

A Notice to our Professional Customers:

As communities continue to feel the impact of the coronavirus (COVID-19), I want to share with you the steps we're taking to help protect the health and safety of our customers and our O'Reilly team members, which is always our top priority.

We're closely monitoring local and national reports on the evolving impact of COVID-19 and, based on guidance from the Centers for Disease Control (CDC), the World Health Organization and applicable public health agencies, we've developed plans and established a task force that will allow us to respond timely and appropriately.

We have increased our housekeeping and sanitization efforts in our stores, distribution centers, and corporate office. We are frequently disinfecting often-touched surfaces such as door handles, countertops, keypads, restroom surfaces, shopping carts and baskets. We're asking all of our team members to follow the CDC guidelines to prevent the spread of the infection. In these efforts, we are advising our team members to use disposable gloves, disinfectant spray, and cleaning solution.

We have implemented guidelines that instruct any team member who experiences cold or flu-like symptoms, or individuals who have been diagnosed through testing with COVID-19 to stay home and follow the CDC's instructions.

Due to the circumstances, all Real World Training classes have been cancelled for March and April 2020. All customers who purchased Real World Training (single seat or season pass) will receive the appropriate refund.

In joining you as an essential service provider in the automotive service and motor vehicle supply chain, we look forward to serving your business in the safest manner possible, so we can collectively meet the critical needs of our community. We continue to abide by municipal, county, and state Executive Orders, as well as federal guidelines, including CISA (<https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>) as it relates to the critical automotive service sector, as they continue to be updated and amended.

O'Reilly Auto Parts cares about our customers and team members, and at the core of our commitment to you is Excellent Customer Service. This will not change, even as the situation evolves, and we intend to continue to meet the needs and expectations of our customers and teams. To that end, we continue to work with our team members on practicing proper Social Distancing while making deliveries to your business. We are focused on welcoming and following your instructions for how and where you would like your parts to be delivered to keep exposure to a minimum for the protection of your team, customers and our team members.

We will continue to monitor the situation and adjust the actions taken as necessary to help limit the spread of this virus and do our part in helping to protect our valued customers and team members during this time.



Greg Johnson
O'Reilly Auto Parts
CEO and Co-President

Dedicated to the Professional