



Caring for our guests and our team members is a pillar of Grand Ledge Ford Lincoln and Merrill Ford Okemos.

Given the spread of the coronavirus to Michigan, I am reinforcing those core values. And I want to communicate what I am working on with our team so that we can continue to deliver first-class service to you, while doing our part to protect your health, as well as that of our team and the broader community.

I continue to monitor the coronavirus situation closely. The dealerships are and will continue to be guided in our response by recommendations from the CDC, Michigan Health & Human Services, and the local health department.

Our team prides itself on maintaining a professional, clean dealership. We are doubling down on those efforts. Our janitorial staff is deep cleaning on a regular basis, particularly in high-trafficked areas, and our whole team is continuously cleaning frequently touched surfaces.

I am also reminding our team of the importance of hand washing. And while our team will always warmly welcome our guests, for now I am encouraging them to refrain from handshakes and other personal contact.

I am also reminding our team of our policy that if they are under the weather for any reason to not report to work. If anyone show signs of being ill, they will be sent home I will make sure they have access to any necessary medical care. Any team member that has been absent due to illness are asked to provide a doctor's note clearing them to return to work.

We will work with our team members on a one-on-one basis to handle time off and will offer flexible and remote work arrangements when possible for caring for affected family members, including children who are not in school. We always enjoy welcoming your healthy children to the dealership.

I also please ask for your cooperation: If you're not feeling well, please refrain from coming into the dealership to help protect the health of others.

Grand Ledge Ford Lincoln and Merrill Ford Okemos are always open online. You can complete much of the vehicle purchase online, including scheduling home delivery, buy parts, and schedule service at www.grandledgeford.com for www.merrillford.com. You can also reach us during business hours at 517-627-8100 or 517-347-1830.

In addition to the above precautions, in order to protect our retired drivers, I have decided to suspend shuttle services until further notice. I apologize for any inconvenience, but I know that you understand.

If we can be of service or if you have any questions or concerns about the dealerships, please let us know.

Sincerely,

Barry Merrill