



DATE: Friday, April 17, 2020
SUBJECT: COVID-19 UPDATE -- Field Operations Resuming April 20, 2020
TO: Customers, vendors and business partners

To our valued customers, vendors and business partners:

To begin, we hope this finds you, your families and loved ones healthy and safe. In accordance with our Customer Letter dated April 1, 2020, *we will be resuming all field operations effective Monday, April 20, 2020, as permitted under applicable state orders and "essential" services designations.*

As stated previously, our management team remains steadfast in our objectives in response to the ongoing COVID-19 situation; (i) to protect the safety and well-being of our staff and customers, (ii) to adhere to the guidance provided by government leaders and agencies, and (iii) to serve our customers to the best of our ability in the face of such hardship. In pursuit of these objectives, we have implemented new operational protocol and procedures over the last several weeks, including:

- Office staff, including sales, design and customer service, are working from home in accordance with our Agile Work Plan deployed on March 16, 2020. The AWP includes procedures to ensure prompt response to all customer phone calls, emails, web inquires, and other communication.
- All customer and project meetings are being conducted via conference call, video chat or on-site, provided the meeting takes place outside with recommended physical distancing between participants (minimum of six feet).
- A time-staggered, coordinated and outdoor morning dispatch system has been employed to limit physical interaction between field and warehouse staff, streamline inventory transfers and minimize time spent on company premises.
- Internal paperwork has been minimized; all work orders, inventory requests and office/field communication are digital and shared via email, text or secure mobile phone applications.
- Fleet vehicles have been limited to one occupant to the greatest extent possible, and in no event more than two. This includes a reimbursement program for staff using personal vehicles for transport to/from job sites.
- Masks/facial coverings and gloves are being provided to field staff.
- Office staff are communicating with customers to review protocol before scheduling and completing any work that requires indoor access (e.g., basements, garages, pool houses, indoor pools, etc.).
- Crews are practicing proper physical distancing guidance while working in field.

We will continually reevaluate and adjust our operational protocol as needed and communicate any such changes via our website. Please do not hesitate to reach out should you have any questions or concerns regarding your service.

Thank you for your continued support. I am very proud of our team and the effort I witness each day as together we work tirelessly to best serve our customers amid these trying and uncertain times. We look forward to warmer, sunnier and healthier days ahead for all.

Please be safe and take care of one another.

Daniel Kollar
Chief Operating Officer
Shoreline Pools, Inc.

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