

To our valued clients,

We sincerely hope you and yours are all doing well and being safe during this outbreak of Covid-19. We all now know what we are supposed to do in order for us all to stay safe, so we'd like to outline specifically what PoolPro is doing to help mitigate the spread of this virus:

1. We have staggered our start time to minimize the amount of people in the office at any one time and to maintain a *least* 6' distance to others. Office staff will work from home with only occasional trips to the office.
2. If any one of our staff is feeling the least bit ill, running a fever or are otherwise under the weather, they are to stay home and take the precautions necessary to stay healthy.
3. Our office and warehouse are being cleaned several times daily with sterilizing chemicals.
4. Our trucks are not shared amongst employees and regardless are also being cleaned regularly.
5. We work alone during the day and are not in the company of others.
6. On large construction sites, we observe the strict Covid-19 protocols put in place by the many general contractors that we work with.

We understand the necessity to keep swimming pools and spas clean and properly disinfected. Among the many bacteria and viruses killed by properly maintained water, the CDC also reports the Covid-19 cannot survive in properly disinfected pool and spa water. Therefore we have made the decision to maintain operations while taking every precaution to keep all of us and all of you safe. We have modified our on-site protocols to fit with these new safety precautions and ask for your help.

- We will honk twice upon arrival to your home, announcing our arrival.
- When you hear or see us, please go and stay inside while we work. This goes for pets as well. We love pets and they love us (usually) and we don't want to run the risk of coming in contact with them.
- Please have all access points unlocked and the pool and spa accessible.
- Please don't touch any of your pool or spa equipment for at least 48hrs after we have left.
- We will not come to the door for any reason, so we ask all communication goes through the office. Our office phone number is **425-455-4854** and our email is **info@poolproinc.com**.
- Office staff will be working from home as much as possible. This will mean that a phone call to our office may not be picked up by a live person but rather our voice mail system. We will be monitoring this system during our normal office hours of 7:30am-3:30pm weekdays. If you get out automated system when you call, please do leave a message and your call will be returned just as soon as possible, no later than the next business day.

We are lobbying to remain open in the event if a government mandated "shelter-in-place" order. Pool and spa businesses in other regions have been declared as "essential" since maintaining clean, safe water is critical to keep pools and spas from transmitting water-borne illness. We will follow all CDC recommendations and truly believe that we all need to do our part to keep society as a whole safe. We all must act responsibly to protect our most vulnerable.

We may change or alter these protocols as things change and we are watching events closely. We sincerely appreciate your business and hope that you all stay safe and healthy. Since 1995, we have survived many challenges and we have no doubt that we will survive this as well. We are truly in this

together and please, if you have any concerns or questions about what we are doing or specifically about your pool and spa, do not hesitate to reach out to us. We will listen.