

Dear valued customers.

In this exceptional time of enormous scale and human impact (COVID-19), we want to do the best service for you

We are reaching out to you in all transparency to make sure we mutually provide safe, healthy and efficient environment for our co-workers, partners and customers. The main goal being the limitation of spreading the disease as much as possible. Our Company has taken a series of precautionary steps at this point which is implemented throughout both locations of Zee Tire Services in Calgary.

- **Social distancing:**

We will ask our drivers, representatives and warehouse employees to be especially aware of the physical distance they keep toward anyone they encounter. This is a proven solid way of slowing down viral transmission. A minimum distance of one (1) meter should be respected between interlocutors and we asked our people to NOT do handshakes and avoid physical contacts. Also, we have implemented a withdrawal/quarantine policy for any Zee Tire employee that 1) has COVID-19 symptoms or 2) has been significantly exposed to people who were contagious or suspected to be.

- **Sanitization:**

We will ask our representatives and shop employees to thoroughly wash their hands many times a day and, for most of them, to wear gloves whenever possible. Furthermore, Zee Tire has put together a contingency plan that will try to take in consideration all possible scenarios and outcome considering the situation in order to keep our service level at its maximum. However, please note that it is possible that our service level may be impacted at times.

Considering all this, we want to thank you for your collaboration and help in this unique and unpleasant time. And we also thank you for your understanding for any service unevenness that could happen in the next few weeks.

In the meantime, do not hesitate to contact our Customer Service for any information pertaining to our COVID-19 measures and service level.

Regards,