



Coronavirus Update: Employees, Business Operations, & Our Industry

Since Friday, the situation around Coronavirus (COVID-19) has continued to quickly change within our local communities. More states and local governments have begun to implement stringent regulations to limit the spread of this virus—including closing of schools, nonessential businesses, and work from home requirements. This includes New York state, where our corporate headquarters is located.

As business owners, we understand your concerns about your own businesses. Our paramount goal has been for the health and safety of our customers and employees, as we continue to monitor the situation closely.

We have been in direct contact with most of the local and national Green Industry associations throughout the states where we conduct business. These associations have been working closely with their local legislative offices and government officials to make sure they can bring our industry the most up-to-date and accurate information available regarding health and safety, as well as classification of essential vs nonessential businesses.

With most of our vendors and customers continuing to do business under the essential category, we supply an essential industry with parts and other supplies. This allows **Central Turf & Irrigation Supply to also be considered [an essential business](#)**. Each state is using slightly different language regarding business classifications of essential vs nonessential, and we encourage you to review your local regulations to see if your business falls within this essential category. And, if you choose to continue to work, please follow government safety guidelines for essential businesses.

We are dedicated to making sure that we're able to provide the products and services you need with minimal disruption, while keeping our customers, and our team members healthy and safe. Our warehouses will continue to be **open regular hours**:

Monday – Friday from 7am – 5pm

Saturday from 7am -12pm

During these extraordinarily challenging times, we would like to address the following four areas concerning the needs of our customers, employees and our industry:

Employee & Customer Safety

We will be continuing to follow recommendations from the [CDC](#), to minimize the risk for our customers, employees, and families. While this is not a complete list, here are some of the precautions we're taking across our business.

Our Warehouse Branches

- We briefed our team on recommendations from the CDC, regarding handwashing, social distancing, and other preventative measures.
- Our branches continue to clean and sanitize all high-traffic areas such as restrooms and counter areas to the best of our ability.
- We have given our local teams the ability to access any cleaning or sanitizing products they need. The supply chain for these products have been significantly disrupted but we'll continue to prioritize cleaning and sanitizing to the best of our ability during these challenges.

Our Employees

Our team members are our family, and we want them to stay safe and healthy. To help with this:

- We have suspended all out-of-state travel for all employees until further notice.
- In-person meeting will be limited to smaller group sizes, while practicing a minimum of 6ft distancing.
- We are utilizing conference calling and virtual meetings to make sure we stay connected, but also safe.
- Our corporate office team will be working from home, as mandated by New York state, but will still be providing full service to our customers and local warehouses.
- We have asked any employee that travels abroad to self-quarantine for two weeks and will require a doctor's approval before they return.
- We are working closely with our teams to ensure that anyone who is not feeling well understands that we support them staying home.

Events and Classes

- We have **canceled all upcoming classes and events until further notice**. We will be making decisions on a week-by-week basis regarding future classes and events. We will keep you updated on when we'll be rescheduling any canceled or postponed events.

Customer Support

We are dedicated to supporting you and your business throughout this challenging time, with minimal disruptions. Our facilities are not open to the general public, so thankfully, our exposure is limited and risk remains low.

Let's work together to limit the spread of the disease, while still making sure your business runs efficiently:

- **Call-in orders** to your [local branch](#) ahead of time, so we can have what you need ready when you arrive.
- **Send only one or two employees** to pick up materials. This will help with limiting the spread.
- Call once you arrive for **curbside pick-up**. We are limiting in-store access.
- Take advantage of our **same-day delivery services**.

- Utilize [Online Support](#). Get invoices, recent statements, and pay your bills.

Finally, if your team needs additional training or you are looking to add a critical service like mosquito and tick control to your business, please let us know. We can offer **virtual training** to you and your team.

Financial Stability

The economic impact of the virus has been fast and hard in many industries throughout the country, with business already shutting down or filing bankruptcy. As a company, we pride ourselves on being fiscally responsible, upholding our financial commitments to our employees, vendors, and landlords. We are focused on mitigating a negative financial impact to our employees, vendors, and landlords for as long as possible, but to do this we must remain open for as long as we can.

At some point, there will be a financial impact on all of us, but the severity of that will depend on if, and for how long, we need to close. We're working hard to do everything we can to limit any hardship for our team members, customers, vendors, and our industry.

Protection of the Green Industry

We believe the Green Industry is a vibrant and vital industry, and we want to do whatever we can to ensure its protection during this crisis. We will continue to supply and fulfill the needs of our customers, pay vendors, and support our local and national associations.

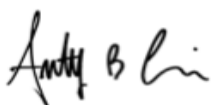
With more and more people required to remain at home, their outdoor and green spaces will become invaluable to them. We want to ensure that we are able to help our customers keep these spaces clean, healthy, and safe from pests for their customers—so that these spaces can be enjoyed without worry.

Finally, we are monitoring our customers and manufacturing partners and their response to this situation. At this time, most of our customers and manufacturing partners remain open. It is our responsibility as a critical link in the supply chain to remain open as well.

As more information becomes available, we will continue to make adjustments to support the safety and well-being of our customers and employees.

Thank you for your patience and understanding, particularly during these challenging times.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Anthony B. Luciano".

Anthony Luciano
Vice President, Sales & Marketing
Central Turf & Irrigation Supply