

March 20, 2020

CSN Keizer's | CSN Coachworks | OK TIRE - Middle Sackville | Keizer's Tire & Automotive

To our valued Employees:

Keizer's Group has always been focussed on delivering the highest customer service and top-quality repairs while making sure employees and customers safety is never compromised.

As events unfold during the COVID-19 Pandemic, we will continue to see fewer vehicles on the road, resulting in less repairs.

Reduced hours:

After careful consideration, we have decided that effective March 23, 2020, all locations will operate at reduced hours from 8am - 4pm, Monday to Friday.

The accounting department will be operating M - F, 9am - 2pm.

Store closures and lockdown:

- 1) Keizer's Tire in Cow Bay will be closed until further notice.

- 2) Coachworks and Keizer's Collision
 - Shops will be locked to the public (except for customers picking up rentals). Customers will use the key drop when leaving vehicles at the shop. Keys will be sanitized and all touchpoints of the vehicle will be sanitized to ensure the safety of Technicians.

 - Rentals will continue to be available in house at each store. Client care experts must ensure that all documents, drivers licenses, pens, etc. are sanitized before touching. Latex gloves must be worn at all times when interacting with customers and customer documentation.

 - Incoming insurance claims and non-drives will be accepted by appointment only (via email/phone/ins co). Customers will continue to be screened for recent international travel as well as any Covid-19 symptoms to determine risk before booking the appointment.

 - Social distancing and sanitizing practices will continue between employees

- 3) Ok Tire - Middle Sackville
 - Reduced hours (closed on Saturdays until further notice)

 - Doors will be locked to public / customers must call ahead and/or use the key drop

 - All keys, paperwork, vehicle touchpoints must be sanitized

- Latex gloves are to be worn at all times when interacting with customers and customer property.

We are planning to operate at reduced hours until we receive assurance from Government officials that it is safe to return to normal operations.

We thank all employees for your understanding as we continue to navigate through these uncertain times.

We will continue to update you as the situation unfolds. Please refer to the Keizer's website (www.keizers.ca) for updates.

Be Kind, Be Safe, Be Smart