



Coronavirus Update: New Operations & Safety Procedures

Over the last several months, “business as usual” changed for all of us. However, there is one thing that has not changed, and that’s the continued support of our incredible team, customers, and vendor partners. We thank each of you for your partnership and support during these challenging times. We could not do this without you.

As we continue to monitor the evolution of this situation, we are following recommendations and best practices from the CDC and local governments for essential businesses. We’ve put in place numerous policies to keep everyone safe including social distancing, enhanced cleaning and disinfecting, and curbside pickup and delivery. These procedures have allowed us to remain open and keep everyone safe and healthy, and we thank you for your help following them.

Many states and local governments throughout the country have begun to gradually reopen non-essential businesses. With the reopening of these businesses and the increased demand at our local branches, we will begin to follow suit by **allowing customers inside our warehouses**. This will enable us to increase our efficiencies and minimize your wait times to get you back to work quicker. *Please note, we will continue to offer curbside pickup and delivery for those customers that do not feel comfortable entering into their local branch.*

We have implemented the following new policies to ensure the continued safety of you and our employees:

1. **Send only one employee to pick up materials.** We are still limiting the number of people coming into our branches, we will not be servicing non-essential customers or allowing visits from our vendor partners at this time.
2. **All customers must wear face coverings.** While in the warehouse, we will require that customers completely cover their nose and mouth with a face covering (bandana, scarf, face mask). Please keep your face covered for the duration of your visit. Central team members will also be required to wear face coverings.
3. **Wear gloves or sanitize hands.** We request that customers wear gloves (any type) while visiting our warehouses. If this is not possible, we’ll have hand sanitizer available for required use while in the branch. Central team members will also be required to wear gloves and keep hands properly sanitized.
4. **Social distancing and waiting area.** We will provide tables and marked waiting areas near the counter or displays to help maintain proper social distancing while in the warehouse.

Our team will also continue with our other procedures including regular cleaning and disinfecting of high-traffic areas and work stations, proper social distancing, and staying home when they do not feel well.

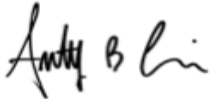
We have evaluated other essential retail businesses and reviewed their safety and operations policies. You’ll notice that many of our policies reflect best practices from the retail industry and are the same that are in place at your local grocery and big box stores.

May 11, 2020

With the reopening of states and local governments, we're optimistic about the remaining portion of our spring and summer season. We eagerly hope that these positives continue and the worst is behind us.

We're committed to supporting you in any way we can. We understand many of the challenges that you are facing and believe that strong partnerships are the best way to get through them. As always, 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". The signature is fluid and cursive, with the first name "Anthony" being more prominent than the last name "Luciano".

Anthony Luciano

Vice President, Sales & Marketing
Central Turf & Irrigation Supply