



"Service That Satisfies"

Frisby Tire Co. is committed to the health & well being of our team members, our customers and all of our families. We are faced with an unprecedented challenge. Covid-19 is upon us, and we are taking steps guided by recommendations and direction from Federal, Provincial and Municipal governments as well as leading health authorities such as the World Health Organization and CDC.

A significant portion of our business is serving commercial customers, many of which transport food, medicines, fuel and other essential items. Many of our regular retail clients use their private vehicles to access supplies or to visit/care for family members. We feel it is important for us to provide service and products to individuals and companies during this critical time.

We are implementing several measures listed below to protect the health & safety of our team members and valued customers.

- All Frisby Tire locations are now open on Saturdays from 8am to 12pm and weekday business hours are 8:00 AM to 5:00 PM. We will notify our customers if there are any further changes on our Facebook page and at frisbytire.com.
- Our team is employing enhanced cleaning of our customer service, washrooms and work areas. The cleaning regimen will include the use of disinfecting products and increased attention to high touchpoints.
- We employ enhanced cleaning and sanitizing procedures, including all touchpoints on vehicles before and after being serviced.
- We respectfully ask our customers to arrange an appointment for vehicle service. Please click on the "book an appointment" feature on our website, call or email the store you wish to visit.
- We have limited space available in our waiting areas to respect social distancing protocols.
- Our team members are required to stay home if they are showing any signs of fever, cough or difficulty breathing. Also, we are encouraging our team to practise social distancing, proper handwashing and cough etiquette practises.
- Please use our "Shop for Tires" feature to do your tire research or to request an online quote.

- If you are not feeling well, or if you aren't able to keep a scheduled appointment at any of our stores, please call the store to reschedule your visit. We will be happy to reschedule your visit at a time that is convenient for you.

We will continue to monitor outlets for any updates and will amend our protocols following guidelines set out by the World Health Organization and the Canadian Government.

It is somewhat ironic that as we celebrate our 100th year in business, we are facing one of the most difficult challenges in our company's history. We, as Canadians always seem to pull through! We appreciate your business and hope to see you soon.

Don Frisby, President
Frisby Tire Co.