



## **S. Dilawri Automotive Group's Response to COVID-19**

With the global pandemic COVID-19 threatening the community we serve, it's our primary concern to do everything we can to slow the spread of the disease and keep our customers and employees safe. On behalf of the S. Dilawri Auto Group, I want to share with you our health and safety action plan to help protect all guests and staff at our dealerships. While we've had no cases reported at our dealerships, our company is taking proactive steps to ensure the health and safety of our guests and staff.

1. Health and Safety Officers – An elected officer at each of our stores will be responsible for reporting and guiding staff and guests with best health and safety practises.
2. In-Store Community Safety Information – Visible signage will be implemented at each store, detailing hand washing etiquette, social distancing, as well as best health and safety practises outlined by Public Health Canada.
3. Sanitization Plan – Each dealership will have increased sanitization at all high-traffic touchpoints, multiple times per day. In addition, both daytime and nighttime professional cleaners will sanitize all workstations and touchpoints in each dealership.
4. Service Work Preparation – Customer vehicles going in for service and repairs will have seat and steering wheel covers used on each vehicle prior to entering the service department. Additionally, all service department employees are required to wear disposable gloves while performing any service or repair work.
5. Travel Restriction – All non-essential work-related travel will be postponed indefinitely. All staff will be required to notify management of any travel plans and the company will take the necessary precautions and arrangements for each employee.

6. Hand Etiquette – All S. Dilawri Auto Group employees will practise best hand washing techniques frequently and refrain from hand shaking.

We are committed to the health and safety of all our guests and employees, and these six steps are our health and safety action plan to slow the spread of the virus in the community we serve. In addition to these six steps, all of our stores will be now operating under the following reduced hours:

**Sales** - 9am – 5pm Monday to Saturday

**Service & Parts** - 8am to 5pm Monday to Friday

We will continue to closely monitor updates and remain proactive to navigate the developments of COVID-19. I encourage you to follow the up-to-the-minute updates and advice from the local and national sources below:

[Public Health Agency of Canada](#)

[Province of Ontario Coronavirus Updates](#)

[Public Health Ontario](#)

[US Centers for Disease Control and Prevention](#)

Thank you for your understanding. We encourage you to take the precautionary steps outlined above as well to help slow the spread of the virus in our community and keep yourself, friends and family safe. With our health and safety action plan in full force we are going to continue to be open for business as usual at this time. On behalf of everyone at the S. Dilawri Automotive Group, I look forward to welcoming you to our dealerships very soon.

Sincerely,

**Shiv Dilawri**  
**President,**  
**S. Dilawri Automotive Group**