



**Imperial**  
**POOLS INC.**  
REDEFINING ONE SOURCE



**Corporate and Manufacturing Headquarters**

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5/13/20

To Our Loyal Customers,

As May 15<sup>th</sup> quickly approaches N.Y. State will begin reopening regionally. Although there is still some additional guidance to be cleared, we anticipate a return to manufacturing across all sectors as early as next week. During this most difficult time for all of us, we are truly thankful for your loyalty and support.

It has been over 50 days since we closed our doors to manufacturing. We now ask for your patience and continued support once again as we ramp up production over the next several weeks. We will be welcoming back approximately 100% of our manufacturing work force from furlough into a new normal of social distancing and rigid facility guidelines. While we are both proud and excited to have our entire team back we know there will be challenges. A significant amount of time has been spent preparing our facility and developing Covid-19 return to work policies. Our admin and corporate services staff will largely continue to work remotely as N.Y. State schools remain closed for the season. As a result returning both the admin and production capabilities to 100% will not happen overnight. Rest assured we will do everything in our power to provide you with the exceptional service you have come to expect. However, express services and rush orders will not be practical at this time.

Also, it goes without saying that we will return to significantly longer lead times and potential spikes in production when each shop makes its official return announcement; Imperial, Saratoga and The Vinyl Works. Direct communication with you will be paramount. Updates by shop and division will be forthcoming allowing you to track lead times at point of order so as to better manage your expectations.

Although there has been significant challenges with the start to this year, it appears the Staycation may be here to stay! This provides us all with a great opportunity to rise and succeed in the new normal.

In appreciation,

Anthony Brennan  
Chief Executive Officer