



### **Coronavirus Update: Our Commitment to Health & Safety**

We understand the growing concern surrounding coronavirus (COVID-19) across our communities and have been closely monitoring the situation. As a valued partner, we appreciate your continued loyal support and we look to support you every step of the way.

As business owners, we understand you may have specific concerns about minimizing the risk for your employees, customers, and families. We are dedicated to making sure that we're able to provide the products and services you need, while keeping our customers, and our team members healthy and safe.

Like many others, we're taking guidance from the [CDC](#), which recommends regular cleaning of surfaces and social distancing as two of the most important preventative measures we can take. Our facilities are not open to the general public, so thankfully, our exposure is limited and risk remains low.

Our branches have cleaned and sanitized 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. Additionally, we are working closely with our teams to ensure that anyone who is not feeling well understands that we support them staying home.

We are also following the lead from local leaders and have **canceled all upcoming classes and events for the next two weeks**. This situation continues to evolve quickly. We're closely monitoring it and 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.

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 and in-person meeting will be limited to smaller group sizes. We'll be utilizing conference calling and virtual meetings to make sure we stay connected, but also safe.

We want to limit disruption to your business whenever possible, that's why our warehouses will continue to be **open regular hours**:

**Monday – Friday from 7am – 5pm**  
**Saturday from 7am -12pm**

**Finally, 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. This will help our team have what you need ready when you arrive.
- Whenever possible, **do not send large groups** of employees to the branch. This will help with limiting the spread.
- Take advantage of our **same-day delivery services**.

- Utilize [Online Support](#). Get invoices, recent statements, and pay your bills online to avoid having to come into the branch.

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

We thank you for continuing to be our valued business partner, particularly during these challenging times.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Bernardo Luciano', written in a cursive style.

Bernardo Luciano  
President  
Central Turf & Irrigation Supply