



DATE: Monday, March 30, 2020
SUBJECT: COVID-19 Guidance & Shoreline Pools Operations Update
TO: New York State Customers

To our valued customers located in New York State:

We hope this finds each of you safe and taking proper precautions amid the ongoing COVID-19 situation. In response to additional guidance from New York State on Friday, March 27, please be advised of the following changes to our operations in New York State.

- **Construction & Renovation:**
 - Effective immediately, “all non-essential construction must shut down except emergency construction (e.g. a project necessary to protect health and safety of the occupants, or to continue a project if it would be unsafe to allow to remain undone until it is safe to shut the site).”
 - Consequently, pool construction is no longer permitted under the Construction designation of “essential” businesses. As such, we will suspend all construction and renovation projects until such restrictions are removed or otherwise modified.
 - This includes both currently open projects as well as new projects.
 - Your Shoreline Pools Project Manager will communicate project-specific details, including whether any measures may be taken to ensure the safety of the site.
- **Service:**
 - The recent changes to construction do not impact our Service Department. We can and will continue to provide regular service visits as outlined under the State’s description of “essential” services, and per the recently implemented protocols outlined in our Customer Letter dated March 24, 2020 (available at www.shorelinepools.com).

We recognize the inconvenience this latest news imposes on our Construction customers in New York. We share in your disappointment that our team will not be able to continue the project as scheduled. That said, it is important that we continue to follow the guidance of our government leaders and do our part to best protect the safety and well-being of our staff, customers and communities. Please know that whenever such restrictions are lifted, our team will mobilize quickly to resume and complete projects as expeditiously as possible.

Thank you for your support and partnership. We will continue to communicate updates as more information becomes available, however please do not hesitate to reach out to our team should you have any questions or concerns.

Please be safe and take care of one another.

Daniel Kollar
Chief Operating Officer
Shoreline Pools, Inc.

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