



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



**Corporate and Manufacturing Headquarters**

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**Coronavirus Customer Update 3.23.2020**  
**Imperial Pools Distribution Centers**

Dear Valued Customer,

The safety of our employees, customers, suppliers, and our communities remains paramount in the decision making process as to our operating priorities. In addition to Manufacturing, our company is engaged in Warehousing, Distribution, Fulfillment of Building Materials, and the equipment necessary for safe operation of bodies of water and sanitation products. Our research indicates that we not only qualify, but to the best of our ability need to keep key elements of the swimming pool business and supply chain operating. By definition of executive orders as essential business units, we are permitted to remain operational.

We took a 24 – 48 hour pause in making this announcement to research and develop a safe protocol to function as an essential business in each category in each state where appropriate. We have asked each distribution center to comply with local requirements and protocol.

- The [Centers for Disease Control \(CDC\), COVID-19 \[cdc.gov\]](https://www.cdc.gov) has stated that this virus cannot survive in pools or hot tubs with properly treated water.
- The [World Health Organization \(WHO\) \[who.int\]](https://www.who.int) states that to prevent the transmission of infectious diseases, controlling water quality is necessary.

To that end, Imperial Pools distribution centers will remain open on an as needed basis to support our dealers through this COVID-19 pandemic. This will ensure that we maintain the supply chain and make our sanitation products available for the health and well-being of our communities. All Steel, Vinyl and Spa manufacturing facilities will remain closed. All corporate services and administrative functions remain intact remotely.

These conditions may vary by state and are subject to change without notice. Operations will be highly subject to volunteer employee participation. For more information regarding Operations and our COVID -19 Pick-up Protocol, contact corporate services, your local distribution center, sales representative or your usual contact. We are all in this together and together we will overcome this crisis.

Respectfully,

Anthony Brennan  
Chief Executive Officer