



Coronavirus Update: Our Continued Support and Commitment

Many of us are adjusting to our new routines, as the situation around COVID-19 begins to show signs of hitting the apex in several areas of the country. We are starting to see glimmers of hope that mitigation through social distancing is starting to have the intended impact of flattening the curve. We eagerly hope that these positives continue and the worst is behind us.

Even though "business as usual" has changed slightly, Central remains committed to you and your success. We know you are facing new challenges every day. We believe, the best way to get through this is with strong partnerships—and we'll be here to support you anyway we can.

Our customers are the lifeblood of our company, and the Green Industry. We cannot thank you enough for your support to Central and your commitment to the industry. You and your employees are helping to make sure that the Green Industry continues to have a prosperous future. Together, we know we will weather this storm and come out stronger.

We continue to work closely with and support our local and national industry associations. As more information becomes available, we will make the necessary adjustments to support the safety and well-being of our customers and employees.

Each day, our branch managers, counter team, and delivery persons continue the operations of our warehouses. They are unwavering in their support to you, providing the products and services you need with minimal disruption. We couldn't be prouder of our team's dedication to our customers and industry. We are filled with incredible gratitude for their commitment and we cannot thank them enough for their hard work.

As we have said from the beginning, **the safety of our employees and our customers is of the utmost importance to us.** Starting earlier this month, and continuing for as long as necessary, we have implemented stricter procedures to ensure the safety of our employees and our customers. These actions are [in addition to the procedures](#) that we have already implemented.

The biggest change we have made is that, **only Central employees will be allowed in our branches.** Customers and delivery persons will no longer be allowed in our branches. Customers should call ahead for delivery or curbside pickup, and should only send one team member to pick up products. There will be a designated area at each warehouse location for you to easily pick up the products that have been ordered.

To keep our team members safe within the branches, we are practicing social distancing and wearing protective gear, including gloves and face coverings. And of course, we continue to be vigilant with handwashing, regular sanitizing of high traffic areas, and encouraging employees that do not feel well to stay home. These additional procedures will only help us keep everyone safe and healthy, while continuing to service and support you safely.

As always, thank you for your patience and understanding, particularly during these challenging times.

Sincerely yours,

A handwritten signature in black ink that reads "Anthony B. Luciano".

Anthony Luciano

Vice President, Sales & Marketing
Central Turf & Irrigation Supply