



A PartsWerx Update:

First and foremost, we want to thank you for being a member of the PartsWerx Distribution community. We understand that you may be faced with shifting priorities and a completely new way of working during these challenging times and want you to know that our goal, to help businesses like yours, has not changed.

PartsWerx warehouse, which includes shipping and receiving is now open:

Right now, our team's primary concern is for the safety and wellbeing of our community and everyone in it. While aspects of the industry have been deemed essential service there are very strict measures in place to ensure our employees safety. We are focused on how we can continue to serve our customer's needs, while also being part of the solution.

How we are handling the current situation?

Our office has been closed, and the members of our team are diligently working from home to ensure that we can provide the support that is appropriate, relevant and valuable to our current environment.

We are striving to be efficient and provide guidance from the relevant regulatory bodies, Public Health, The Pool and Spa Council and all levels of government. We are also investing in our own addition measures by creating business tools that we'd love to share with you!

Updated Warehouse Procedures:

Our warehouse is currently open. Unfortunately, we can't remotely fulfil the orders. The nature of the business still demands physical bodies to receive and ship orders. In order to ensure that we are keeping our employees as safe as possible we've implemented the following into our warehouse:

- **Footwear policies:** COVID-19 has been proven to live underneath of shoes, externally worn shoes must be sprayed with a disinfectant before they are placed into the locker. Employees are expected to have a separate pair of footwear specifically for the warehouse .
- **Additional Shifts:** Our written policy states that our warehouse employees are not to be within twenty (20) feet of each other. In order to allow this, we've reduced the number of employees on the floor at any one-time. We've also increased and staggered our working hours to maintain the amount of orders PartsWerx can handle on a given day while still ensuring our employees safety.

- **Sanitation Checklists:** We've developed an internal program for our warehouse associates to use once they've completed work at a station. It is expected that the employee completes this checklist underneath one of our surveillance cameras and submit this checklist digitally for accountability purposes.
- **Thermal Imaging:** We're installing thermal imaging cameras to operate within our existing security system. This will be to determine the body temperature of employees and potentially customers entering the building. If the camera reads a temperature that is too high, entry will not be permitted.
- **Incoming Product:** Incoming purchase orders will not be permitted into the warehouse upon arrival. It will be placed in a temporary warehouse to allow for germs and unwanted stowaways to die off before being handled by a warehouse associate.

Inventory:

At PartsWerx, we understand that our industry depends on our dealers in order to maintain incoming business. If our customers aren't doing well – we aren't doing well. During the early stages of COVID-19, our purchasing department thoroughly reviewed all inventory and made strategic purchases from our vendors to ensure that our customers would not be waiting on product throughout the 2020 season.

PartsWerx Personal Locker Program:

We've recently launched our container pick up program! This allows the customer to place an order and pick it up without having to encounter another person. It's not that we don't want to see you (promise!), it's more that we'd prefer to see more and more of you in the coming years and hopefully you'd like to see us too!

Our commitment:

The step and measures taken thus far is only the beginning, our team is constantly updating, reviewing, and revising our policies to ensure that we do our part to *Flatten the Curve*. We understand we have a duty to our community and our valued customers and the changes that we have made will allow our business to survive and thrive in world after COVID-19.

We want to make sure we are moving forward to a better future. With all of us working together and supporting one another, we will get through this.

Sincerely,

PartsWerx Team

