



**DATE:** Wednesday April 1, 2020  
**SUBJECT:** COVID-19 Response & Field Operations Update  
**TO:** Customers, vendors and business partners

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To our valued customers, vendors and business partners:

Once again, we hope this finds each of you healthy and taking proper precautions to stay safe amid the ongoing COVID-19 situation. As stated in our Customer Letter dated 3-24-20, and again in our NYS Customer Letter dated 3-30-19, the COVID-19 situation continues to evolve, particularly in the communities where we live and work. As government guidance, executive orders and business restrictions continue to change, our management team has, in each case, reevaluated our operational plan. These are challenging and uncertain times. However, our management team remains steadfast in our objectives amid this adversity; (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 the spirit of those objectives, effective today, Shoreline Pools will suspend field operations with a tentative resume date of Monday, April 20. A few comments regarding the Field Suspension Period:

- Shoreline Pools office staff will remain operational during the Field Suspension Period, under our Agile Work Plan (AWP) protocol, with all staff equipped and working remotely from home. During this time, our office staff will be working to:
  - Address customer questions and concerns.
  - Adjust and optimize our scheduling to ensure we can resume operations efficiently.
  - Process and schedule new service agreements.
  - Continue preconstruction work such as design, permitting, engineering, drainage, etc.
  - Create and develop budgets, proposals, and contracts for new projects.
- No pool openings (“summerize” services) will take place during Field Suspension Period.
- Indoor pools and pools opened prior to this change will be visited periodically by select technicians for maintenance during the Field Suspension Period.
- On-call service technicians shall be available for urgent services.
- Active construction and renovation projects will be cleaned up and secured to the extent possible.
- We will assess our ability to resume field operations as we approach April 20 and communicate those decisions as soon as possible.

We recognize the inconvenience this decision may impose on some of our customers. However, following much discussion and careful consideration of the information available and projections from government authorities, we firmly believe this is our best path forward in the near term.

On behalf of the entire Shoreline team, we eagerly look forward to a return to normal business operations and life in general for all. Our team will work tirelessly to make up the time lost during our Field Suspension Period and do our very best to provide the level of service and care you have come to expect and deserve from Shoreline Pools. In the interim, please do not hesitate to contact us should you have questions or concerns.

Please be safe and take care of one another.

Daniel Kollar  
Chief Operating Officer  
Shoreline Pools, Inc.

CONTACT US

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