

Tuesday March 24th 2020

Dear Valued Customer,

Re: Business Continuity

Over the last few days we have witnessed unprecedented events in our country, culminating in the lifting of the alert status from Level 2 to Level 4, effective 11.59pm tomorrow night.

All our Bapcor New Zealand businesses had, and continue to, introduce measures to ensure we minimise any potential risks to our people, customers, suppliers and the community.

Since the announcement yesterday we have been working on how we can best deal with the current situation and, as many of you would be aware, our industry was granted the essential business status last night. This is because both our businesses can provide services that may keep vehicles operational for essential work purposes. Of course, the decision to remain open or not is everyone's individual right.

We are working today on what our coverage position will look like for the next period. In the coming hours, I want to be able to give you more certainty about where we will be open, and what coverage we will have. This will include the ways we will continue interacting and the specific restrictions we will be implementing to keep both you and us safe.

Bapcor New Zealand is endeavouring to support the country in these uncertain times and, whilst we may not be able to keep all locations open, we do want to continue to support you with the parts required to keep the automotive fleet mobile.

This plan will cover all Bapcor NZ operations.

Regards,

A handwritten signature in black ink, appearing to read "M Storey".

Martin Storey,
Executive General Manager
Bapcor New Zealand.