

To our Customers and Vendors,

As we all watch the current global situation with the coronavirus (COVID-19) and see the impact that it is having on our daily lives, our communities, and our businesses, we want to reiterate Imperial Sprinkler Supply's primary objective during this uncertain period – To do everything possible to ensure the health and safety of our valued team members and customers.

Imperial Sprinkler Supply is closely monitoring local and national reports on the evolving impact of COVID-19 and, based on guidance from the Centers for Disease Control (CDC), the World Health Organization, and applicable public health agencies, we've developed plans that will allow us to respond timely and with appropriate measures. We recognize the responsibility that our locations have in continuing to serve the landscape and irrigation industry during this time and every Imperial branch remains open to meet any emerging need. As we continue normal business operations to support you in your local market, please be aware of the measures we are taking to promote a healthy and safe environment inside each of our branches:

- We've expanded our housekeeping and sanitation efforts in our stores to include frequent disinfecting of surfaces such as door handles, counter tops, keypads, and restroom surfaces.
- We are requiring all of our team members (and we urge everyone) to follow the CDC guidelines to prevent the spread of the infection.
- We have hygiene reminders posted throughout our facilities for team members and customers.
- We have provided our team members with the current CDC guidelines and recommendations for personal hygiene and preventative measures.
- We have restricted all non-essential travel for team members and postponed events and company gatherings to limit exposure.

We feel deeply for those who have been affected. Thankfully, as of today, we're not aware of any team member having contracted COVID-19, but we have implemented important guidelines that instruct any team member who may develop symptoms or who comes into contact with infected individuals to self-quarantine and follow the CDC's instructions. Additionally, it is our corporate policy that if we become aware of any unsafe or unhealthy condition in any Imperial Sprinkler Supply branch, that location will be immediately closed until those conditions have been remedied.

While business needs may dictate additional changes in the coming days, we believe these measures allow us to best meet the needs of our industry. The health and safety of our customers and team members is our top priority and we're committed to doing our part to help keep you safe.

Sincerely,  
Imperial Sprinkler Supply Management

