



Dear valued customer,

I know that for many Canadians, the last few days have heightened feelings of concern and uncertainty around COVID-19. Right now, we are focused on how we can continue to serve our communities in this time of need, while also being part of the solution.

We have made the decision to close all of our non-essential retail banners across Canada until April 2, 2020. This includes our Mark's/L'Équipeur, SportChek, Atmosphere, Party City, Pro Hockey Life, National Sports and PartSource stores. Customers can continue to shop across our family of companies online. We know that for many employees, store closures can lead to financial stress – please note that during the closure period our full and part-time employees will be paid.

At this time, our **Canadian Tire Retail stores** will remain open, but with reduced hours. Our Canadian Tire Retail stores are doing everything they can to deliver on the essential products Canadians need. We are committed to doing our best to continue helping you navigate through this challenge, and this includes providing the essential products, while protecting the health and well-being of our employees and customers. Please check with your local Canadian Tire store for updated hours of operation. You can of course shop Canadian Tire online at [canadiantire.ca](https://www.canadiantire.ca) by using our click-and-collect or deliver-to-home options. As online orders increase, it may take us longer than usual to ship your items, and we ask that you try and remain patient with us.

If you plan to visit one of our Canadian Tire Retail stores, know that we are continuing to take precautions such as enhanced cleaning of our stores and encouraging strong hygiene practices among our team members. Unless supply is simply unavailable, we are offering hand sanitizer and wipes at work stations, checkouts and in common areas. To help protect and support our elderly and more vulnerable customers, many of our Canadian Tire Associate Dealers are offering reserved shopping hours. To further protect our store employees and yourselves, we ask that when you are in one of our stores, you practice safe social distancing. And of course, if you are feeling unwell, please take care of yourself and follow Public Health guidelines.

We are doing the best that we can to support you and your local community, while at the same time, doing our part to reduce the spread of COVID-19. With all of us working together, and supporting one another, we will get through this.

Sincerely,

Greg Hicks

President and CEO, Canadian Tire Corporation