



March 21, 2020

Dear members,

As the COVID-19 (coronavirus) continues to affect our communities, the Automotive Trades Association (ATA) is here to support our members. We understand members are concerned about the safety of their families, staff and the continuity of their businesses. These are not normal times.

To help our communities in this difficult time, the ATA is assessing all risks and monitoring developments from The Government of Manitoba and The Public Health Agency of Canada. We encourage you to do the same and follow regular updates here:

- <https://www.gov.mb.ca/>
- <https://www.canada.ca/en/public-health.html>.
- <https://www.gov.mb.ca/covid19/workplaces.html>
- <https://news.gov.mb.ca/news/index.html?item=47137&posted=2020-03-20>

The health and well-being of our communities and members is our top priority, and we urge you to practice all recommended health and safety practices to reduce spreading the virus and help quickly flatten the curve. The sooner the curve begins to flatten, the sooner our communities can resume regular activities.

Within your business, here are some tips to work within requirements:

- Reduce the number of people visiting your shops by providing customers with spaced out scheduled appointment times and alternatives for dropping off their vehicles;
- Limit in-person contact and offer customers the option of interacting with estimators/service advisors using video chat such as Skype, FaceTime or telephone;
- Increase sanitization of all high-traffic area touchpoints several times daily;
- Offer valet pick up and delivery of cars instead of having customers in waiting rooms;
- Take payments online instead of using pin pad devices.

The ATA is also actively involved in discussions with Manitoba Public Insurance (MPI) about changes to MPI services and lifting of certain rules and procedures in response to COVID-19. Refer to the March 20 Notices to Trade located at <https://bit.ly/2UqCy1h> and <https://bit.ly/2wtBEZF>.

We have also reached out to the Minister of Crown Services to designate vehicle repair an essential service and support the efforts of the Automotive Industries Association of Canada (AIA) in lobbying governments for continued operations. Here's a recent article in *Collision Repair* magazine for reference on the topic: <https://bit.ly/396JMwr>

We will continue to monitor this rapidly changing situation closely and re-evaluate plans based on expert advice and changing circumstances. Please check back to our site regularly, as we are developing further supports for you including a Frequently Asked Questions (FAQ) document to address common issues and concerns. If you have questions, please email us at ata@atamb.ca. Together, we can face today's challenges and prepare for the future.

Sincerely,

ATA