



## Company Update on COVID-19

We would like to say a sincere thank you to all our loyal customers for your ongoing patience during this difficult time. This is very much appreciated.

Please find below information in relation to our response to Covid-19.

### *Coronavirus update*

The management team at O'Reilly's Wholesale have carried out a thorough Business Impact Analysis to evaluate any potential effects of an interruption to our business operations. We are working to safeguard our colleagues whilst also maintaining supply to you, our loyal customers. We will do this whilst also adhering to whatever practices the UK government and its advisors are recommending.

### *Collection orders/ Site visits/ Meetings*

As of Monday, 16<sup>th</sup> March 2020 we have placed a restriction on all but essential visits to our premises. This restriction includes customers who would be on site to collect their orders.

Orders will be delivered by O'Reilly's Wholesale to customers on their allocated delivery day.  
**Customers will be unable to collect orders until further notice.**

Colleagues have also been advised that they should move any planned face-to-face meetings to telephone or video conference and limit their travel.

These restrictions are effective immediately and until further notice.

### *Supply*

Due to the Coronavirus outbreak we have been experiencing an exceptional increase in volumes through recent weeks. We have been able to manage this with minimal disruption but there has been some inevitable impact.

We are working with our supplier partners to manage the significant growth in volume and we are doing everything we can to mitigate and plan for any impact it may have in the coming weeks. To that end we have put supply contingency plans in place.

### *Stock Control*

To protect availability and to provide a level playing field for all we have identified potential panic buy lines and have brought in a maximum store restriction on certain products. These will be constantly reviewed as more lines become a risk. These cover a range of hygiene and household

items including disinfectants and toilet rolls, to ensure our customer base receive a fair volume of stock.

Despite the challenges around increase demand for certain product lines and pressure on the logistics operation, availability remains strong across most lines and we are working closely with suppliers to increase stock cover on key lines. We are currently working through stock and finding suitable substitutions to replace products which we are experiencing issues with.

#### *Deliveries*

Currently and in what is clearly a fast-moving situation, if this level of uplift continues, we would expect some deliveries to run later than planned. We will keep you informed should your delivery times change.

We have been escalating our planning around how we can prevent or minimize the impact of Covid-19 on our business. While extensive measures are being taken within the business to minimise exposure, we feel that we do have a higher risk at point of delivery.

One of the steps that we need to take is to implement a level of social distancing at all customer deliveries. When it comes to the signing of EPODs (on our hand-held terminals), the driver will check in the order in the presence of the stores staff member, but with a higher level of distance. He will then type in the customer name, but PP sign the delivery himself. This will reduce the need to pass the EPOD to a store employee. We feel it is essential to mitigate risk in the delivery process where we have a higher level of risk.

#### *Communication*

We will continue to update you daily through our website as the situation progresses and keep you up to date on what we are doing to minimise the impact on O'Reilly's Wholesale and its loyal customer base.

Thank you for your understanding and patience.

Derek O'Reilly

Managing Director