



Coronavirus Dealer Update 3.22.2020

Dear Valued Imperial Pools, Saratoga Spas and The Vinyl Works Customer,

We want to update you on the ever-changing dynamics of the COVID-19 Pandemic and its effect on our business. Leaders from the Federal government and State Governor's across the United States have placed various work/travel restrictions on all Americans and businesses. Imperial Pools *will* comply with State and Federal regulations.

Governor Cuomo has mandated that we send 100% of our New York workforce home. Effective Friday at 8:00 pm we closed all of our manufacturing facilities until further notice. Over the past week we have been preparing for this inevitability. Although our building will be empty, we have empowered all of Management, administrative, customer service and CAD personnel to work remotely from their homes across all of our business units. All phones, extensions, and emails are intact and active. We will continue to enter orders and communicate with you as seamlessly as possible. Operational instructions on how to communicate and conduct normal business functions will follow shortly.

Currently several other branches are subject to similar executive orders from their Governors. In all states where Imperial Pools is effected by work shut down orders we will take advantage of a business pause, to research and develop a safe protocol to function as an essential business in each category in each state where appropriate. All other branches remain open. In the event another state imposes restrictions, we will comply. Preparations to work remotely are also in place for all locations.

Our primary focus will be on you our existing customer and the safety of our staff. We will do everything in our power to support our customer's immediate needs while complying with government regulations. Orders will be restricted to historical purchase levels; however, stocking orders or speculative orders will not be accepted. We must look forward to the days when this crisis is over and its business as usual.

These are unprecedented times. We hope you understand our position that we must do our part to support our friends, family, community, and country. We sincerely apologize for the inconvenience we know this will have on all of you.

Respectfully,

Anthony Brennan
Chief Executive Officer