



Dear Stakeholders:

In response to COVID-19 we are actively working to ensure the health and safety of our customers and team members. We have developed a special committee to help monitor the development of COVID-19 and assist our franchisees and customers as new announcements are made by the Government of Canada. Here's what we at Simplicity Car Care are doing in response:

COVID-19 Response Unit

A dedicated email (covid19@simplicitycarcare.ca) has been setup to immediately respond to COVID-19 related concerns. Our Franchisees and team members have been mandated to immediately notify if they or any person at the collision centre has been tested positive for COVID-19. A dedicated team is ready to respond and assist with navigating any concerns as they may arise.

Outbreak Prevention

All locations are required to disinfect high-touch areas of all vehicles (door handle, keys, steering wheel, buttons, latches etc.) to minimise the probability of contamination. All non-essential business travel will be temporarily on hold until further notice.

Supply Chain

We have reached out to our supply chain, including OEM and Aftermarket parts suppliers regarding the availability of parts. We have been informed that currently there are no foreseeable delays in the supply and availability of parts.

Stakeholder Communication

We are closely monitoring this situation as it evolves and will be updating all stakeholders as required to ensure the well being of our customers and team members.

Team Training

Team members and each franchisee has been provided with training material to educate them on best practises for personal hygiene management to reduce the risk of contamination.

As the COVID-19 situation evolves, we will continue to respond to the latest developments, while keeping you informed. On behalf of all of us at Simplicity Car Care, let me again say how committed we are to ensuring the safety of our entire network.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Prochilo".

Paul Prochilo
Chief Executive Officer
Simplicity Car Care