



Coronavirus Dealer Update 3.22.2020

Dear Valued Imperial Pools, Saratoga Spas and The Vinyl Works Customer,

We want to update you on the ever-changing dynamics of the COVID-19 Pandemic and its effect on our business. Leaders from the Federal government and State Governor's across the United States have placed various work/travel restrictions on all Americans and businesses. Imperial Pools *will* comply with State and Federal regulations.

Governor Cuomo has mandated that we send 100% of our New York workforce home. Effective Friday at 8:00 pm we closed all of our manufacturing facilities until further notice. Over the past week we have been preparing for this inevitability. Although our building will be empty, we have empowered all of Management, administrative, customer service and CAD personnel to work remotely from their homes across all of our business units. All phones, extensions, and emails are intact and active. We will continue to enter orders and communicate with you as seamlessly as possible. Operational instructions on how to communicate and conduct normal business functions will follow shortly.

Currently several other branches are subject to similar executive orders from their Governors. In all states where Imperial Pools is effected by work shut down orders we will take advantage of a business pause, to research and develop a safe protocol to function as an essential business in each category in each state where appropriate. All other branches remain open. In the event another state imposes restrictions, we will comply. Preparations to work remotely are also in place for all locations.

Our primary focus will be on you our existing customer and the safety of our staff. We will do everything in our power to support our customer's immediate needs while complying with government regulations. Orders will be restricted to historical purchase levels; however, stocking orders or speculative orders will not be accepted. We must look forward to the days when this crisis is over and its business as usual.

These are unprecedented times. We hope you understand our position that we must do our part to support our friends, family, community, and country. We sincerely apologize for the inconvenience we know this will have on all of you.

Respectfully,

Anthony Brennan
Chief Executive Officer



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REDEFINING ONE SOURCE

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Coronavirus Update 3.18.20

To our Valued Customers,

As the Coronavirus pandemic continues, we want to keep you informed as to the actions we have taken to operate as efficiently as possible. Our number one priority is the safety and health on our employees, suppliers and you, our customers.

As of 3/14/20, we directed our Sales Team not to travel, work from home and communicate with customers and associates via phone, text and e-mail. Our goal is to eliminate person to person exposure. We are communicating with our staff and all branches via video conference and conference calls

A number of our Corporate Services staff will be working remotely through this crisis. It is our goal to maintain the service levels you have become accustomed to. We will do everything in our power to make doing business with us seamless through these difficult times, and ask for your patience and understanding if we fall short of that commitment at times.

The concern for the health of our manufacturing staff is paramount. So, we are practicing social distancing on the shop floor. As a result, we are adjusting our manufacturing shifts and breaks. This may effect production output, efficiencies and lead-times.

Finally, regarding customer pick-ups. Please give us ample time to process your order and contact your local branch well in advance of your arrival. At that time, we will inform you of the social distancing protocol we have in place for pick-ups.

If we all work together we can help stop the spread of this highly contagious virus, and get back to business as usual.

Sincerely,

Anthony Brennen, CEO



Imperial Pools Covid-19 Update

March 11, 2020

Dear Valued: Imperial Pools, Saratoga Spa & The Vinyl Works Customers,

As the global community experiences an ever-changing impact from the Covid-19 virus, first we would like to express our thoughts and prayers to individuals who have been most affected. At this time, with spring right around the corner, we wanted to provide an update to you, our customers, on our current protocol.

As the disease unfolds in countries that are part of our supply chain and begins to impact the United States, we are following expert advice not to panic but plan. Below we have outlined the planning protocol in place and these measures will continue to evolve as the most up to date communications are made available from our Local, State and Federal Authorities:

- We are actively following the CDC interim guidance for businesses and employers, found on the CDC Website (www.cdc.gov). We encourage our dealers and customers to do the same.
- We have provided our employees with updates and resource information from the New York State Department of Health and the CDC.
- We are actively encouraging sick employees to stay at home and are providing the necessary support and technology when needed to achieve this.
- We have posted best practice and health awareness bulletins and information for employees in all common areas.
- We have developed an enhanced routine cleaning and disinfecting protocol for high touch high traffic employee areas, vehicles and equipment.
- We are currently examining all of our Travel and Meeting requirements and will be implementing responsible alternatives and solutions for our employees, vendors and customers leveraging technologies already in place.
- We are in place with a regular weekly supply chain meeting process across all of our facilities and currently do not anticipate interruptions. We will continue to actively monitor our supply chain.

As we enter into the busiest part of our season, it remains at the upmost importance that we maintain the safest and healthiest environment for our employees and customers. We expect a continual and fluid change to this unprecedented situation. Please be patient as we expect to modify and adopt to whatever necessary accommodations may be needed to keep our employees and customers safe and secure.

Thank you for your understanding and cooperation during this challenging time.

Sincerely

Anthony Brennan, CEO

Can the COVID-19 virus spread through pools and hot tubs?

There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19. (<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>)