

# COVID-19 UPDATE: HOW O'REILLY AUTO PARTS IS RESPONDING



DEDICATED TO THE PROFESSIONAL SINCE 1957

***At O'Reilly Auto Parts, Safety & Wellness, Along with Excellent Customer Service, Are Long-Standing Core Culture Values***

## KEEPING ESSENTIAL PEOPLE MOVING

As communities continue to be impacted by the coronavirus (COVID-19), O'Reilly Auto Parts wants to share with you some of the steps we are taking to protect the health and safety of our customers and our O'Reilly team members, which is always our top priority. O'Reilly Auto Parts is an essential supplier to the communities we serve, as a key resource provider ensuring consistent and effective transportation for a wide range of industries, health care providers, emergency personnel, and consumers engaged in critical tasks, as well as meeting the automotive needs of everyday customers as they use their vehicles to meet basic needs, such as trips to the pharmacy or grocery store.

The Department of Homeland Security has designated auto repair facilities and auto parts suppliers as critical infrastructure industries, which serves as a guideline for local and state governments as they establish requirements within their own communities to balance safety and wellness with the critical need to ensure essential businesses and individuals have access to repairs, parts, and supplies needed to ensure critically needed transportation.

These government orders within your area may temporarily change the way you are able to shop for auto parts and supplies, but O'Reilly Auto Parts remains committed to doing everything we can to safely provide you excellent customer service, as we all face the challenges brought on by the COVID-19 virus. You will find additional detail below about how we will strive to provide you the critical parts you need in the safest way possible, whether through a delivery inside your repair facility, dropped off at a designated location outside your repair facility or online at [www.FirstCallOnline.com](http://www.FirstCallOnline.com).

In our continued pursuit to provide for the health and safety of our customers and team members, O'Reilly has taken extensive actions based upon the evolving information and recommendations concerning transmission of COVID-19 issued by the Centers for Disease Control (CDC), World Health Organization (WHO), and other public agencies.



# PROTECTING OUR VALUED CUSTOMERS AND TEAM MEMBERS FROM THE SPREAD OF COVID-19

## **Heightened Cleaning Throughout Our Facilities**

We have significantly increased our housekeeping and sanitation efforts, company-wide, to minimize the risk of transmission of COVID-19 to our team and our customers. Regularly scheduled protocols have been implemented for team members in our distribution centers, delivery vehicles, and stores to clean and disinfect common use areas and frequent-contact surfaces, such as door handles, countertops, keypads, and shopping baskets. Additional supplemental cleaning and sanitation is performed, where warranted, through a combination of internal and external professional resources.

## **Hand Washing Protocols & Hand Sanitizer**

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## **PPE (Personal Protective Equipment)**

We continue to follow the evolving guidance from the CDC, WHO, and your local regulatory and health agencies for the use of PPE. We support our team members wearing masks or face coverings, per the current CDC recommendations, and require them to be worn in certain positions or where mandated by local orders. Although there are no recommendations for use of gloves, aside from cleaning, we continue to make efforts to provide gloves where required or requested by team members, while reinforcing that the use of gloves is not a substitute for frequent hand-washing and sanitization.



## **Modified In-Store Experience**

We value the interaction we have on a daily basis with our customers, and have built our business on excellent customer service. However, we have modified how we do business to protect our customers and team members through social distancing by staying six feet apart. When you visit our stores, you will find we have provided signage to ensure that our team members, you, and other customers are aware of CDC guidance for social distancing, as well as any additional local government mandates. As added reminders, you will find counter markers, floor markers, and more in-store signage to facilitate maintaining the recommended distance while still providing the parts and service you need.

## **Team Member Wellness & Support**

O'Reilly has implemented and posted guidelines that instruct team members and outside service providers who experience COVID-19 symptoms, who test positive or are presumed positive, or have travelled to high risk areas to refrain from entering our facilities without additional discussion with management. Team members are expected to review these instructions daily before coming to work, and some locations may have added temperature screening protocols.

Programs for our team members were put in place in the early stages of this pandemic to relax attendance policies, permit use of accumulated entitlements, and advance sick time to help team members who were sick or need time away to support other family members.

## **Curbside Pickup**

We are also offering curbside pickup for any Professional Customer, allowing customers to make their purchase by phone or online ([www.FirstCallOnline.com](http://www.FirstCallOnline.com)) and call the store when they arrive curbside. Our team members will locate your purchase and bring it to your vehicle where it can be placed directly into your back seat, trunk, or cargo area to prevent you from having to handle the products or leave your vehicle. Just click, call, and drive – it couldn't be simpler. We also have alternate options for customers who are not able to enter the store but are in need of parts.



## Our Promise to You:

O'Reilly Auto Parts deeply cares about the well-being of our customers and team members, and at the core of our commitment to you is, Excellent Customer Service. As an essential business during this time of crisis, we will continue to meet and exceed the needs and expectations of our customers and teams.

We will continue to monitor the situation and the recommendations of the CDC, WHO, and state and local authorities, and adjust the actions we take to help limit the spread of this virus and protect our valued customers and team members during this challenging time. If you have comments or questions about our efforts relating to the COVID-19 pandemic, please connect with us through the [Contact Us](#) link on [www.FirstCallOnline.com](http://www.FirstCallOnline.com).