our locations including coffee service, popcorn, magazines, etc.
- Cancelled all international travel and all non-essential domestic travel for team members
- Required all team members returning from international travel to self-quarantine for 14 days
- Cancelled and restricted team members from participating in non-essential meetings or functions
- Reinforced socially responsible sick leave policies and required team members to stay home if sick
- Implemented strict protocols for reporting illness, self-isolation and/or self-quarantine
- Enabled or are in the process of enabling work from home options for as many team members as possible
- Communicated all of the above to all team members at all locations in Canada

Our priority is to keep our team members and customers healthy and safe. Our precautions will evolve as the situation evolves and we are guided by the recommendations of the Government of Canada, the Public Health Agency of Canada, provincial governments and health authorities, and local municipalities.

As an integrated company we own and operate our own distribution centres, supply transportation fleet, retread plants, stores and service network and have full visibility into our supply and service capacity. We have taken proactive measures to increase inventory levels to mitigate against any supply disruption and ensure continuity of supply for our customers. We also have visibility several months ahead in our supply chain and are in constant contact with our key suppliers around the world.

Our Total Tire team feels deeply for all those that have or will be impacted by this outbreak. We are committed to keeping our customers operational, as we know communities across Canada rely on our customers for the goods and services they deliver. We hope the investments we have made in our supply chain and the precautions we are taking to ensure our teams can continue to service customers provides peace of mind in this difficult time. If you have any further questions, you can direct them to your Total Tire Sales Manager chad.donaldson@totaltire.ca.