



A Message to our valued NAPA Commercial Customer community:

As we monitor the developments with respect to the coronavirus (COVID-19), the health and safety of our employees and business customers remain our top priority. As a trusted business partner, NAPA wants to update you on the steps we are taking to maintain our safety standards and keep your business running smoothly during this time.

NAPA is open and maintaining normal operations. We are taking all possible steps to ensure the safety of our employees while continuing to provide services without disruption to our customers. In this regard, we have activated our business continuity plan, which includes:

- Monitoring and following guidance from the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), state officials and other local and national health organizations.
- Implementation of various precautionary measures to reduce the chance of infection in the workplace, including frequent hand washing, social distancing and staying home when sick.
- Implementation of a ban on all international travel and all non-essential business travel.
- Increasing the frequency of regularly scheduled cleaning and sanitization efforts across our stores and distribution centers.
- Providing training to all our managers regarding the coronavirus and preventative steps to take in the workplace to best ensure against its spread.
- Providing regular updates and guidance to employees regarding their treatment and handling of issues related to the coronavirus in the workplace.
- Creation of contingency plans to ensure consistency and continuity in service and staffing.

Should a NAPA employee who is in direct contact with your account contract the coronavirus, we will update you on that development so that you can take appropriate precautionary measures. NAPA has created a detailed protocol setting forth expectations regarding communication, quarantine, sanitation efforts and related items should a NAPA employee be diagnosed with the virus. No employee will be returned to the workplace without first submitting clearance from their treating physician.

Should you have specific instructions or restrictions with regard to your deliveries from NAPA, please let the NAPA Store know. We are implementing InterAction Less Delivery measures in some stores now.

We thank you today and every day for your business. We continue to follow our processes to ensure you continue to receive the highest quality of service from us, without disruption, during this unprecedented time. We will continue to monitor all developments and update you accordingly.