

Dear Members of the Saab Community,

First and foremost, on behalf of everyone at Orio and Saabparts.com, our hearts go out to all those impacted by COVID-19—this includes not only those diagnosed with the virus, but also their friends and family, those whose jobs and schools have been impacted and so many more. Our focus is, as always, on the health and safety of our employees, customers and the Saab Community of drivers, enthusiasts, repairers and suppliers.

We also know that it is important to keep your Saab vehicle safely operating. Currently our parts distribution center and most of our service center network remain open to help keep your Saab vehicle on the road safely. As of today, we do not anticipate significant disruptions to our operations under the current actions and restrictions in place for individuals and businesses. To join the effort to minimize the possibility of spread of the virus, we have implemented several measures both within our offices and in concert with our 3rd party logistics provider and Official Service Center Network:

- Orio employees from our business offices are working from home. We have a good technical solution in place and you should continue to receive the same level of support you are accustomed to.
- At our distribution center, A Duie Pyle, our 3rd party logistics partner, has also taken measures to ensure they comply with local mandates and do their part to mitigate opportunities for spread of the virus. They have provided us with a comprehensive list of current measures being taken and contingency actions to ensure continuity of operations.
- Our official Service Center Network remains open (with a few exceptions) and has adopted measures to ensure the proper social distancing and sanitizing procedures including pick up and delivery in many cases. Please call 800-955-9007 for information on our network policies in your area and, if necessary, we can help schedule a service appointment for you.

We know many of you are impacted directly or indirectly and remain committed to support you to the best of our ability in this challenging time. As we all know, this situation is changing rapidly and as such our situation could also change, we will continue to keep you updated as we have information to share. Please stay safe.

Tim Colbeck

Tim Colbeck / President and CEO
Orio North America inc



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